

Republic of Uzbekistan
Ministry of Economy and Finance

Rural Infrastructure Development Program 2



Stakeholders Engagement Plan (SEP)

Tashkent, Uzbekistan
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ABBREVIATIONS AND ACRONYMS

ARAP	Abbreviated Resettlement Action Plan
CDFA	Community Development Facilitation Agency
DCM	Decree of the Cabinet of Ministries
DSEI	Draft Statement of the Environmental Impact
EHS	Environment, Health and Safety General Guidelines
EIA	Environmental Impact Assessment
ES	Environmental Specialist
ESA	Environmental and Social Assessment
ESIA	Environmental and Social Impact Assessment
ESIRT	Environmental and Social Incident Response Toolkit
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
FS	Feasibility Study
GoU	Government of Uzbekistan
GRM	Grievance Redress Mechanism
H&S	Health and Safety
HH	Household
ICWC	Integrated Commission for Water Coordination
IFI	International Financial Institutions
IR	Involuntary Resettlement
IVA	Independent Verification Agency
LAR	Land Acquisition and Resettlement
LC	Land Code
M7	Mahalla Seven
MCA	Mahalla Citizen's Assembly
MDU	Mahalla Development Unit
MDP	Mahalla Development Plan
MoEF	Ministry of Economy and Finance
MoH	Ministry of Health
NGO	Non-governmental organization
OHS	Occupational and Health and Safety
OP	Operational Policy
PAP	Program Affected Persons
PCT	Program Coordination Team
POM	Program Operational Manual
PPE	Personal Protective Equipment
RAP	Resettlement Action Plan
RCM	Resolution of the Cabinet Ministers
RIDP	Rural Infrastructure Development Program

SAR	South Asia Region
SEA/SH	Sexual Exploitation and Abuse / Sexual Harassment
SDDR	Social Due Diligence Report
VP	Vice President
WASH	Water, Sanitation, and Hygiene

1. INTRODUCTION/PROGRAM DESCRIPTION

1.1 IPF Component: “Institution Strengthening of Communities and Local Governance”.

1. RIDP-2 is a hybrid operation with technical assistance and monitoring financed via an IPF component, focusing on activities not readily financed through the regular GoU budget. The IPF will support specific program expenditures such as the costs for the Program Coordination team, monitoring, and communication. Capacity-building for implementing entities will ensure: (i) communities, particularly women, youth, and vulnerable, are actively engaged in selecting poverty-focused project interventions; (ii) socio-economic investments are demand driven, feasible, and sustainable; (iii) increasing awareness of climate change risks and adaptation strategies informs the selection of climate-smart investments; (iv) sustainable operations and maintenance planning; (v) grievance redress and (vi) local government units and MDUs will use participatory, transparent approaches to identify, implement and monitor local development subprojects. A facilitation agent and a supervising engineer will be procured to support this capacity building.

1.2 Project rationale and project development goals

2. The strategic goal of RIDP 2 is to improve rural populations’ access to quality, sustainable, and climate-resilient basic infrastructure, as well as to strengthen the institutional capacity of mahallas and local authorities for planning, implementing, operating, and monitoring infrastructure investments with active community participation. Within the framework of the Program, particular attention is given to establishing sustainable mechanisms of participatory local governance, ensuring the involvement of rural residents-including women, youth, and vulnerable groups-in the processes of setting priorities, quality control, and evaluating the outcomes of infrastructure activities.
3. The implementation of the Program is directly aligned with the priorities of state policy outlined in the “Uzbekistan – 2030” Strategy, including poverty reduction, human capital development, reduction of regional disparities, and ensuring balanced territorial development. At the same time, RIDP-2 fully complies with the requirements of the Decree of the President of the Republic of Uzbekistan No. PP-51 dated February 11, 2025, which provides for the introduction of results-oriented financing models, improvement of the quality of pre-project preparation, strengthening of monitoring and post-monitoring, as well as the use of national management systems in the implementation of projects involving international financial institutions.
4. The transition to the second phase of the Program in the “Program-for-Results” (PforR) format logically follows from the country’s achieved level of institutional development and the accumulated experience of working with international financial institutions. The use of this mechanism allows reliance on national systems of planning, budgeting, and management, while simultaneously enhancing accountability, effectiveness, and sustainability of public investments in rural development.
5. The Rural Infrastructure Development Program 2 (RIDP 2, "the program") is an initiative of the Government of Uzbekistan, which helps to jointly develop villages to reduce deficiencies in the field of infrastructure and services. The project is based on the principles of community decision-making, community inclusion of the poor and vulnerable, gender equality, transparency and accountability, and tests design adjustments aimed at increasing public participation in Project decision-making using a learning approach.

