

REPUBLIC OF TAJIKISTAN

**MINISTRY OF ENERGY AND WATER RESOURCES
SUE "KHOJAGII MANZILYU KOMMUNALI"**

**TAJIKISTAN
WATER SUPPLY INVESTMENT PROGRAM-1
STAKEHOLDER ENGAGEMENT PLAN**



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ABBREVIATIONS / ACRONYMS

EE	Executing Entities
EPM	Environmental protection matrix
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
FM	Financial Management
FS	Feasibility Study
GRM	Grievances Redress Mechanism
GRT	Government of the Republic of Tajikistan
IA	Implementing Agencies
IDA	International Development Association/World Bank
LMP	Labor Management Procedures
M&E	Monitoring and Evaluation
MEWR	Ministry of Energy and Water Resources
MHM	Menstrual hygiene management
MID PMU	Municipal Infrastructure Development Project Management Unit
NWS	National water system
P/S	Pumping stations
PAP	Project Affected Persons
PDO	Project Development Objectives
PMMIS	Project management and monitoring information system
RPF	Resettlement Policy Framework
RWSSP	Rural Water Supply and Sanitation Project
SBCCC	Social Behavior Change Communication Campaign
SEP	Stakeholder Engagement Plan
WASH	Water, sanitation and hygiene
WB	World Bank
WSIP-1	Water Supply Investment Project - 1

1. INTRODUCTION

A key element of the success of each project is the establishment of interaction with stakeholders, the establishment of constructive relationships throughout the entire life cycle of the project, starting from its early stage - development.

This Stakeholder Engagement Plan (SEP) has been developed for the Water Supply Investment Program 1 (WSIP-1) currently under preparation by the Government of the Republic of Tajikistan, expected to be implemented by the Ministry of Energy and Water Resources and the SUE KMK. The SEP allows the project to identify different stakeholders and develop an appropriate approach. The MEWR and the SUE KMK recognize the paramount importance of continuous communication with all stakeholders. To achieve these goals, the SEP is intended to be used as a formal document, open for discussion and subject to regular revision so that it remains relevant and reflects the results of ongoing interaction with different stakeholders.

The stakeholder engagement activities are expected to create a platform for project stakeholders and other stakeholders to voice their views and concerns regarding possible environmental and social risks and impacts that may arise during project implementation and management practices by them. The SEP was prepared in accordance with the legislation of the Republic of Tajikistan and the social and environmental policy of the World Bank for investment projects. The document covers the requirements of **the World Bank's Environmental and Social Standard (ESS) 10 "Stakeholder Engagement and Information Disclosure"**¹. This Stakeholder Engagement Plan is a live document and will be updated as the project develops and will remain in the public domain on the websites of the implementing agencies. The document was developed taking into account the impact of the COVID-19 pandemic and the changing epidemiological situation posing restrictions on the traditional large-scale information events and in-person methods of interaction.

The SEP utilizes the experience of the ongoing RWSSP in implementation of the communication and behavior change campaign in Vosse district through the use of the same key messages, logo, approach and citizen engagement mechanisms.

This SEP is designed to identify, establish and maintain effective stakeholder engagement parties for successful and sustainable management of social and environmental risks throughout the entire period of the project. In accordance with the purpose of the Plan, the following tasks are defined:

- ✓ *Identification and analysis of stakeholders.*
- ✓ *Determination of interaction planning methods, namely the establishment of an effective communication platform, especially in the context of COVID-19.*
- ✓ *Ensuring that relevant project information is disclosed to the stakeholders in a timely, understandable, accessible and appropriate manner, including in preparation for consultations.*
- ✓ *Assessment of the level of interest and consideration of opinions during the project preparation, as well as subsequently during the implementation of the project.*
- ✓ *Creation of a mechanism for filing and resolving project-specific grievances and other types of grievances, as well as a feedback mechanism, allowing stakeholders to raise questions and respond to them accordingly;*
- ✓ *Monitoring and reporting, including potential self-reporting digital tools*

¹ <https://documents1.worldbank.org/curated/en/476161530217390609/ESF-Guidance-Note-10-Stakeholder-Engagement-and-Information-Disclosure-English.pdf>

While the SEP also commits to releasing routine information on the project’s environmental and social performance, including opportunities for consultations, a summary of the potential social and environmental risks and impacts is contained in the ESMF, to be published at the RWSSP website.

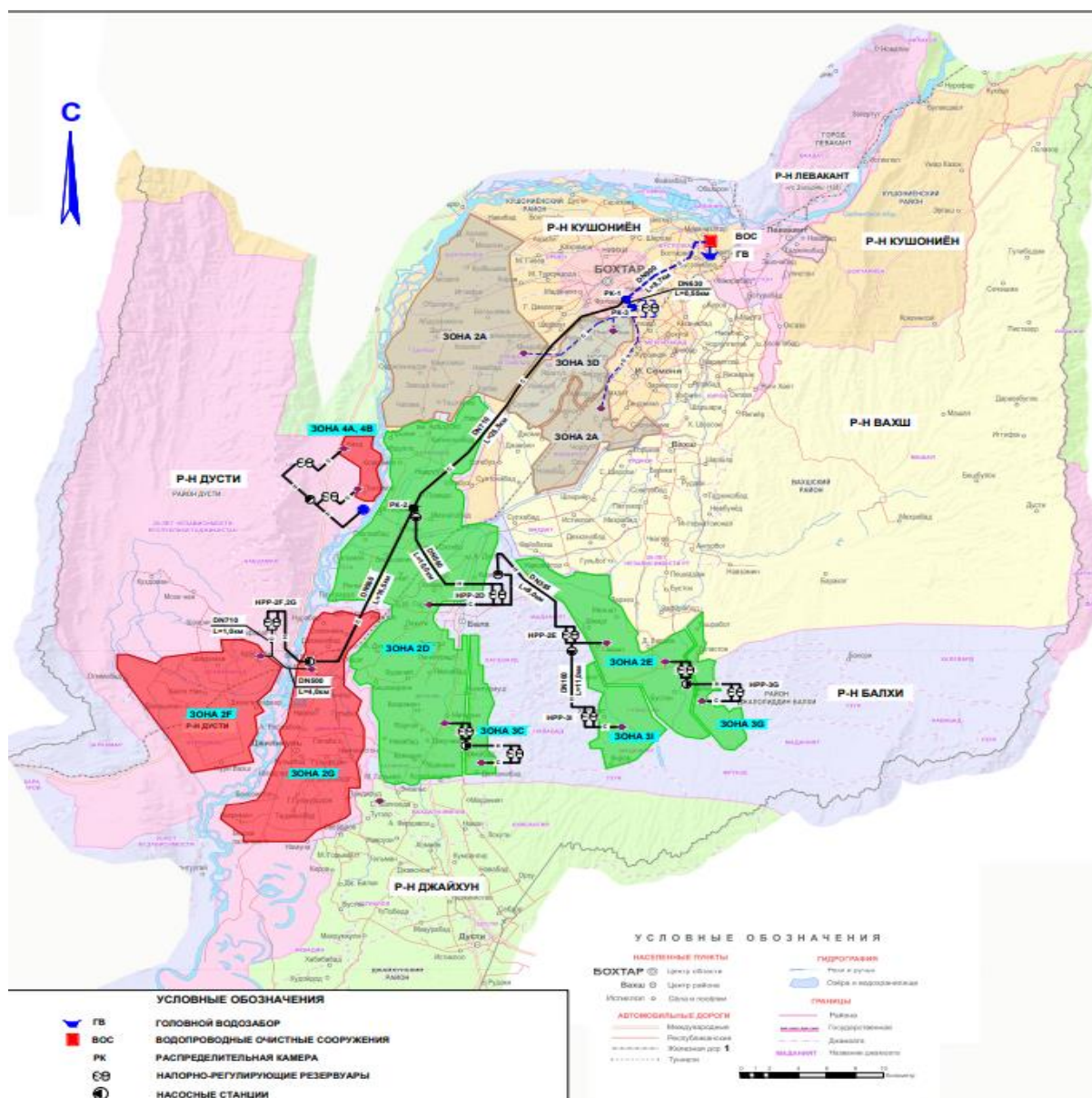
2. PROJECT DESCRIPTION

Project Development Objective (PDO)

The project aims to improve access to safely managed water supply services in selected districts; and strengthen capacity of water sector institutions for improved service delivery.

Project area

The project will target rural and peri-urban settlements located in Balkhi and Dusti districts of the Khatlon region Republic of Tajikistan, covering 250,000 people. The project will build on achievements and lessons learned from the ongoing World-Bank financed RWSSP which targets improvement of water supply services in rural areas of Khatlon region largely focusing on Vose and Kushoniyon districts. The project will also support implementation of institutional reforms at the national level, and improvements in performance of target utilities in the project area. Indicative map of the project area is provided below on Figure 1.



Note: The project will indicatively target all the zones in Dusti and Balkhi district
Figure 1. Indicative project area map

Project beneficiaries.

The project will focus on providing support to beneficiaries at the national, district and local levels. The beneficiaries of the project will be (i) MEWR and KMK, (ii) MoES, MHSP and NHLC (iii) regional and district offices KMK/Vodokanal and Tojikobidehot that will be optimized/restructured for improved service delivery, (iv), rural healthcare facilities, (v) rural schools and (vi) rural households, including households headed by women.

Institutional arrangements.

The Implementing Agencies² (I/A) of the Project are the Ministry of Energy and Water Resources of the Republic of Tajikistan (MEWR) and the SUE “Khojagii manziliyu kommunali” under the Government of the Republic of Tajikistan (KMK). The overall responsibility for day-to-day project management will be assigned to the existing Municipal Infrastructure Development Project Management Unit, hereinafter referred to as the PMU, which is provided with key personnel for the Component 2 and the Water Supply and Wastewater Group under the MEWR for the Component 1.

Project Components

The project includes the following components.

Component 1.	Institutional strengthening and capacity building of water sector institutions;
Component 2.	Investments in water supply infrastructure;
Sub-component A.	Investments in the Vakhsh inter-district water supply system;
Sub-component B.	Investments in WASH facilities in social institutions
Component 3	Project Management and Implementation Support
Component 4	Emergency Response Component;

Component 1 - Institutional strengthening and capacity-building (ISCB) of water sector institutions

The ISCB component is structured along the actions outlined in the National Water Sector Reform Program (2016-2025) and supports implementation of the upcoming National Water Supply and Sanitation Program. The Project will also provide support to the targeted utilities, to execute envisaged activities and improve their ability to operate and maintain, plan, implement and sustain expansion of safe water supply in the Khatlon region.

The proposed WSIP-1 will build on and continue the efforts to improve water supply and sanitation sector management across the spectrum of functions:

² Implementing Agency - state bodies and organizations that, in accordance with grant agreements, are responsible for the development and implementation of an investment project.

Executing Entity - an organization that is created by a decree of the Government of the Republic of Tajikistan or a decision of an implementing agency and is responsible for the execution and use of funds of the investment project funds under the signed agreement on implementation of the Project.

- **Policy making, sector planning and monitoring.** The WSS Group is expected to be established within the Ministry of Energy and Water in charge for policy making and sector planning functions in the sector, as prescribed in the Water Code. This will include development of sector policies, legislative proposals, establishment of the MIS and monitoring of water supply and wastewater systems across the country (demand, system availability, coverage, management models, regional and local investment plans). The Ministry will perform these functions in close coordination with the Main Department of Geology, Committee for Environmental Protection and Ministry of Health and Social Protection. Financing under this Component will provide support to establishment of the dedicated WSS unit within the Ministry in charge of the policy making, sector planning and sector-wide monitoring, creation of the WSS MIS, development and approval of the necessary reporting protocols and support to preparation of sector assessment report to be published annually after the year 2 of the project. The MIS will need to ensure availability of WSS sector monitoring data disaggregated by sex and age in national sectoral policies (sectoral policies and monitoring reports content analysis). The Component will also include support to the Department of Geology in digitalization of the registry of wells used for water supply purposes as part of the water cadaster.
- **Water quality regulation.** The Component will support strengthening of the water quality testing capacity in Khatlon region through provision of lab equipment, development of required water quality testing protocols and risk assessment tools, provision of mobile labs and training to the staff of the State Epidemiology Service of the MoHSP at the regional level and in target districts.
- **Economic regulation.** The Component will further support the sector regulator – Agency on Antimonopoly Services, in development of tariff models for target utilities, review of the tariffs in terms of their social acceptability, conducting assessment of potential performance incentives mechanisms and introduction of regulatory accounting framework with the relevant regulatory authorities. Activities under this Component will also provide technical assistance to the Ministry of Finance and the AAS in carrying out a comprehensive review of the tariff and subsidy policy in the sector, taking into account the issues of social affordability and economic/allocative efficiency of subsidies.
- **Service Delivery function.** Activities under the Component will provide required support in optimization of a number and structure of existing branches of the SUE KMK in Khatlon region based on the technical and territorial basis to ensure effective management structure and increase their economic viability (based on the assessment undertaken under the RWSSP and additional assessments to be conducted). The Component will support optimization of water and wastewater utilities in Khatlon region, servicing Balkhi, Dusti and Jayhun districts. Support to the new utilities will include (i) development of accountability mechanisms with the bulk Vakhsh system utility to be established within the RWSSP and local/regional public administration authorities; (ii) development of asset management plans and performance improvement plans for the optimized water utilities; (iii) setting tariff model for the target utilities in coordination with AAS and local hukumats; (iv) roll-out of the metering program and public awareness and communication campaign for the target population; (v) installation of financial, commercial and operational IT systems; and (vi) carrying out a comprehensive training program for the optimized utilities.