6. Improving the living culture of the population by radically renewing the architectural appearance of rural settlements, comprehensive development of areas, construction of road transport infrastructure, engineering and communication networks and social sphere facilities. Government participation is necessary in the rapid development of infrastructure projects, financing and support of economic growth, improving the quality of life in society.
7. In the regions of the republic, the quality of public schools and kindergartens, clean drinking water, internal roads, bridges, power supply, hospitals, Internet, pipeline gas and other infrastructure subprojects is increasing, as well as paved roads in villages, water supply, Internet and mobile phone coverage is increasing.
8. The World Bank supports the comprehensive implementation of project objectives in the regions. Community mobilization is conducted in villages, resource analysis, socio-economic analysis, health analysis, education analysis, Mahalla Development Plan meeting, social audit activities are carried out.
9. The RIDP 2 covers 36 districts across 6 regions of the Republic of Uzbekistan (Andijan, Fergana, Namangan, Jizzakh, Syrdarya, Tashkent). The target mahallas¹ will be selected based on criteria such as poverty, remoteness, economic potential, etc. Each targeted mahalla will receive social mobilization, capacity building, and social infrastructure investments, plus a subset of the targeted mahallas will also receive livelihoods activities targeting women and youth.
10. The RIDP 2 is implemented by the Ministry of Economy and Finance (MoEF) with support from the World Bank (WB) and the Asian Infrastructure Investment Bank (AIIB).

1.3 The program will include the following results areas:

11. The results focus on strengthening selected mahallas' capacity, improving planning based on community priorities and national/regional/district plans; increasing financing for mahalla-level infrastructure; and accelerating high-quality design, construction, and certification building on RIDP modalities.
12. **The PforR Program includes two Result Areas (RAs)** aimed at supporting the full cycle of planning, financing, and implementing rural infrastructure development at the local level.
13. **RA1. The capacity of government bodies to implement inclusive local capital investments in public infrastructure to provide basic services and foster economic opportunities.**
14. Achieving sustainable expansion of local capital investments requires further institutional strengthening of the "Mahalla 7" (M7) initiative, supported under this Result Area, including enhancement of technical expertise, operational efficiency, and quality of stakeholder engagement.
15. District khokimiyats, through their relevant departments and finance units, provide methodological guidance and institutional support to M7, including capacity building, review and approval of Mahalla priorities identified through participatory processes, and their integration into district plans and budgets. District administrations ensure transparent communication with Mahallas regarding planned infrastructure investments and timely information sharing.

¹ Mahalla / Mahalla Citizens Assemblies (MCAs) is the lowest body of citizens' self-government. In populated areas, the mahalla citizens' assembly is the administrative center.

16. At the regional level, the Single Customer Service (SCS) is staffed and institutionally strengthened to ensure timely project design, procurement and contractor contracting, construction supervision, and certification of completed works.
17. The Ministry of Economy and Finance carries out overall coordination and oversight of program implementation, liaises with sectoral ministries, ensures sufficient funding for Mahalla-level investments is included in the state budget, and guarantees timely allocation of resources in line with investment priorities defined through community consultation processes.
18. RA2. Capital investments in public infrastructure at the Mahalla level based on participatory, demand-driven planning.
19. Under this Result Area, Mahalla Development Plans (MDPs) are prepared through a structured community consultation process, with investment prioritization involving at least 50 percent of the adult population.
20. The implementation of RA2 entails further strengthening the capacity of “Mahalla 7” (M7) in systematic community mobilization, drawing on the experience from RIDP1, as well as the establishment of Mahalla Development Units (MDUs) to support M7 in conducting inclusive consultations for identifying needs and prioritizing investments, involving women, youth, vulnerable groups, private sector representatives, and other stakeholders.
21. Investments in the construction and modernization of infrastructure will be selected and implemented in accordance with national standards, including requirements for universal access, climate resilience, and sustainable operation. In alignment with investments under RIDP1, the program provides for expanded financing of basic service infrastructure, including rural roads, water supply and sanitation (WASH), education, health, energy, and other priority sectors, as well as, in a limited number of Mahallas, investments in economic infrastructure.
22. The government, in collaboration with the private sector, will support and co-finance the development of functional economic infrastructure aimed at expanding economic opportunities and reducing migration pressures from rural areas to cities. Priority will be given to infrastructure that directly strengthens economic linkages, production capacity, and employment at the Mahalla and district levels, including secondary and tertiary roads, modernization of electricity and water supply systems, development of digital connectivity, as well as key basic service facilities linked to local value chains where pilot initiatives are already underway in the country.
23. Given the novelty of these interventions under RIDP2, the program will be implemented based on a clear concept that links infrastructure investments with local business development, ensures sustainability through open and transparent operation and maintenance (O&M) mechanisms, and provides differentiated access. This approach will, on the one hand, ensure subsidized access for small enterprises and socially vulnerable groups, and on the other hand, create conditions for financial participation of larger private operators.