Activities under this component will also include a gender assessment of the sector aimed at developing a set of action to increase representation of women in technical and decision-making roles in the water sector through provision of training, involvement of women in public awareness and communication activities, designing internship opportunities for young female specialists as well as design and implementation of outreach activities with schools and communities to empower young generation to pursue career in the water sector.

The Component will also finance preparatory feasibility studies for the next stage of investments under the SOP2, as necessary. The studies will be initiated upon consultation with the Government on priorities included in the investment plan under the National Water Supply and Sanitation Program 2030.

Component 2. Investments in Water Supply and Sanitation Infrastructure: The Component will focus on improving access to safely managed water supply services in Khatlon region with the current population exceeding three million people. This component will finance civil works, goods and consulting services required to design and implement a set of technically robust the water supply infrastructure required to improve access to and quality of water supply in Khatlon while improving sustainability and climate resilience of water supply services delivery. The component will support implementation of decentralized sanitation solutions for schools and healthcare institutions. Investments under the Component will be structured along the following two parts:

Subcomponent 2A: Investments within the Vakhsh bulk water supply transmission system.

Investments under this Subcomponent will include replacement of the existing bulk water transmission pipeline from the RK-1 in Kushoniyon district through RK-2 in Balkhi district to pressure regulating reservoir in Dusti (with the total estimated length of 25.5 km and 16.5 km respectively) and replacement/construction of water distribution system in selected settlements/ villages in Balkhi and Dusti districts. The Subcomponent will include rehabilitation/replacement and expansion of the existing water network in villages based on metered house connections and public standpipes. The project targets to provide metered individual connections, with contribution of beneficiaries for laying individual connection from the chamber to their households. It is hereby expected that investments under this sub-component, investments will be sufficient to only cover target settlements located in the Balkhi and Dusti districts. The sub-component also covers social mobilization and behavior change activities targeting population of the project zone to ensure awareness and understanding of the population of the main concepts of: (i) valuing water and water conservation; (ii) on-site water storage and treatment processes; (iii) connecting to water supply network and paying bills; (iv) awareness of the risks associated with unsafe water; (v) importance of hand hygiene and menstrual hygiene; (vi) interaction with the service providers.

Subcomponent 2B: Decentralized sanitation solutions for schools and healthcare institutions.

The Subcomponent will support WASH improvements in selected social institutions within the project area targeted under the Subcomponents 2A. Activities under this subcomponent will include intensive hygiene promotion programs to increase communities' awareness of hygiene practices (including prevention of water source contamination), in particular, with school children and in close coordination with other Development Partners, e.g. UNICEF, EU, SDC and roll-out of WASH-in-School behavior change and communication package developed under the RWSSP. The package includes a set of materials on MHM targeting puberty-age girls, mothers, and caregivers. The Component will track number/percentage of women and men by main age groups trained on hygiene and health aspects of WSS. Implementation of the Subcomponent will require intensive collaboration with the Ministry of Health and Social Protection and the Ministry of Education and Science in planning required interventions in schools and healthcare facilities ensuring that WASH infrastructure meet basic requirements for safety, privacy and dignity.

Component 3. Project Management and Monitoring

This Component will finance the costs of (i) technical assistance to the IA's and partner organizations in coordinating and implementing the project; (ii) publication of outreach and communication materials, as well as implementation of the project communication plan; (iii) monitoring and evaluation of project

activities, including implementation of baseline and end line surveys and regular beneficiary feedback surveys on project implementation and results; (iv) establishment of project Grievance Redress Mechanism (GRM) allowing for integration of target utilities complaints registration system; (v) preparation of annual project audits. The Component will finance incremental operating costs of the Implementing Agencies. The Component will finance costs related to the project management activities of both Implementing Agencies.

Component 4. Contingent Emergency Response Component (CERC).

This Component will improve the GoT's ability to respond effectively in the event of an emergency in line with World Bank procedures on disaster prevention and preparedness.

The MID PMU has experience in implementation of the donor-financed infrastructure projects. The IAs will benefit from this capacity and complement it by scaling up the project efforts on the institutional side and focusing on improved service delivery.

3. BRIEF DESCRIPTION OF THE PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

In designing the stakeholder engagement processes and channels, the PMU has utilized experience accumulated during development of the communication and behavior change campaign on WASH targeted to rural communities. Development of the campaign will use the same logo and conceptual approach, recognized as "Oilai Zamonavi". The concept and the communication campaign were based on the extensive review of perceptions associated with 3 concepts developed as part of the process and selection of the acceptable to the target population winning concept. Oilai Zamonavi concept was selected based on the inspirational focus on improved living conditions, targeting to bridge the gap in basic services between the urban and rural settlements and strive for family concepts and values associated with care and equal gender roles in the households. All the project communication activities are framed under this recognizable concept and delivered through the use of agreed key messages and characters. All the campaign messages are designed to positively influence respondents. The message gives them a sense of responsibility for their families and their societies. They accepted them as calls to change their behavior and attitudes towards aspects of the WASH.

Stakeholder engagement is planned at three different levels – community (through WASH committees, schools, parent-teacher associations), district level through communication with target utilities and partner institutions, and at the national level through the interaction between the Implementing Agencies and broader range of stakeholders using the Inter-Agency Working Groups, Expert Groups and Project Advisory Council.

Stakeholder engagement with rural communities is based on the inclusive communication with public through the WASH committees that are established in the project area prior to commencement of any construction works to ensure that information about the project, its objectives, targets and requirements are well understood. Perceptions and understandings of the project concepts vary among targeted beneficiaries. To trigger required change in targeted behavior practices the communication and behavior change campaign takes into account emotions, feelings, attitudes, degree of participation in the discussions, motivation to change behavior based on sociocultural values, age of participants, life experiences and understanding of priorities in improving housing conditions. The process is also designed to engage different groups of beneficiaries, both in terms of age, gender and level of income, leaving no one behind. The campaign should cover different groups of stakeholders and PAPs to ensure equal access to information.

Initial process of engagement with communities covers the following topics:

- Importance of access to safely-managed water supply services to households, their expectations of the project, especially for improving living conditions relative to the WASH, specifically for

women, who carry the most burden of household chores and responsibilities for fetching of water, and disabled household members.

- Importance of personal hygiene, handwashing, burden of water-borne diseases, challenges women and young girls experience in accessing water supply for menstrual hygiene.
- Explaining the cost of water supply services, including the water connection tariff, water quality and interaction with utilities, as well as the importance of water metering and its implications.
- Safe storage of water at premises and conservation of water, as well as safe disposal of grey water with consideration to environmental flows.
- Importance of WASH-in-schools and healthcare facilities

The project will build on the achievements and lessons learned from the implementation of previous World Bank-funded projects, where interaction was carried out throughout the life cycles of projects, from information meetings and public hearings to post-project beneficiary satisfaction assessments.



Figure 2. By connecting to the water network, you improve the quality of your family's life. Be a modern family. Materials of the Communications and BCC campaign



Figure 3. Safe water storage safeguards your family's health!

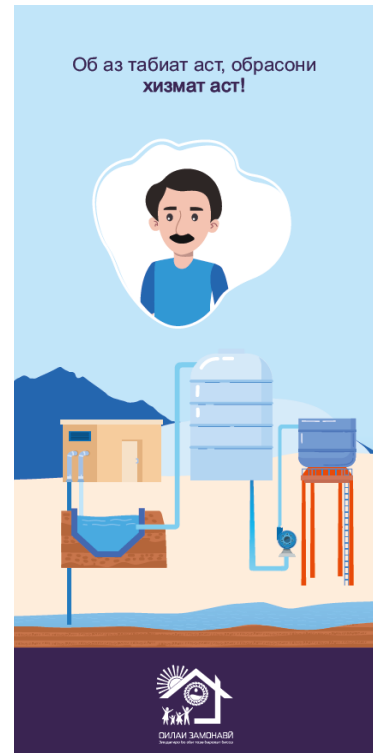


Figure 4. Water is a gift of nature, but water supply is a service. Value it!

4. LESSONS LEARNED FROM COMMUNITY / STAKEHOLDER ENGAGEMENT FROM PREVIOUS PROJECTS

The following lessons were derived by the PMU in preparation of this SEP:

In-person meetings remain the most effective instrument of stakeholder engagement. In-person meeting with communities and local level authorities remain to be the most effective tool of communication. The project requires intensive efforts in ensuring cross-sectoral coordination both at the local and national levels. This coordination will need to be ensured through technical review committees, consultations with the local beneficiaries, WASH coordination committee meetings, outcomes of which need to be communicated back to the audience through the visual and written communication.

Publicize information and make use of visuals. Experience shows that one of the most effective ways of interaction is visual communication of the public, i.e. placement of materials about the project activities on information stands and installation of banners with photos, showing the state of the sites before the start of construction, during and after the completion of project construction works in special places, for example, at Jamoats, water utilities or directly on construction sites. This method allows the local community living in the project area and local authorities to compare the results of activities before and after the Project implementation.

Use the digital tools to make the youth interested. While internet services and access to mobile data is limited in the project area, the use of social media and different communication platforms become more popular. The project can engage young representatives of WASH committees in monitoring WASH practices in their area through self-reporting mechanisms linked to the location data. This has a potential to make communities and volunteers important implementation partners in terms of their involvement in the project design and generating field-level information.

For closer communication and coordination of programs, various consultations, formal and informal meetings with local authorities, representatives of local water supply entities, rural households and vulnerable groups of society were held within the framework of the previous SEP under RWSSP. Detailed information on the activities carried out with stakeholders, is available at the following links:

- ❖ <https://obirusto.tj/en/>
- ❖ <https://www.youtube.com/channel/>

Use of GRM mechanisms. Another important element of effective interaction is the Grievance Redress and Feedback Mechanism, which was introduced and successfully operated under the social mobilization and communication of the RWSS Project, as well as under the activities of Component 2. The experience of the RWSS will be expanded to use diversified GRM, differentiated for categories of stakeholders. During a review of the achievements of the Community – wide WASH Behavior Change Communication Campaigns the RWSS Project monitored the social and environmental performance and noted the positive impacts of the project, including the expression of gratitude from the local community affected by the project. The activities of the RWSS Project and its achievements, including the success stories of the project beneficiaries, were published on the RWSSP website for wider publicity to all stakeholders.

Establish permanent platforms for technical and policy dialogue. As part of the RWSS Project, the Ministry of Energy and Water Resources, as the lead agency for coordinating water sector reform, established an Interagency Working Group (IWG) to develop the Program and collaborated with the

World Bank to review the policy, institutional and regulatory aspects of the sector. As part of the development of the National Program for Water Supply and Sanitation for 2021-2030, an intensive consultation process of the IWG is being carried out. The work of this platform will be integrated with the proposed Project's Advisory Council to enrich interlinkages between the components and projects.

Make the focus on stakeholder engagement – a driving factor for sustainability of project investments. Given that stakeholder engagement improves the quality of project implementation and builds trust with affected communities and other stakeholders, the project should include several points of engagement both during the project preparation (through consultations with affected parties and other interested parties) and during implementation. Engagement before the Bank approves a project will include the following:

- Stakeholder consultation to inform stakeholder analysis;
- Dissemination of relevant project material, including explanations of intended project benefits and, where appropriate, the update of the project website to have specific information related to the project under preparation; and
- Stakeholder consultations on proposed project design, environmental and social risks and impacts, mitigation measures, the proposed SEP, and draft environmental and social risk management instruments.

In general, the gained experience of the PMU creates a reliable basis for the development of dialogue. As part of the implementation of this Plan, the existing experience will be supplemented with elements of good practice, in accordance with the requirements of the WB.

In the process of preparing and implementing the upcoming Project, it is recommended to take into account the following:

- To ensure effective management of the GRM and a mechanism of feedbacks from citizens within the framework of the upcoming project, a hotline should be formed under the management of the PMU MID. In the early stages of the project phase, mechanism should be managed by the Community Mobilization and Communications Consultant and resolved by the PMU specialists and other appropriate parties. To register incoming complaints, the PMU should create a single registration database, which will subsequently be handed to the formed water supply enterprise at the regional level.
- It is important to establish a separate consultation process with the small communities that may not benefit directly from project investments in infrastructure, but can be potentially served by the target utilities based on the mutually-beneficial arrangements;
- On the websites of PMU and MEWR, placing information on the project specific GRM. The online feedback mechanism will also function as the GRM, allowing users to submit comments or file grievances. Contact details of PMU / WSS unit in the MEWR/ Regional offices of KMK will also be available on the websites. This approach will also allow you to communicate with applicants remotely, thereby reducing the risk of contracting coronavirus infection. The project will also support setup of the SUE KMK website as part of activities to improve interaction with the customers, and accountability to the project stakeholders.
- The PMU / WSS unit will benefit from the introduction of clear procedures / practices to ensure greater interaction, collaboration and coordination of activities undertaken by various project partners.
- Given the scale of the future project, there is a need to significantly raise awareness and campaigns. The use of local area networks and additional attention to key elements, advantages and challenges could help the PMU participation;
- Organize the placement of the success stories of the Project on the Bank's website and on its pages in social networks;

- Provide measures for the greater involvement of rural women in project activities and to receive appropriate benefits through training and workshops.
- Provide for measures to increase the involvement of rural women, girls and vulnerable groups in project activities and receive appropriate benefits through training and workshops.

5. STAKEHODLER ENGAGEMENT ACTIVITIES PERTINENT TO THE PROPOSED WSIP-1

For an integrated approach, preparation and planning of the project, several meetings were held with the involvement and coordination of several stakeholders, in particular, the Ministry of Finance, the Ministry of Energy and Water Resources (MEWR), the State Unitary Enterprise "Khojagi Manziliyu Kommunalni", The Main Department of Geology, the Ministry of Health and Social Protection of the Population, the Ministry of Education and Science, the State Committee for Architecture and Construction, the Antimonopoly Agency under the Government of Tajikistan and the local authorities of the target districts.

Many of the meetings were held as part of the RWSS project implementation and informed the preparation process given that the proposed WSIP-1 is a natural continuation and scale-up of the activities included in the RWSSP.

The purpose of the meetings was - (i) to review and agree on the project design, components and detailed distribution of activities; (ii) agree with the Client final detailed engineering designs for the priority sub-projects in Dusti and Balkhi districts; (iii) provide the necessary support in carrying out the necessary preparatory studies; (iv) finalize the discussion on the scope of institutional reforms and capacity building activities to be included in the project through the meetings of the IAWG; (v) finalize the discussion of the proposed project implementation mechanisms; (vi) ensure that the project is ready for appraisal.

Table 1. Meetings and Consultations with Stakeholders

Venue	Date	Participants	Key issues
The Ministry of Finance of the Republic of Tajikistan	March 7, 2022	Minister of finance, representatives of WB	- Provide the necessary support in carrying out the necessary preparatory studies
The Ministry of Energy and Water Resources of the Republic of Tajikistan	March 1, 2022	Representatives of MEWR, WB	- Finalize the discussion on the scope of institutional reforms and capacity building activities to be included in the project; - Finalize the discussion of the proposed project implementation mechanisms
The State Unitary Enterprise "Khojagi Manziliyu Kommunalni"	February 28, 2022	Director of SUE "KMK", representatives of WB, PMU MID	- Review and agree on the project design, components and detailed distribution of activities; - Agree the final detailed engineering designs for the priority sub-projects in the Dusti and Jaihun areas; - Ensure that the project is ready for evaluation;

The Main Department of Geology	March 4, 2022	Representatives of Main Department of Geology, PMU MID, WB	- Provide the necessary support in carrying out the necessary preparatory studies;
The Ministry of Health and Social Protection of the Population of the Republic of Tajikistan	March 1, 2022	Representatives of MHSPP, SES, WB and PMU MID	- Discussion on the scope of capacity building activities to be included in the project;
The Ministry of Education and Science of the Republic of Tajikistan	March 11, 2022	Representatives of MoES, WB, PMU MID	- Discussion on the scope of capacity building activities to be included in the project;
The State Committee for Architecture and Construction		Representatives of State Committee for architecture and construction, WB, PMU MID	- Review and agree on the project design; - Provide the necessary support in carrying out the necessary preparatory studies;
The local authorities of the Dusti and Jaihun districts	March 12, 2022	Representatives of local authorities of Dusti district, PMU MID, WB	- Agree the final detailed engineering designs for the priority sub-projects in the Dusti and Jaihun areas;
Communities in targeted project sites	April 28, 2022	Community and local authorities representatives in target districts	Public consultations on the draft ESF documents

The latest consultations focused on design of the proposed new operation – WSIP-1 were held on April 28, 2022. The consultations were held with the local authorities of Balkhi and Dusti districts with participation of representatives of the PMU and various stakeholders. Among other general project design features the consultations also focused on the ESF instruments prepared under the proposed WSIP-1. Among the stakeholders participated the Chairmen and Deputy Chairmen of the Balkhi and Dusti districts, directors of the local office of SUE KMK in the Balkhi and Dusti districts, the leaders of the Jamoats, the Leaders of the Mahalla Committees, representatives of local Healthy Lifestyle Center, education department, rural healthcare facilities and rural schools, community vulnerable groups and the PMU staff.

The consultations were opened by the Chairmen/Deputy Chairmen of the Balkhi and Dusti districts who, in particular, noted the critical importance of the implementation of this Project, as the population of the district is in dire need for drinking water supply, as well as the water that provides part of the population, quality indicators generally do not meet the requirements of GOST. Also, the Chairmen of the districts pointed out that social institutions (secondary schools, healthcare facilities), business entities, including in the processing industry, enterprises in the service sector, and others, are in dire need of drinking water.

It was emphasized that personally from the chairman of the district, as well as all district structures and relevant services, local authorities and the general population, full support will be provided for the preparation and implementation of this project.

Further, in these meetings, the PMU representatives made distribution of infographics about the project and respective activities planned that brought to the attention of the participants a thorough information about the goals and objectives of the Project, as well as the components to be implemented under the new Project. During the presentations, it was pointed out the need for close cooperation and assistance of all interested parties to ensure an effective result of the project. After the presentations were completed, discussion began with the active participation of the chairmen of jamoats and local authorities, during which questions were asked about the timing of the project, coverage, productivity, ensuring water quality, production of water disinfection, reconstruction or construction of water supply networks and water pipelines, water wells, zoning of the district, the degree of participation of local self-government institutions in the implementation of the Project, the further operation of engineering life support systems etc.

Regarding the environmental impacts of the Project, the environmental engineer of the PMU introduced the participants to the risks and environmental aspects (during the implementation of the Project) that affect the environment. In addition, it was pointed out that the rational and economical use of drinking water is also an environmental element for the rational use of water resources. Active discussions continued on this issue, including from the meeting participants the need for installation (individual water meters), with the possibility of organizing garbage sites in some villages, etc. was pointed out.

The chief specialist for social development of the PMU noted the importance of taking appropriate measures to prevent the risks of social impact of the project. He also informed the meeting participants about the WB framework provisions in the field of social management, primarily regarding the resettlement action plan, the need to organize "feedback" with consumers on the timely and quality consideration of complaints and suggestions, for which an appropriate commission or grievance committee will be created. During the discussion on this issue, the participants actively raised issues of resettlement and compensation (if necessary), as well as issues of improving sanitation, to which and also other questions were given comprehensive answers. More details could be found in Minutes of Public Consultations in Annex 2.

6. STAKEHOLDER IDENTIFICATION AND ANALYSIS

One of the main objectives of the project is to identify the stakeholders on whom the project can have a positive or negative impact.

6.1 PROJECT-AFFECTED PARTIES³

The affected parties of the WSIP-1 are individuals and communities that do not have access to drinking water, local communities and other stakeholders who may be affected by the project due to actual impacts or potential risks to their physical environment, health, safety, cultural practices, well-being or livelihoods. In addition, rural health centers and secondary schools identified as the affected parties, who may be directly or indirectly, positively or negatively affected by the project. This section will identify all relevant stakeholders, starting with governmental and non-governmental structures involved in water resources management, including affected communities, local, district and regional authorities, affected or likely to be affected by the project parties and other stakeholders.

Most of the households in the project area will benefit from improved access to safely managed water supply services as a result of the project infrastructure investments, better quality of water supply services through improved of the service delivery capacity of the targeted service providers, improved knowledge of WASH practices and risks associated with inadequate WASH practices obtained through an intensive social mobilization and behavior change campaign. However, there are separate groups of PAPs that require specific attention and may be considered disadvantaged or vulnerable population in the project context:

- Population of remote villages in the project zone that cannot for various reasons participate in the project consultation and express their views – those are usually deprived of the opportunity to access safely managed water supply services due to unavailability of improved water sources on their territory and may not be covered by the centralized water supply systems designed under the project
- Poor and vulnerable population that may not have means to connect to the piped network to be constructed under the project.
- Poor and vulnerable population that may not be able to pay for water supply services.
- Population of other districts, communities, schools and social institutions that will not be prioritized under the project.

6.2 OTHER INTERESTED PARTIES

Other stakeholders of the project can be the parties involved in Project implementation, representatives of local governments, and leaders of local communities, civil society organizations and organizations that interact with the affected parties. While these groups may not be directly affected by the project, they may have a role in its preparation (such as obtaining government permits) or live in the affected community and have concerns about more general issues, rather than those directly related to the well-being of their families.

There are also other categories of project affected parties:

³ Disadvantaged or vulnerable refers to those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so. This will take into account considerations relating to age, including the elderly and minors, and including in circumstances where they may be separated from their family, the community, or other individuals upon which they depend.

SUE KMK branches that will be restructured under the project although would benefit from a range of infrastructure and capacity building activities may perceive the project effect to be adverse, if not properly communicated with.

Other service providers in the area, including community-based organizations, owners of private wells may perceive the institutional processes under the project to be driven by the centralization effort.

Implementation of the water sector reform may also distort vested interests of the involved sector agencies, affecting their ability to cooperate constructively.

6.3 DISADVANTAGED / VULNERABLE INDIVIDUALS OR GROUPS

It is particularly important to understand project impacts and whether they may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project. Since the project activities will be implemented in rural areas, the following low-income and vulnerable groups of the population can be considered:

Vulnerable or disadvantaged individuals or groups and the restrictions they may have on participating and/or understanding project information or participating in the consultation process.

Persons, who cannot participate in the planned activities due to language differences, lack of transport, accessibility or remoteness of venues, disability or poor health, misunderstanding or lack of understanding of the activity process.

- Low-income families;
- Female-headed households or single mothers with minor children;
- Women engaged in seasonal agricultural works;
- Households with persons with disabilities;
- Ethnic / linguistic minorities;
- Low-income households without labor migrants sending remittances;
- Families with disabled people
- Large families with minor children.

At an early stage, meetings will be held with vulnerable groups and individuals to ensure their active participation in project consultations. For this purpose, consultations will be carried out in the areas where these categories of the population to provide options for participation of disabled people. During implementation of Information activities of the project for vulnerable groups, activities will be carried out in close coordination of mahalla leaders, community health commands and a social mobilization and communication company. In some cases, vulnerable groups will be provided with transportation/travel expenses, translator/interpretation in a language they can understand if necessary cases.

Approaches on how to engage with vulnerable groups are described in the section on Proposed Strategy to incorporate the view of vulnerable groups.

6.4 STAKEHOLDER ANALYSIS

For the purposes of planning the stakeholder engagement activities listed above (Table 2), a brief analysis of their expectations and concerns was made. In cases where field results are insufficient, assumptions are made about possible expectations and concerns based on the experience of the PMU under RWSS Project, as the project will be implemented in the same geographical area.