2. OBJECTIVE/DESCRIPTION OF SEP

24. **The overall objective** of this SEP is to define a program for stakeholder engagement, ensure the inclusion of voices during the program preparation and social economic activities, including timely public information disclosure and consultation throughout the entire program cycle. The SEP outlines the ways in which the program team will communicate with stakeholders and includes a mechanism by which

people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the program.

25. Specific Objectives:

- To establish clear communication and engagement strategies with stakeholders.
- To enable stakeholders to raise concerns, provide feedback, and participate in project-related consultations.
- To outline a grievance mechanism for addressing complaints efficiently and transparently.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1. Methodology

26. In order to meet best practice approaches, the program will apply the following principles for stakeholder engagement:

- i. **Openness and life-cycle approach:** Public consultations for the RIDP 2 will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- ii. **Informed participation and feedback:** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- iii. **Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the program is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of program benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- iv. **Flexibility:** The methodology should adapt to other forms of engagement depending on cultural context and program area, including various forms of internet- or phone-based communication and focus group discussions.

3.2. Affected parties and other interested parties

27. In accordance with the Environmental and Social Standard ESS10, the Program has identified the following categories of a program individual or groups:

- **“Program Affected Parties”** individuals or groups that are or may be directly affected by the program;
- **“Other stakeholders are”** individuals or groups who may have an interest in the program.

Table 1: Identification of Stakeholders

Party	Stakeholders
<p>Project Affected Parties (PAPs). Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project.</p>	<ul style="list-style-type: none"> • General Citizens. Residents in the program area may benefit from improved infrastructure but also face disruptions during construction. • Tenants and Informal Settlers. Those may be affected by land repossession for civil works. • Contractors and Construction Workers: Individuals who may work on the program and rely on it for income and livelihoods. • Community Members: Those living close to construction sites who could be affected by noise, dust, traffic, and access issues. • Local Communities: Individuals or households most likely to observe or feel

	<p>changes from environmental and social impacts of the program.</p> <ul style="list-style-type: none"> • In addition to local communities, community members, and other parties that may be subject to direct impacts from the RIDP 2. Specifically, the following individuals and groups fall within this category: <ul style="list-style-type: none"> • Mahalla Citizens’ Assemblies (MCAs) • Local communities and members in 296 MCAs • Mahalla Development Units (MDUs)² • Representatives of Regional Khokimiyats³ • Representatives of District Khokimiyats • Community Participatory Monitoring (CPM)⁴ • Qishloq Facilitators and Engineers • Community leaders • Vulnerable individuals or group • Representatives of the Ministry of Economy and Finance (MoEF) • Local NGOs • Public service providers (institutions and enterprises); • Representatives of contractor organizations.
<p>Other Interested parties. The projects’ stakeholders also include parties other than the directly affected communities, including:</p>	<ul style="list-style-type: none"> • Representatives of the Ministry of Economy and Finance of the Republic of Uzbekistan • Representatives of regional and district state bodies; • Representatives of regional and district state administrations • structural subdivisions; • Representatives of the Ministry of Economy and Finance of the Republic of Uzbekistan

² Mahalla Development Units (MDUs) is a representative body established for the purposes of the project that will work with MCAs and community members with support from QFs.

³ Khokimiyat - local government agencies.

⁴ To ensure transparency, there will be a Community Participatory Monitoring (CPM) Team in each qishloq to monitor the MDU for equitable and participatory development processes, as well as to monitor the SCSs’ work, including timeliness, quality of the infrastructure, and fair labor practices.