Table 2. Stakeholders analysis

Stakeholders	Role in the Project	Expectation/concerns
PROJECT AFFECTED PARTIES		
Individuals and rural households, communities who do not have access to drinking water,	Participate in SBCC Campaigns	<ul style="list-style-type: none"> - interested in improving the water supply situation in their communities; - interested in participating in various trainings and awareness raising events to obtain information about the activities of the project
Health Care Facility Administrations and Staff	Can become recipients of social benefits of the project	<ul style="list-style-type: none"> - Coordinates with project stakeholders on the appropriate design and siting of sanitation facilities as well as handwashing facilities in accordance with regulatory requirements - Enacts – with support of Department of Health in the district and region centers and district administrations – adequate O&M routines to ensure adequate functioning of the facilities. - Supports educational and preventative health activities in facilities
School Management and Staff	Can become recipients of social benefits of the project	<ul style="list-style-type: none"> - Coordinates and collaborates with Project stakeholders regarding the design and siting of school sanitation and handwashing facilities; - Organizes WASH education and behavior interventions, including for MHM, under guidance of Healthy Lifestyle Centers and with NGO support; - Adheres to the O&M protocol that is developed for the maintenance of school facilities WASH facilities and ensures funds from the school budget.
Households losing land, structures, and/or livelihoods	Project affected parties, who may be negatively impacted during construction phase	<ul style="list-style-type: none"> - Improved access to safely managed drinking water without any resettlement impacts on their property and assets
Project laborers	Labor force to be recruited for implementation of project activities	<ul style="list-style-type: none"> - interested in jobs to be created by the project - secure good working conditions and safe environment atmosphere at the workplaces
DISADVANTAGED / VULNERABLE INDIVIDUALS OR GROUPS TO BE AFFECTED		
Local population, including vulnerable groups, and national minorities	Can become recipients of social benefits of the project	<ul style="list-style-type: none"> - identified as who may be directly or indirectly, positively or negatively affected by the project; - may be limited or insufficiently informed about the opportunities of the project, including problems related to the language barrier for other nationalities living in the project area; -
Persons, who cannot participate in the planned activities due to language differences, lack of transport, accessibility or remoteness of venues, disability or poor health, misunderstanding or lack of	Vulnerable groups who may be excluded from project benefits	<ul style="list-style-type: none"> - may be limited or insufficiently informed about the opportunities of the project, including problems related to the language barrier for other nationalities living in the project area; -

understanding of the activity process.		
Poor and vulnerable populations who may not have the means to connect to the pipeline network to be built under the project	Vulnerable groups, who may be excluded due financial constraints	<ul style="list-style-type: none"> – interested in connection to the system to improve WASH and having benefit in their households from the project; – expect benefits and waivers during household connections
Poor and vulnerable populations who may not be able to pay for water services	Vulnerable groups, who may be excluded due financial constraints	<ul style="list-style-type: none"> – interested in improving water supply conditions through financial support from the project or the government;
Rural schools and healthcare facilities that will not be a priority under the project.	Nominated rural schools and healthcare facilities to be excluded	<ul style="list-style-type: none"> – interested in receiving benefits and improving the conditions of WASH and sanitation facilities due to the critical condition in institutions
Women in rural areas (secondary, incomplete secondary education), large families, single women, heads of households, etc.	Can become recipients of social benefits of the project	<ul style="list-style-type: none"> – take part in consultations organized for women and trainings on WASH and MHM aspects to improve their skills; – may be limited or insufficiently informed about project opportunities;
Girls and women who may raise SEA/SH concerns during construction phase	Project beneficiaries, participants of WASH education and behavior interventions, including MHM	<ul style="list-style-type: none"> – community safety measures are in place during the construction phase – presence of large number of male civil workers at the communities and schools may contribute to unrest among female community members – MHM topics should be discussed in separate women groups

PROJECT INTERESTED PARTIES

GOVERNMENTAL AND NON-GOVERNMENTAL ORGANIZATIONS

Ministry of Energy and Water Resources of the Republic of Tajikistan	Implementing Agencies	<p>Interested in ensuring coordination among different fragmented elements of the water sector institutional set-up.</p> <p>Interested in ensuring a buy-in into the initiated reform efforts, including through the increased performance tracking of different pilots, communication of early results.</p> <p>Requiring establishment of improved accountability mechanisms in the sector for improved sector planning and service delivery.</p> <p>Interested in attracting financing on behalf of the GoT into the sector for achievement of the SDG6.1 in the most cost-effective manner.</p>
State Unitary Enterprise “Khojagii manziliyu kommunali”		<p>Interested in improving service delivery</p> <ul style="list-style-type: none"> – improvements in water supply and sanitation sector management and service delivery; – improvement of transparency in financial management and reporting of its subordinate utilities. – have a clear institutional modernization roadmap with realistic targets backed up with financial support mechanisms

		<ul style="list-style-type: none"> -improvement in customers' satisfaction with water supply services -improved customers behavior in terms of payment and water conservation -rehabilitation and modernization of water supply infrastructure.
<p>Ministry of Education and Science of the Republic of Tajikistan Capital Construction Department of MoES Department for preschool and general schooling institutions of MoES</p>	<p>Project Interested Institutions</p>	<ul style="list-style-type: none"> -Improvement of access to basic WASH services that would allow to ensure pride, dignity and safety of schoolchildren -Clear institutions coordination of construction works in targeted schools; -Development and implementation of extracurricular activities on WASH-in-Schools, including the MHM aspects to ensure change of the current behavior practices for better public outcomes -Develops and further implements programs for construction/ rehabilitation of educational facilities; -Acts as a client for the design of WASH facilities in schools; - Acts as a client for construction, rehabilitation and reconstruction of WASH facilities in schools; -Collaborates with Project stakeholders in development of standard design manuals and sectoral regulatory documents on WASH facilities in schools. -Collaborates with Project stakeholders in development of extra-curricular education and interactive communication materials on WASH, including MHM; -Organizes and supports the approval process for the use of extra-curricular educational materials that will be used in the school environment, involving the necessary departments and advisory bodies (e.g. Department of Development and Distribution of Textbooks).
<p>Ministry of Health and Social Protection of population of the Republic of Tajikistan</p>	<p>Project Interested Institutions</p>	<p>Ensuring improved public outcomes through investments in water safety plans, building capacity for water quality monitoring and increasing awareness of population water-borne disease and improvement of hygiene practices</p> <ul style="list-style-type: none"> -coordination of construction works in targeted rural health centers; -development of educational WASH materials, including on MHM aspects; -promotion of healthy hygiene behavior through the existing channels; -training of teachers and WASH-mahalla volunteers (community health groups); -monitoring of water quality in the project area.

National Healthy Lifestyle Center	Project Interested Institutions	<ul style="list-style-type: none"> -In collaboration with relevant and interested partners (PMU) in community health promotion, ensures the development, approval of community hygiene behavior change materials and supports the implementation of community behavior change on hygiene and sanitation at local level; -Coordinates the collaboration of health system structures, partner projects, community health teams and other community-based organizations and ensures that other organizational objectives are fulfilled;
Department of Sanitary and Epidemiological Safety, Emergency Situations and medical emergency services.	Project Interested Institutions	<ul style="list-style-type: none"> -Inspects and controls the sanitary and hygienic situation in administrative-territorial units; -Constantly carries out analysis and control of drinking water quality and its compliance with GOST and SanPIN requirements; -Inspects and controls the engineering life-support systems for compliance of the infrastructure of the above facilities with sanitary and epidemiological standards, including sanitary safety zones.
The Department of Community Hygiene and Hygiene of Children and Adolescents of the State Control Service in the field of MHSP	Project Interested Institutions	<ul style="list-style-type: none"> -Inspects and monitors the sanitary and hygienic condition of public sanitary facilities, including social institutions (pre-school, schools and health care institutions); -Develops sectoral regulatory and guidance documents in the field of child and adolescent hygiene and communal hygiene; -Interacts and coordinates with Project stakeholders in organizing the regulatory functioning of sanitation facilities (e.g. development of protocols for maintenance).
State Unitary Enterprise "Department of capital construction" under the MoHSP	Project Interested Institutions	<ul style="list-style-type: none"> -develops and further implements programs for construction, restoration and rehabilitation of health care facilities; -acts as a client for the design of WASH facilities in health care centers.
Consulting and design companies, contractors, suppliers of goods	Providing consultations, conducting a feasibility study of project facilities, analyzing risks and impacts, supply of goods and construction materials, repairs and construction.	<ul style="list-style-type: none"> -expression of interest to participate in project activities; -fear of not being selected due to lack of knowledge of the procurement policies and procedures applied to the WB-financed projects; -fear that due to the situation with Covid-19, there may be delays in imported goods and untimely implementation of project activities; -there may be a shortage of local labor force, due to the growing trend of labor migration -increasing prices for imported goods and materials due to the situation in the world
District and regional hukumats, jamoats	Support for project implementation at the local level.	Interested in creating jobs, increasing tax deductions and restoring local water supply infrastructure.

		<p>Concerned over selection procedures, and the risk of social distort</p> <p>Interested in saving the existing infrastructure and repurposing its use</p> <p>Interested in restoring local infrastructure – local roads, affected by the project works</p>
Local environmental units	Participate in the environmental assessment of the project, public consultations jointly conduct inspections and are participants in the training process.	<ul style="list-style-type: none"> – are interested in the environmental aspects of the Project, expect compliance with national legal environmental requirements; – in the process of project-based learning, they expect to increase their capacity in the field of efficient use of water and land resources, the application of innovative technologies in agricultural production with the least damage to the environment.
Government of the Republic of Tajikistan/Water Council	Support to the National Water Supply and Sanitation Program for 2022–2030 Achievement of the SDG6.1 as per the global commitment	
Ministry of Finance of the Republic of Tajikistan	<ul style="list-style-type: none"> – attracting donors; – signing of a financing agreement; – disbursement supervision. 	<p>Interested in targeted and timely disbursement of funds.</p> <p>Interested in sustainability of investments, cost-effective spending.</p>
State Committee for Investments and State Property Management of the Republic of Tajikistan	Coordination and monitoring of the implementation of investment projects.	Interested in the timely and effective implementation of project activities and the successful development of investments.
Committee for Environmental Protection under the GoT	<ul style="list-style-type: none"> – monitoring compliance with environmental requirements; – participate in the organization of public hearings. 	Compliance is expected to conform with the environmental requirements of national legislation.
UNICEF	Development partners.	Coordination of joint actions to avoid duplication of work in identical project areas.
Interested NGOs at local and national level	Project Interested Institutions	Non-governmental organizations (NGOs) in various field of activities, and other civil society organizations demonstrating an interest for the Project and/or possessing the ability to influence the Project.
Mass media	Raising awareness of project activities	Interested in broadly informing all stakeholders about the project activities and its achievements.

7. STAKEHOLDER ENGAGEMENT PROGRAM

The project will apply participatory approaches and rely on multiple channels for feedback collection to enhance project impact, ensure that the project interventions meet local demand, and improve accountability mechanisms between the service providers (target utilities) and local customers. To achieve these objectives the project will rely on face-to-face meetings (which proved to be the most efficient under the RWSSP) and will leverage the application of technology where appropriate to mitigate the risks of disruptions in accessing the project area (e.g. due to pandemics, natural disasters).

The project will include the following stakeholder engagement mechanisms – first, community mobilization at every stage of the project (preparation, construction and post-construction) focused on providing population with access to information on the project design, environmental and social risks associated with the sub-project designs and proposed mitigation measures, E&S instruments, individual connections, expected quality of water, expected project timeline and existing GRM *at the pre-construction phase*; on construction progress, health and safety considerations around construction sites, alternatives sources of water if disruptions take place, arrangements and readiness for individual connections, installation of meters, establishment of tariff – *during construction phase*; service delivery agreements, metered connections, payment of bills, water conservation, safe storage of water at the household level, quality of water supplied, satisfaction with the provided services – *at the post-construction stage*.

The project will also rely on involvement of WASH committees in BCC campaign and development of self-reporting beneficiary feedback mechanism, beneficiary satisfaction surveys and development of formal GRM mechanisms for utilities and project separately. Every citizen engagement channel will be monitored with the appropriate frequency: (i) community mobilization processes for access to information will be implemented before, during and after construction, and hence should be monitored on semi-annual basis for all the project zones; (ii) involvement of WASH committees should be closely monitored for implementation of the planned behavior change activities at the jamoat, schools and mahalla levels on quarterly basis, WASH committees will be part of the self-reporting mechanisms to be included in the project; (iii) beneficiary satisfaction survey will be implemented in every project zone using the simplified paper-based and digital customer-satisfaction tool, at least on annual basis starting from the second year of the project; (iv) large scale sample-based surveys of beneficiaries will be conducted at the baseline, midterm and endline of the project. In addition, starting from the second year of the project implementation, the project will support target utilities in Balkhi and Dusti districts in launching the GRM with multiple channels of communications. Information on each channel separately will need to be monitored and reported by utilities on quarterly basis.

7.1 PROPOSED STRATEGY ON PUBLIC CONSULTATION APPROACHES DURING PROJECT IMPLEMENTATION

For the planning and implementation of the Project activities, a Stakeholder Engagement Program has been developed, which will be updated as necessary (Table 3). This Program covers the following tasks:

- Timely and adequate provision of information on the Project to stakeholders, in particular, the affected population;
- Meaningful bilateral stakeholder consultation activities,
- A grievance mechanism to effectively receive feedback and resolve problems.

Public awareness and consultation will take place throughout the life of the project, during planning, implementation and completion. The objectives of the strategy are to provide all Stakeholders with wide access to information about the Project, funding sources, mechanisms and procedures for its implementation, reforms, and opportunities for participation in the Project, development and implementation of feedback mechanism.

At the project preparation stage, the PMU is planning to hold a set of consultation and information raising awareness activities, including distribution of infographics about the project and respective activities planned. All the consultation will be conducted by the PMU engineering staff and social mobilization and communication consultant. The planned timetable of these activities is defined below:

Table 3. Public Consultations Program

Area	Information to be covered	Information channels	Format of consultations	Proposed consultation dates	Public domains where information will be posted/published
Khatlon regional level	Details of the project implementation, information support campaign on behavior change on WASH, as well as capacity building of all stakeholders (before, during and after construction)	Information campaigns, educational seminars and trainings	At the national and local level: Advisory Council, public consultations and consultations with PAPs (participants of the MoF, MEWR, MOES, MOHSP, SUE KMK)	Before, during and after project implementation	Obirusto.tj
Kushoniyon	Details of the project implementation, information support campaign on behavior change on WASH, as well as capacity building of all stakeholders (before, during and after construction)	Information campaigns, educational seminars and trainings	Public consultations and consultations with PAPs (representatives of hukumat, healthy lifestyle, schools, RHC, jamoat, mahalla, NGOs)	Before, during and after project implementation	Obirusto.tj
Balkhi (project zone)	Details of the project implementation, information support campaign on behavior change on WASH, as well as capacity	Information campaigns, educational seminars and trainings	Public consultations and consultations with PAPs (representatives of hukumat, healthy lifestyle, schools, RHC,	Before, during and after project implementation	Obirusto.tj

	building of all stakeholders (before, during and after construction)		jamoat, mahalla, NGOs)		
Balkhi (outside the project zone)	Details of the project implementation, information support campaign on behavior change on WASH, as well as capacity building of all stakeholders (before, during and after construction)	Information campaigns, educational seminars and trainings	Public consultations and consultations with PAPs (representatives of hukumat, healthy lifestyle, schools, RHC, jamoat, mahalla, NGOs)	Before, during and after project implementation	Obirusto.tj
Dusti (project zone)	Details of the project implementation, information support campaign on behavior change on WASH, as well as capacity building of all stakeholders (before, during and after construction)	Information campaigns, educational seminars and trainings	Public consultations and consultations with PAPs (representatives of hukumat, healthy lifestyle, schools, RHC, jamoat, mahalla, NGOs)	Before, during and after project implementation	Obirusto.tj
Targeted communities, contractors in project sites	SEA/SH prevention measures	Community and contractors' awareness raising	Information sessions among target communities and trainings among contractor laborers	Before and during construction phase	Obirusto.tj Information boards at contractors' offices, jamoats

7.2 PROPOSED STRATEGY ON PUBLIC AWARENESS

During the project implementation phase, the PMU will hire a Consultant to support implementation of WASH Behavior Change Communication Campaign, and Social Accountability Program. The same Social Mobilization and BCC Consultant will support implementation of the WASH-in-School extra-curricular education program, including on menstrual hygiene management (MHM), as well as the content of the broader Social behavior change campaign on WASH. This Consultant will work with three groups of implementing partners in delivering its scope of services: (i) National Healthy Lifestyle Centre and its zonal

and district level offices; (ii) zonal and district departments of Ministry of Education and Science (iii) zonal and district offices of the SUE KMK.

Within the framework of the RWSSP implementation, the PMU finalized development of a community-wide WASH behavior change communication campaign, materials for extra-curricular education on WASH at school including MHM aspects and, manual for capacity building of HLC and KMK staff.

The concept “Oilai Zamonavi” will continue to be used under the WSIP-1 and will be expanded to include key messages that motivate the community to change behaviors of WASH and MHM in everyday life. The package is divided into several parts, including:

- 1) An information campaign for wide community, which will use banners with the branded logo, posters, flyers, leaflets, calendars, which include the relevant selected behaviors.
- 2) An interactive package to promote student behavior change in relation to WASH and MHM;
- 3) Guidelines for capacity building of HLC staff, KMK and schoolteachers;
- 4) Videos to promote the developed behaviors and animations for children.

Table 4. Engagement of Stakeholders in implementation of BCC.

Group	Subgroup	Segment	Role	Motivation
Main	School teachers and students	Teachers	Takes part in the education and training of students, can influence the formation of the opinion and behavior of students	Adequate school hygiene can help improve student achievement.
		A Girl	Feels inconvenient because of inadequacy of sanitation at school, Insufficient knowledge of personal hygiene and MHM.	The presence of proper sanitary and hygienic conditions at the school. Adequate school attendance. Having the necessary knowledge about personal hygiene and MHM.
		A Boy	Feels inconvenient due to lack of sanitation at school, Insufficient knowledge of personal hygiene and MHM.	The presence of proper sanitary and hygienic conditions at the school. Understands the condition of girls during MHM.
	Extended family	Older man (50 years of age and above);	Often make decisions in the family and influence them as heads of families	Status, Respect of fellow villagers and relatives; Appreciation from family members; Comfort and convenience; Increased self-esteem;
		Older woman;	Informal family heads (mothers-in-law), adaptability and consistency	Facilities; Health; Comfort; Conditions; Saving time;
		A man - the head of a young family;	"Man-Wallet". "Man - head". "Man - decision maker".	Status; Respect for fellow villagers; the health of family members;

		Woman - bride, young mother;	Taking steps to ensure WASH in the home, feel uncomfortable every day due to the lack of WASH in the family.	More free time; Convenience; Comfort; Care of her own and children's health.
		Girl - daughter, sister High school student	Feels inconvenient due to lack of access to water. Takes part in providing WASH in the house.	Reproductive health; Convenience and comfort More time for self-development.
		Boy - a son, a brother. High school student	Feels inconvenient due to lack of access to water. Occasionally takes part in providing WASH in the house.	Health; convenience and comfort; More time for self-development.
	Parents	Mother	Is directly involved in upbringing, is a trustee of the girl, is in closer contact with children	Health, success and education of children, their hygienic culture and upbringing. The inner harmony of children, especially girls of menstrual age, Children have more time for self-development
		Father	The head of the family, decision maker, solves all financial issues	
Secondary	WASH service providers	Management, customer service department	Provide the population with drinking water; Ensuring the principles of excellent control in their activities;	Create friendly (partnership) relationships with consumers and increase income
	Volunteers of the Healthy Lifestyle Center	Future trainers at the neighborhoods (level)	Provide training and follow-up support for a community hygiene and sanitation campaign	
	Decision makers	Local leaders - formal: representatives of local self-government bodies and deputies of majlises (chairmen of jamoats and mahalla councils)	Delivery of information and influence on groups of people. The authoritative representatives of the society who influence the opinion and behavior change of most of the villagers.	Sufficient confidence in the quality and availability of WASH so that relatives, fellow villagers, guests can enjoy all the benefits of WASH
Tertiary	mass media (TV, radio, newspapers,	Management, editors and journalists	The media will be valuable partners in helping to reach a wide audience, increasing...	More interesting, understandable, analytical materials and stories, widening the audience

	Local leaders - informal: elders, religious leaders, civil society representatives	Local leaders and employees of social institutions and businesses (schools, hospitals, shops)	Delivery of information and influence on groups of people. The authoritative representatives of the society who influence the opinion and behavior change of most of the villagers.	Stability in society, confidence in adequate access to WASH
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Activities to raise awareness and promote core practices for positive behavior in the WASH area will be implemented through the involvement of Community health commands, representatives of WASH Coordination committees, drinking water service providers and mahalla's authorities. To increase the potential of these individuals, training sessions will be held for them using the fundamental training materials such as instructions and manuals. As mechanisms it is planned to use such activities as focus groups, door-to-door campaigns, rural and mahalla meetings, holding various quizzes and competitions at events timed to the holidays. The instructions and manuals developed for the campaign will reflect the methods of the above mechanisms.

"OILAI ZAMONAVI": CHARACTERS

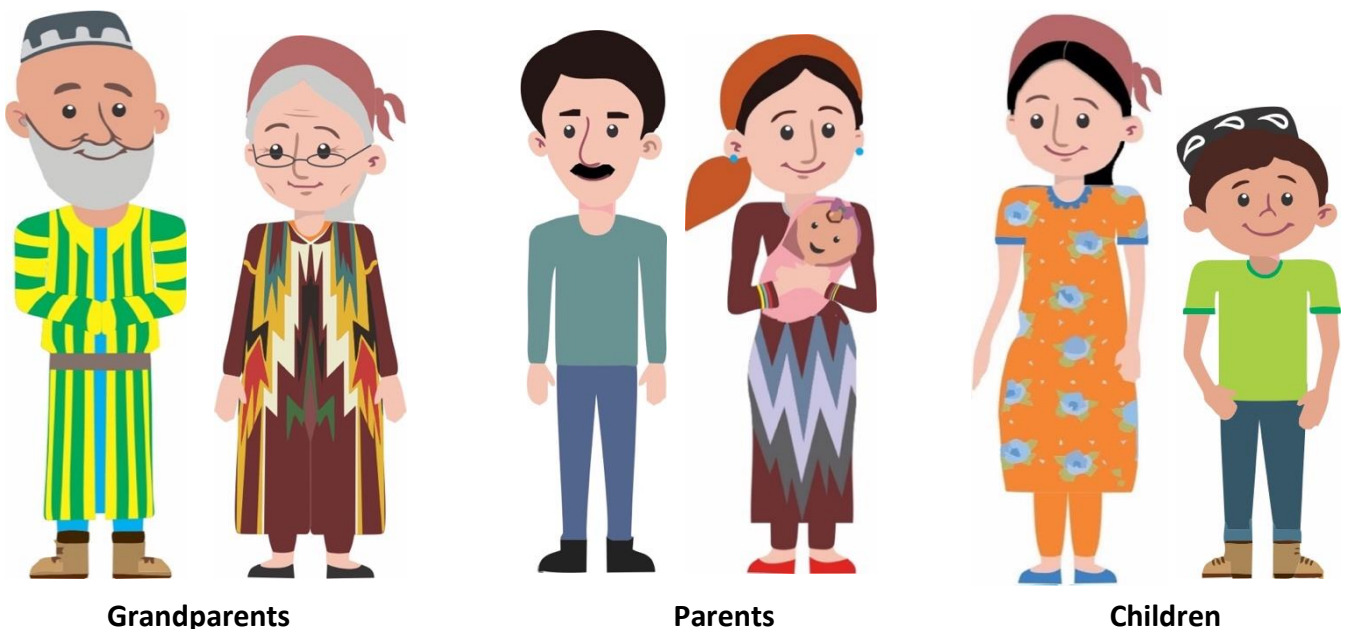


Figure 5. The model of "Oilai Zamonavi". Materials of the Communications and BCC campaign.

Communication campaign "Oilai zamonavi, Zindagi ro Obi toza barohat bisoz" "Modern family" includes information support on behaviour change in the field of WASH and is conducted to promote positive practices in the wash field at the community level regarding the use and maintenance of WASH facilities.

The chief objective of the communication campaign is to maximize awareness of people and improve the behaviour of the population and the target audience in the water, sanitation and hygiene areas.

This communication campaign is planned at two levels: national and local (district) and includes several options.

Table 5. BCC Communication Campaign Implementation

Audience	Time frame	Implementation mechanism
National level	Constantly (year-round)	Broadcast on national TV art and animation videos of the "Oilai zamonavi. Zindagi ro bo obi toza barohat bisoz" campaign, in Tajik Language.
Local level	Constantly (year-round)	Broadcast on local and national TV art and animation videos of the "Oilai zamonavi. Zindagi ro bo obi toza barohat bisoz" campaign, in Tajik Language.
	Periodically	Including International Days (World Water, Handwashing and Toilet Days) in Seven Pilot Jamoats.
	Periodically	Holding rural meetings in connection with service providers, HLC and WASH volunteers during the year on the below topics: <ul style="list-style-type: none"> - "Connecting to the water supply system with water-meter" "Rational use of water"; - "Safe water storage" - "Timely payment for water supply services" - "Proper handwashing"
	Periodically	Focus groups and door-to-door campaigns on topics: <ul style="list-style-type: none"> "The benefits of connecting to the water supply system and the need to bring water (water pipeline system) into the house?" "Rational use of water"; - "Safe water storage" - "Timely payment for water supply services" - "Proper handwashing"

The local communication campaign that will be held during the celebration of international days, will be checked three times a year (March, October, November) in all pilot jamoats. It is necessary to time the celebration of chord days to correspond with the spring and autumn national holidays, which are celebrated annually at the community level, and held as festive concerts and competitions. For example, during the celebration of the spring holiday of Navruz, it can be conducted SBCC campaign and time it for World Water Day, or hold the next SBCC campaign during the celebration of Mehrigon Day or The Day of the Agricultural Workers which is celebrated on October 15 the World Hand Wash Day.

The large-scale communication campaign "Oilai zamonavi" aims to reach target audiences through various communication channels, tools and mechanisms promoting a single idea. Studies have shown that the target audience prefers to receive information through better-known channels, such as mahalla chairmen (it is IC), rural assemblies, employees of rural health centres and television.

The table below includes the tools, mechanisms, and channels that are planned to be used to effectively implement a community informing campaign about positive WASH practices at the Community level.

Table 6. WASH practices at the Community level

No	Name	Target audience	Channel and platform	Period
1.	Posters in the Tajik language. 1.The benefits of connecting to the network; closer to link to the system 2.Safe water storage; 3.Rules of washing hands with soap.	At the community level	WASH volunteers, community health group and HL volunteers will hang posters in public places	In the first month, the communications campaign will continue to be updated as required.
2.s	Posters in the Tajik language. 1. Timely payment of bills (source to crane) Rational use of water;	At the community level	WASH volunteers and community health group will hang posters in public places	After the construction work is completed and the system is connected
3.	Poster (banner) with campaign logo format A0	At the community level	WASH volunteers and community health groups will hang posters in public places	Before construction During construction
4.	Wall Calendars	In schools (classes) and in water channels, HLC, Obi dehot, rural health centers	WASH volunteers, Public Health Groups	During meetings and other campaign activities
5.	Desktop Calendars	In jamoat, the school administration,	WASH, Public Health Group and HL Volunteers	During meetings and other campaign activities

<p>6.</p>	<p>Art videos</p> <p>Short (40-60 seconds) art videos that promote the idea of a modern family and will use the names and images of the characters of "Oilai zamonavi."</p> <p>They are designed to shape the behavior and motivate the community in processes:</p> <p>Creating modern conditions in the village, by connecting to the network and bringing water system to the house;</p>	<p>Community-to-community</p>	<p>The videos will be broadcast in Tajik on national television: Jahonamo, Mavji Ozod, Shabakai 1 and local TV TV Khatlon. Social networks, project YouTube channel, IA websites,)</p>	<p>During construction work</p>
<p>7.</p>	<p>Art videos</p> <p>Short (40-60 seconds) art videos that continue the idea of a modern family and will use the names and images of the characters of "Oilai zamonavi."</p> <p>They are designed to change the behaviour and motivate the community in matters:</p> <ul style="list-style-type: none"> - Ready to pay for water on time through the prism of the idea that water is a natural gift, it is free, you have to pay for services. - Connecting to the network through the water-meter, as an opportunity to control your expenses and fair payment of bills. 	<p>Community-to-community</p>	<p>The videos will be broadcast in Tajik on national television: Jahonamo, Mavchi Ozod, Shabakai 1 and local TV TV Khatlon. Social networks, project YouTube channel, IA websites,)</p>	<p>After the construction work is completed and the system is connected</p>

8.	<p>Art videos Short (40-60 seconds) art videos that continue the idea of a modern family and will use the names and images of the characters of "Oilai zamonavi." They are designed to change the behaviour and motivate the community in matters:</p> <ol style="list-style-type: none"> 1. Rational use of water (demonstration of principle from source to tap) 2. Recycling of children's faeces and proper care after young children; 3. The importance of washing hands with soap 	At the community level	The videos will be broadcast in Tajik on national television: Jahonamo, Mavchi Ozod, Shabakai 1 and local TV TV Khatlon. Social networks, project YouTube channel, IA websites,)	During construction work
9.	<p>The flyers will be developed in the Tajik language on the subject:</p> <ul style="list-style-type: none"> • Safe water storage • The benefits of connecting to the network; • closer to connect to the system • Rules of washing hands with soap; • Timely payment of bills (source to crane); • Rational use of water; 	For the community	WASH Volunteers, Public Health Groups	"Safe water storage" and "Modern Bill payment" flyers will be shared among people after completing the water system project. All other flyers will be shared during focus groups, community events and meetings.

As a result of the community-based WASH Behaviour Change Campaign, it is planned to train HLC volunteers, water utility/KMK staff approaching various IC methods. The qualified individuals will continue to run a community-based awareness campaign. Also, teaching aids and instructions will be developed and provided for water utility staff, facilitators - volunteers of mahallas and HLC. The manuals will provide information on tools, methods, mechanisms and types of interpersonal communications.

The training will take place in the following stages:

- **First stage:** Initially, water utility workers, representatives of WASH Coordination Committees and HLC volunteers will be trained;
- **Second stage:** Representatives of WASH Coordination Committees and water utility workers will train WASH volunteers;
- **Final stage:** WASH volunteers and HLC volunteers will hold educational activities for the main target audience of the campaign. Representatives of CWASH will provide ongoing support to the individuals above in the implementation of the final phase.

In this way, the communication campaign will increase the awareness of the target audience in the field of WASH in pilot communities, thereby encourages them to change their views, thinking, and shape and consolidate positive behavior in these areas.

Below are the expected results of changes in target audience behavior across each aspect of WASH areas:
Connecting to the water supply network:

- People are ready to connect to a centralized water network and give it priority.
- Timely payment of water bills: The target audience knows that drinking water services have to be paid for and are ready to pay on time.
- Connecting to the network using a water-meter: Households are ready to connect to the network through water-meters and realize that joining the network using water-meters significantly reduces the risks of getting unreasonable bills.
- Improving sanitation and hygiene: The target audience understands the positive impacts of improving sanitation. The audience has information about other latrines and express readiness to change sanitary conditions in their homes. Their motivations are the health and safety of the family, comfort, the opinion of friends and neighbors, the desire for civilized life, the attractiveness of such restrooms, etc.
- Mothers and older sisters get rid of baby feces and diapers in safe places. The community has adopted the habit of washing hands with soap at critical moments in time (before cooking, eating, after using the toilet, after playing, before mothers feed the baby and clean the baby's face).

All these materials will be replicated and distributed to the public during the campaigns. The materials will also be available on the website of the implementing agencies. The project will cooperate with national and local television to broadcast videos and information campaigns. Project success stories will be published in national and local newspapers.

This developed package will be used for the information campaign of the project WSIP – 1. In addition, the WSS unit of the MEWR will hire a Communication Specialist assigned with responsibility for public awareness and communication activities for the whole project. The communication consultant will work closely with the GIS consultant to be hired by the PMU to create visuals understandable and acceptable to the population. The MEWR and SUE KMK through their implementing units will also work on development of the project progress products, including on the content and target of the National Water Supply and Sanitation Program – 2030 currently under development.

For public awareness, the following methods of information dissemination will be used:

- ✓ holding informational meetings and consultations, workshops, conferences;
- ✓ publications in print and electronic media;
- ✓ TV and radio coverage (National TV channels "Jahonamo", "Shabakai 1, local TV of Khatlon region "TV Khatlon"); press releases, communiqués, press conferences, photos, videos, news stories and materials, video clips, analytical materials, media packages; newspapers (special issue), magazines.
- ✓ posting information on the websites of executing entities (www.obirusto.tj, www.mewr.tj, www.khmk.tj),
- ✓ distribution of information materials.
- ✓ Outdoor advertising: billboards, branded products, stickers, posters, banners;
- ✓ Printed products: information flyers, brochures, booklets;
- ✓ Demonstrations: field visits, focus groups;
- ✓ IPC: meetings of the facilitators with the direct beneficiaries of the program - door-to-door rounds and meetings;
- ✓ Social events: village gatherings, seminars, conferences, holidays, actions.

In addition, all information related to the Project will be posted on information boards that will be installed in public places in each project Jamoat in support of the jamoat level WASH committees, but also in the water utility offices. In addition, achievements in the closing period will be widely reported on IA's websites, television and social media. Videos of the project's achievements will be released.

Methods of interaction during the aggravation of the COVID-19 situation. If the epidemiological situation with Covid-19 changes for the worse, communication means (Internet, video conferences, etc.) will be used as the best practice. In the absence of adequate mobile infrastructure or its poor quality, consultation meetings will be organized with a limited number of participants, mandatory use of protective / antiseptic equipment and observing the social distancing.

7.3 PROPOSED STRATEGY FOR INFORMATION DISCLOSURE

To take into account the views of all Stakeholders, extensive consultations with the public (including the local population and local authorities in the Project areas) will be held. At the initial, preparatory stages, as part of the project design, the public has been informed about the planned activities in order to identify the needs and determine the possible social and environmental risks and impacts. At this stage, the following draft ESF instruments have been disclosed and will be finalized based on the feedback received:

- ❖ **Environmental and Social Management Framework (ESMF);**
- ❖ **Stakeholder Engagement Plan (SEP);**
- ❖ **Resettlement Policy Framework (RPF);**
- ❖ **Labor Management Procedures (LMP).**

The documents will be available in Tajik, Russian, and Uzbek languages immediately upon the commencement of the Project as well as in printed copies in the PMU premises and KMK branches in the Project implementation area

These documents and information will remain available in hard copies for the entire duration of the Project. This stage includes the following steps:

- ❖ Organization of meetings with the public in the areas affected by the Project;
- ❖ Publication of preliminary versions of project materials on the Internet, on accessible websites;
- ❖ Consideration of comments and feedback received from stakeholders on the entire package of documents to be disclosed;
- ❖ Organization of public hearings and round tables;
- ❖ Disclosure of the final ESF instruments.

7.4 PROPOSED STRATEGY TO TAKE INTO ACCOUNT THE VIEWS OF VULNERABLE GROUPS

The project will take measures to ensure equal opportunities for all eligible beneficiaries of the project. In keeping with the principles of equal opportunity, measures will be taken to ensure access to information, comments or grievances. Training workshops and consultation events will be organized with the participation of vulnerable groups. Where ethnic and linguistic minorities are present, the project will provide access to information materials and advice in the widely spoken language of local groups (Tajik /Uzbek) through translation of information materials and trainings.

Women make up more than half of the population in the project areas. During the surveys for the selection of project sites, appropriate meetings and consultations were held to take into account the views of women and their needs when developing the design of subprojects. One of the most effective ways to interact and benefit from project activities is to organize and conduct training programs. Within the framework of the Project, trainings on WASH and MHM aspects will be conducted aimed at increasing the capacity of women, girls and caregivers involved in the rural areas.

Table 7. Stakeholder Engagement Program

Project stage	List of information to be disclosed	Methods proposed	Timetable: location/dates	Target stakeholders	Percentage completed	Responsibilities
Preparation	Coordination of targeted and timely disbursement of funds. To keep informed about the project accomplishments	Virtual, visits, official meetings	During project preparation and during the disclosure period as needed	Ministry of Finance		PMU / WSS unit
Preparation, Implementation, Coordination	support in project implementation; - coordination of the process of reforming the water sector within the project; - technical supervision and management of the project according to component II (institutional component)	Virtual, visits, official meetings	Regularly	Ministry of Energy and Water Resources		PMU / WSS unit
Preparation, Implementation, Construction	Implementation of programs including extra-curricular lessons on WASH and MHM and behavior change campaigns, construction of WASH facilities;	Virtual, visits, official meetings	As needed	Ministry of Education and Science		PMU / WSS unit, MoES
Preparation, Implementation, Construction	Implementation of programs and coordination in the	Virtual, visits, official meetings	As needed	Ministry of Health and Social Protection		PMU / WSS unit, MHSP

	construction of WASH facilities;					
Preparation Implementation, Coordination	Implementation, Coordination and sustainability of the implemented activities at the community level, Monitoring, Communicating with the PMU / WSS unit.	Virtual meetings, field visits, official meetings and disclosures	As needed	National Healthy Lifestyle Center		PMU / WSS unit, NHLC
Preparation, Implementation, Coordination	To keep informed about the project achievements and seek for advice on strategic decisions	Virtual, visits, official meetings	Regularly	SUE “Khojagii Manziliyu Kommunalii”		
Preparation, Implementation, Construction, Post-implementation	Daily project implementation; - Consideration of the specifics of annual investment programs in conjunction with KMK, its subsidiary utilities and other government agencies, as well as local authorities and relevant civil society stakeholders; - coordination of project activities with stakeholders; - supervision of the construction of sanitary facilities in rural health centers and secondary schools;	Virtual meetings, field visits, official meetings and disclosures	Regularly	Local vodokanals and Tojikobidehot offices		PMU/WSS units and Technical Coordinators in target utilities

Preparation, Implementation, Coordination	To keep informed about the project accomplishments;	VC, visits, official meetings	Biannual meetings;	Advisory Council		PMU/WSS unit
Preparation, Implementation, Construction, Post-implementation	To keep informed about the project achievements	Virtual meetings, field visits, official meetings and disclosures	Quarterly	Governor's office		District Coordinators
Implementation, Post implementation	To keep informed about the project achievements	Face-to-face meetings, workshops	as needed	District administrations lines departments		DCC supported by the District Coordinators
Preparation, implementation and post implementation	To arrange for wide outreach and coverage of to the project achievements	Face-to-face meetings, workshops, official meetings	as needed	Wide public		PMU MID
Preparation, Implementation and Post implementation	To monitor the progress and evaluate the project outputs	Face to face, meetings, phone calls,	semi-annually	Project beneficiaries		PMU /WSS unit
Preparation, Construction, implementation, monitoring	Develop mahalla-level plans for the development of the district-level Project implementation plan	face to face	before and during drafting RWSSP plans	Jamoats and mahallas		Mahalla leaders, community mobilization Company;
Preparation Implementation, monitoring	Meet the WB requirements on access to information	face to face	Project planning and implementation phases;	Project beneficiaries		PMU/WSS unit M&E specialist
Preparation, Implementation, monitoring	SBCC activities, project website/social media postings	face to face, house visits	Project planning and implementation	Vulnerable groups		PMU/WSS unit social team

Implementation, Construction	To meet the WB E&S safeguards requirements	Workshops	As needed	Local civil works subcontractors		PMU MID supported by DC
Preparation, Implementation, Post implementation	- Developed training programs, - activities for accountability making system, - regular customer complaint registration and management system, - implementation of GRM mechanism, - development of customer scorecards and training manuals	face-to-face meetings, workshops, trainings	Before, during and after project implementation	Local SUE KMK branches/water utilities		PMU/WSS unit through Social mobilization implementation support Company, Local SUE KMK branches.
Implementation	Training of center's staff as a facilitators for coordination of SBCC campaign activities at the community level	face-to-face meetings, workshops, trainings	during and after project implementation	Local Healthy Lifestyle Center		PMU MID through the Social mobilization implementation support Company and NHLC
Implementation	To meet community level activities as required; Facilitation and distribution of materials	Face to face	during and after project implementation	Family doctors, nurses, public health groups		PMU MID through Social mobilization implementation support Company, NHLC
Implementation	to implement the WASH in school extra-curricular activities (using the training manual), including menstrual hygiene management for	Face to face	during and after project implementation	Parents, community members and schools staff		PMU MID through Social mobilization implementation support Company,

Preparation, Implementation	Respond effectively in the event of an emergency in accordance with the World Bank's Disaster Prevention and Preparedness procedures.	Face to face, in writing	As needed	Government of the Republic of Tajikistan		PMU/WSS unit supported by Government of RT
Preparation, Implementation	<p>Engagement activities prior to commencement of construction. The Construction Contractor will liaise with the local community on a regular basis on construction activities and disruptions.</p> <p>-Implement grievance mechanisms of the project and contractor.</p> <p>-Stakeholder engagement would be inclusive, with representatives of women and vulnerable persons, including with disabilities.</p> <p>Opinions on issues and needs related to water and sanitation of poor households (HH) and other vulnerable groups, including people with</p>	Face to face, in writing	As needed	All sub-project areas		PMU/WSS unit

	disabilities, would be actively sought during stakeholders engagement activities.					
Preparation, Implementation	<ul style="list-style-type: none"> - Implement project grievance mechanism, contractor grievance mechanism and ensure they are advertised to the local community so it is clear where project complaints should be submitted. - The Operator grievance mechanisms should also be monitored in relation to complaints about disruptions to existing WSS systems. <p>Grievance mechanism and procedures should ensure that the needs of poor HH and other vulnerable groups, including people with disabilities, are properly reflected and addressed.</p>	Face to face, in writing	As needed	All sub-project areas		PMU Grievance Management Committees Contractor Operator
Implementation	<p>Improved environmental awareness across all staff</p> <ul style="list-style-type: none"> - Optimization of environmental 	Face to face	As needed	All departments of the Operator		Operator

	<p>management through formalized system</p> <ul style="list-style-type: none"> - Elimination of negative impacts on environment - Full time employed and competent Environmental specialist - Preparation and implementation of Environmental and Emergency action training plan - Training of initial operator's management and staff - Provide training for designated staff on environmental topics. 					
Implementation, Post implementation	Monitoring and evaluation of operations with potential/real impact on environment	Face to face	As needed	All departments of the Operator		Operator
Implementation, Post implementation	Following legal requirements for all activities with possibility of environmental impact.	Face to face	As needed	All departments of the Operator		Operator
Implementation, Post implementation	Increased preparedness for potential uncontrolled environmental emergencies.	Face to face	As needed	All departments of the Operator		Operator

8 PROJECT IMPLEMENTATION

During the project cycle, the public will be regularly informed about the progress of project implementation and work, including reporting on the project's environmental and social activities as will be further detailed in the Environmental and Social Framework document, Resentment Framework and Labor Management Procedures to be further developed, disclosed and consulted upon for finalization no later than one month after the project Effective Date. Separate brief reports will be published on implementation of the stakeholder engagement plan. These reports will be available in an open format on the websites of the implementing agencies and will also be available to the stakeholders for review and information. In addition, grievance mechanisms and a hotline within the framework of the Project will be published on the same websites. Other information on the implementation of the Project will be provided to stakeholders at the meetings of the Advisory Council, which was formed as part of the implementation of the ongoing RWSS Project. These meetings take place at least twice a year at the national and local levels. Project Advisory Council was formed to inform stakeholders about the progress, difficulties and more severe impacts that the public may encounter at different stages of the project.

8.1 RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

PMU/WSS group under the project IAs will have primary responsibility for project implementation, including construction and related procurement and financial management (FM), compliance with agreed environmental and social risk mitigation measures, and monitoring and evaluation (M&E) of the Project (Figure 2). The PMU will ensure that the necessary communication and visibility measures are implemented.

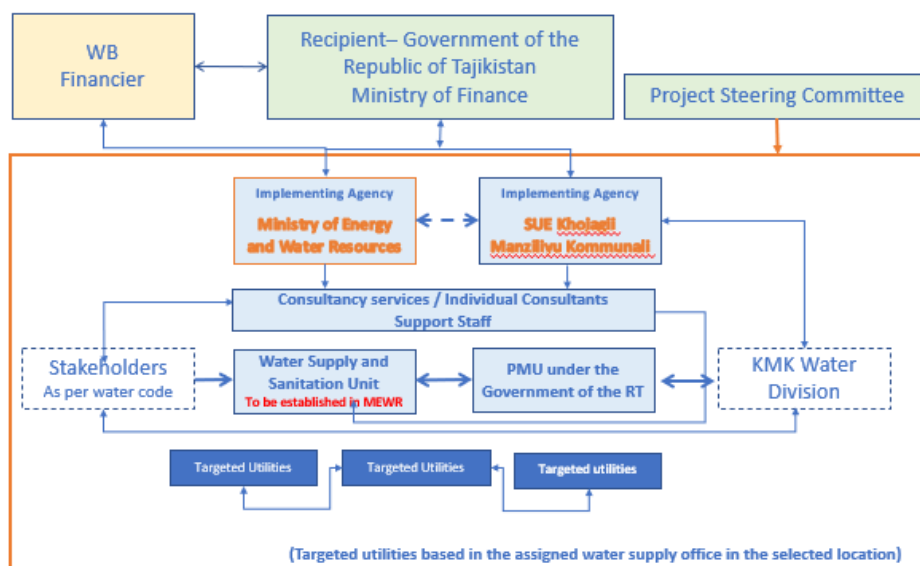
PMU has built up the necessary capacity to implement WB projects, staffed with appropriate personnel, including specialist of social development and environmental engineer, implemented appropriate control mechanisms and procedures. The PMU social team will implement and monitor stakeholder engagement activities and compliance with ESS10 requirements and will update it, as necessary.

Social Development, monitoring and evaluation specialists, will conduct their activities in accordance with the ESF requirements of the World Bank for ESS10 and the legislation of the Republic of Tajikistan.

The SEP activities will be funded under Component 3 of the proposed project. Based on the needs of the SEP, the stakeholder engagement budget will cover the following activities: staffing, travel, beneficiary surveys, media coverage costs; printed information materials; workshops / sessions / events, training, GRM, etc.

Figure 2. Institutional Arrangement

WSEP-1 - Implementation Arrangements



9 GRIEVANCES REDRESS MECHANISM

An integral part of the strategy of each Project is to inform and take into account the views of communities and persons affected by the Project. During the implementation of the Project, the beneficiaries may have economic, social, environmental and other issues that need to be considered within the framework of the Project.

In accordance with the requirements of ESS 10 of the World Bank, the Project will implement the Mechanism for filing and considering grievances and other types of appeals. A feedback mechanism established under the Rural Water Supply and Sanitation Project will be expanded, as it proved to be effective to prevent social risks / conflicts in project areas.

The process established under the RWSSP in Vose district will be replicated in other project sites, but the role of the WASH committees in prevention and resolution of complaints associated with providing clarifications/information on project activities will be further strengthened. The Grievance Redress Management Committee to be established at the local administration level is based on existing grievance practices. For close communication with the community, receiving feedback and complaints related to the Project from the public during the planning and construction stages of the Project, the following grievance filing channels were operationalized:

- boxes for grievances and suggestions (at the Jamoat, Vodocanal /Obidehot at the project site);
- by the contact phone numbers of the project representatives indicated on the complaint box;
- verbal or written communications received during the fieldwork meetings;
- incoming correspondence to the reception or by e-mail to the PMU; and
- a national hotline established.

The most effective channel turned to be a hotline, which is administered by the social mobilization and communication company on behalf of the PMU and all appeals and grievances are registered in a single

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Проект сельского водоснабжения и санитарии
Содействие в реализации информационной поддержки и социальной
мобилизации в Хатлонской области – Фаза 1, район Восе

МЕХАНИЗМ РАССМОТРЕНИЯ ЖАЛОБ



database. In general, appeals and complaints are received in an individual form, anonymously and openly through calls from the local population of the Vose district to the hotline. Complaints and reviews that are received anonymously are kept confidential in all cases, including when the identity of the person filing the complaint is known. No written complaints have yet been received for the period of operation of the Mechanism. For the entire period of the GRM functioning (2020-22), 179 appeals were received from citizens. The substance of appeals and complaints is related to the timeline of civil works, economic impacts (fences, gates affected) during construction stage, road restoration after pipeline networks installed, traffic interruptions, limited access to public facilities, lack of drinking water and requests to implement the project in their villages etc. All complaints were addressed and resolved.

These mechanisms will be strengthened in the new project sites for the Project beneficiaries to have the opportunity, at all stages of the project implementation, to submit their grievances in the form of complaints, wishes for improving the project activities or proposals for eliminating problems without any costs and with a guarantee of their timely resolution. An effectively implemented project specific GRM and feedback mechanism promotes avoiding litigation.

The project provides for a two-level implementation of the GRM, including at the national and local levels, which will be based on the existing mechanism of the MEWR and SUE KMK, as well as at the level of utilities that should be seen as primary responsible for planning and delivery of water supply services. It is expected that the participation of consumers in the evaluation of the performance of operators will increase the level of transparency and accountability in the sector. The details of the mechanisms at the national and regional levels will be determined at the initial stage of the project, information about which will be posted on the websites of the I/A.

The main goal: *obtaining prompt and objective information, consideration of applications and their assessment at all stages of the project implementation, which come from the beneficiaries for further improvement of works.*

Types of appeals: *complaint / claim, suggestion, request, positive feedback / gratitude.*

Applications directly related to the implementation of the Project are subject to consideration, where their compliance with the acceptance criteria will be determined. Every complaint must be tracked and assessed, even if it was filed anonymously. As an indicator of measuring the success of the Project, a parameter can be included - the number of grievances filed and resolved.

Below is the contact information by which the project beneficiaries can contact the Project bodies.

Contact information for submitting appeals to the central office of the E/E

Ministry of Energy and Water Resources of the Republic of Tajikistan:

734064, Dushanbe, st. Shamsi 5/1,

e-mail: info@mewr.tj, telephone: 235 35 66, 236 03 04, fax: 236 03 04.

SUE “Khojagii Manziliyu Kommunalii”

734018, Dushanbe, st. N. Karabaev, 56

e-mail: kvd.hmk@mail.ru, phone +(992) 372 233 49 8, +(992) 372 221 77 98

web-site: www.khmk.tj

Contact information for submitting applications to the E/E

Municipal Infrastructure Development Project Management Unit, (PMU MID):

734064, Dushanbe, st. N. Karabaeva 56,



e-mail: rwssp@midp.tj

tel /Fax: (+992 -372) 33-13-30

World Bank Grievances Service

A complaint can be sent directly to the Bank through the WB Grievances Service at the following link: <https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service> or the WB Country Office in Dushanbe at the following address: 48 Ayni str., Business Center "Sozidanie", 3rd floor, tel .: 992 48 701-5810, e-mail: tajikistan@worldbank.org

Grievances and Suggestions Process

PMU will establish a registry of grievances in an early stage of the Project in each project district. Any comments or concerns can be brought to the attention of the water utility, local administration or PMU verbally, in writing, by e-mail, by phone through a hotline or by completing a grievance form (see Appendix 1), without any costs incurred to the complainant through hotline which would be created. After formation of new water utility this complaint line will be given to the staff. Any person or organization may send comments and/or complaints in person, by phone or via post, or e-mail using the contact information provided at the end of the document.

All grievances will be recorded in the registry, assigned a number, and acknowledged within 7 calendar days.

Each grievance will be recorded in the registry with the following information:

- Description of grievance;
- Date of receipt acknowledgement returned to the complainant;
- Description of actions taken (investigation, corrective measures); and
- Date of resolution and closure/provision of feedback to the complainant.

All comment and complaints will be responded to either verbally, or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided.

PMU will make all reasonable efforts to address the complaint upon the acknowledgement of grievance. If PMU is not able to address the issues raised by immediate corrective action, a long-term corrective action will be identified.

A grievance redress mechanism will be in place before the commencement of any resettlement process. The grievance redress mechanism will be established to enable project affected persons to make complaints and for those complaints to be addressed during the project. The mechanism will be clearly explained to effected persons in the initial stages of the project. The detailed procedures for redress of grievance and the appeals process will be widely publicized among the affected people.

The mechanism will establish responsibilities of the construction contractor for safety and compliant management during construction. The grievance mechanism should be open to everyone (contractors, community and project-affected people).

In general, the mechanism is expected to include the following main steps:

1. First Step – Local (District) Grievance Redress Management Committee (Commission)

Any PAP with a complaint can submit an oral, written or electronic complaint to the District Level Grievance Management Committee (Commission). Comments received verbally, in writing, or electronically should be recorded on a register/log and an identification number given to the grievances so it can be tracked to ensure actions are carried out. The urgency of the complaint will be assessed at this stage.

If the local committee is unable to make a decision on the complaint, the PAP will be informed that the grievance will be passed to the National GRMC. In this case, the PAP should wait for the decision of the National GRMC.

2. Second Step – National Grievance Redress Management Committee (Commission)

If the complaint is not resolved by the Local GRMC, the complaint will be taken to the National grievance management committee. According to paragraph 1 of article 18 of the law of the Republic of Tajikistan “On appeals of individuals and legal entities, the complainant will be informed about the proposed corrective action and follow-up of corrective action within 30 calendar days upon the acknowledgement of grievance.

Appeal Mechanism – Court of Law

In case the decision of the National GRMC is not found satisfactory, the person making the complaint can appeal to the relevant Court of Law (as aforementioned, they can also take the complaint to a court of law at an earlier stage).

If PMU is not able to address the particular issue raised through the grievance mechanism or if action is not required, it will provide a detailed explanation/ justification on why the issue was not addressed. The response will also contain an explanation on how the person/organization that raised the complaint can proceed with the grievance in case the outcome is not satisfactory. For example, in cases where the complainant is not satisfied with the way that their grievance has been responded to, or handled, then PMU will invite representatives of the relevant local community to participate in the process so that a mutually agreed solution is identified and implemented. At all times, complainants may seek other legal remedies in accordance with the legal framework of the Republic of Tajikistan.

Under the new project the national hotline will establish an uptake mechanism for **SEA/SH related grievances** based on the principles of a victim-centricity, anonymity and safety. The hotline female operators will be trained to manage SEA/SH related grievances and informed of local referral mechanisms in case of GBV cases. Public awareness on SEA/SH uptake mechanism will be also implemented at the community and contractor levels. Other channels for the SEA/SH grievances uptake in the target districts’ level might be Departments of Women and Family Affairs, medical points, local NGOs focused on gender issues, active women members of mahalla committees.

10 MONITORING AND REPORTING

Successful stakeholder engagement depends on systematic dialogue and monitoring of the Project's performance. Monitoring of the interaction with the stakeholders, including the operation of the GRM, will be carried out on an ongoing basis. Engagement effectiveness analysis will be performed based on the SEP and initial indicators.

- The number of meetings, public consultations and other events held with the stakeholders, including the number of participants with a gender breakdown;
- Number of registered grievances received through the Grievances Mechanism, by category;
- Number of resolved / unresolved grievances.

The project coordinator will periodically assess stakeholder engagement activities and ensure that all consultations and disclosures are properly accounted for.

The Monitoring and Evaluation Specialist, Social Development Specialist and Community mobilization and communication consultants will assist the PMU/WSS unit will be responsible for the general compilation of progress reports and SEP results and their synthesis in semi-annual reports that will be submitted to the World Bank. The reports will include all stakeholder interactions and consultations, grievances and decisions, new stakeholders, partnership progress, and plans for the next period.

Upon completion of the SEP activities, a review of the results will be conducted to assess the effectiveness of the implemented SEP.

Annex 1 Template of Grievance Form

Sample application (complaint, request, and proposal) of the beneficiary of the Project

To: _____

(Head of institution)

Dear _____

(Full name of the head)

From: _____

(Surname and name of the applicant)

Resident _____

(Applicant's address)

APPLICATION

I _____

(Detailed information about yourself, place of residence, type of activity)

Purpose of the application _____

(Information about the existing problem and its cause)

Remedies _____ for _____ the _____ problem

(I ask, about this or that action / inaction, I complain ..., I suggest)

Applicant's signature _____

(Surname and name of the applicant)

(Date)

Telephone _____

Email (if available) _____

Location and date:

Annex 2. Minutes of Public Consultations

MINUTES

Public Consultations in Balkhi and Dusti Districts

Date and time: April 28, 2022 11.00 and 17.00

Location: Khatlon Oblast, Balkhi District, Local Administration Meeting Hall
Khatlon Oblast, Dusti District, Local Administration Meeting Hall

Attendees:

MID PMU representatives:

- Monitoring Specialist;
- Social Development Specialist;
- Community Mobilization Specialist;
- Environmental Engineer.

Representatives of the Consultant (design company):

- Director of Consortium «Nakukor – Akva Mundo»;
- Chief Engineers for the Project.

Representatives of water operators:

- Head of Water Supply Department, SUE KMK;
- Director of Water Utility of Balkhi and Dusti districts;
- Director of Tojik Obidehot Enterprise in Balkhi and Dusti districts.

Representative of Local Administration, relevant district level line agencies and services, chairmen of jamoats and local self-governing bodies (mahalla leaders):

- Deputy Chairmen of the districts, who oversees the communal sector;
- Heads of the Architecture and Construction Department of Dusti and Balkhi Districts;
- Heads of Land Management Department of Balkhi and Dusti Districts;
- Heads of Environmental Protection Department of J. Balkhi and Dusti Districts;
- Heads of Sanitary and Epidemiological Supervision Center (SES);
- Heads of the Education Department of Balkhi and Dusti Districts;
- Representative of J. Balkhi District Health Department;
- Heads of HLSC of J. Balkhi and Dusti districts;
- Head of the Department of Social Protection of J. Balkhi District;
- Chairman of the Women's Committee of J. Balkhi and Dusti Districts;
- Chairman of Jamoat "Kalinin" (and chairmen of 5 mahallas of this jamoat)
- Chairman of Jamoat «Khalevard» (and chairmen of 15 mahallas of this jamoat), chairman of Jamoat «Madaniyat» (and chairmen of 13 mahallas of this jamoat), chairman of Jamoat «Uzun» (and chairmen of 14 mahallas of this jamoat), chairman of Jamoat «Navobod» (and chairmen of 11 mahallas of this jamoat), chairman of Jamoat «Frunze» (chairmen of 12 mahallas of this jamoat) chairman of Jamoat «Guliston» (and chairmen of 4 mahallas of this jamoat).

Agenda of Public Consultations:

Stakeholders were introduced to general overview and technical characteristics in general with the engineering aspects of the Investment Program on Water Supply and Sanitation - Phase 1 in J. Balkhi and Dusti districts, and PMU presented overview of the Environmental and Social Management Framework (ESMF), Resettlement Framework (RF), Labor Management Procedures (LMP), Stakeholder Engagement

Plan to be implemented in the project sites of Balkhi and Dusti districts.

The following presentations and speeches were made:

Deputy Chairman of the district, who in general familiarized the participants of public consultations with the current acute situation in the water supply of the district, noted the most urgent settlements and the need for the earliest possible implementation of the Project in the district. Also, on behalf of the Local Government of the district and the relevant district structures and services, he emphasized that he would provide all possible support and assistance in the successful implementation of the Project.

Director of Nakukor - Aqua Mundo and the Project Chief Engineer briefed on the technical, economic and engineering specifications of the Project activities planned in J. Balkhi district, the estimated implementation time, the characteristics of the facilities and other aspects of the Project.

Further, representatives of the MID PMU, presented project description, project objectives, as well as directly about measures aimed at minimizing and preventing the negative social and environmental project impacts on population of the target jamoats and villages. The main social and environmental risks and impacts, the local environment and social baseline data, challenges related to access to communal and social services were highlighted.

Some project activities can lead to the following potential negative impacts:

- air pollution;
- noise of construction equipment;
- problems with water quality;
- production and disposal of construction materials (mostly unused pipes) and other solid waste (from work and construction sites);
- management of labor sites, which will be temporary with insignificant and localized negative consequences;
- temporary limited access to streets/houses, roads during construction;
- traffic control;
- disconnection of water supply without prior announcement or prolonged disturbance of water supply during construction;
- potential use or acquisition of land (permanent or temporary);
- impacts on property and livelihood;
- impact of labor influx on neighboring communities.

To prevent and mitigate potential negative impacts, relevant measures are envisaged within ESMF, as well as Environmental and Social Management Plans to be developed for each sub-project.

Also, attendees were familiarized with the activities planned under behavior change campaign on WASH issues, including MHM aspects, construction of WASH facilities in social institutions, cooperation with the mahalla leaders and the necessity to establish WASH committees to coordinate water supply activities, forming community health teams and collaborating with rural health centers to promote the good practices of daily community hygiene, cooperation with school teachers to effectively implement a package of extracurricular lessons on WASH and MHM at schools.

Further, the draft Stakeholder Engagement Plan was presented. PIU representative noted that this document had been prepared to identify all parties interested in the project, establish close and constructive interaction with them and develop an appropriate engagement program considering the views and needs of the PAPs and OIPs. Special attention was paid to the three-level implementation of

the GRM at the local, basin and national levels with the participation of water users. It was noted that the introduction of the new project specific GRM to compliment the sectoral one, as well as the feedback mechanism, will help to increase the level of transparency and accountability in the sector. The participants were also introduced to the project hotline arrangements to accommodate citizens inquires to be coordinated by PMU specialists.

As part of the next presentation Labor Relations Management Procedures were introduced. It was noted that this document had been developed as a tool for managing the risks that may arise with respect to the employment and working conditions of project workers. The presenter stated that the document was had been developed in accordance with the requirements of ESS 2 of the WB on Labor and Working Conditions, which defined the main requirements in the field of labor legislation and the risks associated with them. LMP identifies the resources needed to address issues and risks related to work and working conditions during project implementation.

Lastly, Resettlement Framework was presented with an overview of the policies and procedures of the WB and RT related to the issues of land acquisition, restriction of the right to land use and forced resettlement.

It should be noted that all presentation materials for the participants of the event were presented in Power Point slides, which provide summary of the ESF documents, while the full versions were published on RWSSP project website.

At the end of the consultations, the participants were informed about the need for strict compliance with sanitary and hygienic measures to prevent acute infectious diseases, including coronavirus infection COVID-19, and the need to fulfill elementary hygienic living conditions.

During consultations the following questions were raised:

- *What are the proposed water supply and distribution network routes to be rehabilitated and what are the timelines?* Technical specifications were clarified by the design company.

- *Will there be any specific areas where household buildings, structures, assets or gardens affected by the project?* Technical designs will be finalized by the civil works contractor, which will prevent or minimize the negative impacts on household assets. Social and environmental screening to be conducted by the PMU will identify any resettlement impacts anticipated.

- *What are the impacts during water networks rehabilitation to be implemented in the vicinity of residential buildings and what measures will be taken to minimize negative impacts?*

During the Consultations, participants were thoroughly informed of the measures envisaged to minimize the impacts, including: contractors will establish temporary bridges, fences, information signs and road construction signs. In addition, water pipelines will be laid in accordance with regulatory rules and requirements at a distance of at least 5.0 meters from the foundation of the buildings. At the same time, the participants of the Consultations were called upon to provide all possible assistance in information and educational work on community safety issues among children and adolescents.

- *Whom to contact with questions, complaints and proposals related to implementation of the Project?*

For any questions, you can contact the Commission for the Consideration of Complaints and Proposals in the district Hukumat, jamoat, and you can also contact the PMU directly (contact numbers are additionally dictated).

- *When will the construction works begin?* The timeline for construction works will be additionally

brought to the attention of community members.

- *Is it possible to get a job during the Project implementation, including in construction?* There are no obstacles on this issue, and it depends on the qualifications and specialization of local laborers, and it is recommended to contact contractors directly when they are onboard.

- *What will be the drinking water tariff?* The drinking water tariff will be established after the Project completion in accordance with the existing legislation of the Republic of Tajikistan.

In conclusion, once again it was noted that local authorities should constantly carry out explanatory work among residents of targeted villages and jamoats regarding awareness campaign on safety rules and distance from construction sites among children and adolescents.