	<ul style="list-style-type: none"> • Representatives of regional and district state bodies; • Representatives of regional and district state administrations • structural subdivisions; • Non-elected leaders who are widely recognized in their community, such as chairpersons of local initiative groups or water users' associations, teachers, representatives of schools, kindergartens or community organizations, including community youth organizations; • Leaders of community organizations, civil society organizations, media, local NGOs and women's groups, youth committees and heads of women's councils, village neighborhood committees and businesses; • Public service providers (institutions and enterprises); • Business partners; • Representatives of contractor organizations.
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3.3. Disadvantaged/vulnerable individuals or groups

28. It is particularly important to understand whether program impacts 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 program. The vulnerability may stem from a person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g. unemployed youth), dependence on other individuals or natural resources, etc. Engagement with vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the program-related decision-making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders. Within RIDP 2, vulnerable or disadvantaged groups may include but are not limited to the following:

- **Poor families** – families that have a social passport and limited financial resources.
- **Persons with disabilities** – families with individuals who have physical or mental disabilities.
- **Elderly persons** – individuals suffering from aging and in need of social assistance.
- **Low-income women** – women in difficult economic conditions, especially single mothers or those living in poor families.
- **Labor migrant families** – individuals who have migrated abroad for work, with family members in need of assistance.
- **Families facing difficulties in adaptation and education** – families with limitations in accessing basic services like education or healthcare.

- **Single-headed households** – individuals raising their children alone and facing economic hardship.
- **Poor female-headed households**
- **Unemployed youth**
- **Graduates of residential institutions**
- **Unskilled people**
- **Seasonal workers**
- **Survivors of gender-based or domestic violence**
- **Unemployed**

29. Vulnerable groups within the communities affected by the program may be added, further confirmed, and consulted through various means, as gatherings and focus-groups. Table 2 below defines relevant areas of interests for the stakeholder groups. Description of the methods of engagement that will be undertaken by the program is provided in the following sections.

Table 2. Stakeholder mapping

Stakeholder groups	Area of interest in the program	Interest Level	Influence
Parties directly impacted by the Program			
Community members in 36 districts in Andijan, Fergana, Namangan, Jizzakh, Syrdarya and Tashkent regions	Interest in the program directly impacts livelihoods, involving an understanding of project benefits and, if necessary, compensation procedures	High	High
Vulnerable groups in all target Mahallas: <ul style="list-style-type: none"> • Poor families – families that have a social passport and limited financial resources. • Persons with disabilities – families with individuals who have physical or mental disabilities. • Elderly persons – individuals suffering from aging and in need of social assistance. • Low-income women – women in difficult economic conditions, especially single mothers or those living in poor families. • Labor migrant families – individuals who have migrated abroad for work, with family members in need of assistance. • Families facing difficulties in adaptation and education – families with limitations in accessing basic services like education or healthcare. • Single-headed households – individuals raising their children alone and facing economic hardship. • Poor female-headed households 	Interest in planning and implementing the program that directly impact the improvement of living standards in rural areas and enhance opportunities for livelihood generation.	High	Medium
State and local authorities involved in preparation and implementation of the Program			

<ul style="list-style-type: none"> • Ministry of Economy and Finance; • Ministry of Ecology, Environmental protection and climate change; • Ministry of Preschool and School Education • Ministry of Health; • Ministry of Water Resources • Administrations of 6 regions; • Local Khokimiyats; • "Single Customer Service" Engineering Company; 	<p>Interest in program planning and implementation, coordination of project activities and distribution of services addressing potential environmental, social health and safety impacts.</p>	<p>High</p>	<p>Medium</p>
Other stakeholders			
<ul style="list-style-type: none"> • Ministry of Agriculture; • Ministry of Employment and Poverty Reduction; • Forestry Agency; • Committee on Women and Family Affairs 	<p>Potential interest in program planning and implementation, coordination of project activities and distribution of services addressing potential environmental, social health and safety impacts.</p>	<p>Medium</p>	<p>Medium</p>
<p>NGO, Local civil society organizations</p>	<p>Support for vulnerable groups</p>	<p>Medium</p>	<p>Medium</p>

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Summary of stakeholder engagement done during program preparation

30. During RIDP 2 preparation the meetings have been held with the World Bank and representatives of the state bodies. The SEP represents the starting point for an iterative process of developing a more comprehensive strategy and stakeholder engagement plan. It will be updated periodically as needed, with more detailed information provided in the first update scheduled after the RIDP 2 is approved. Stakeholders will receive information as the RIDP 2 develops, including reporting on the program's environmental and social performance, as well as on the implementation of the Stakeholder Engagement Plan and grievance mechanism. This SEP will be updated and re-disclosed as necessary.

Table 3. Stakeholder consultations

Location	Date	Method of engagement and Participants	Key questions for discussion
Jizzakh Region	18 March 2026 year	<ul style="list-style-type: none"> Official meeting and public consultation. Representatives of local Hokimiyat of Zafarobod and Zamin districts 	Environmental and Social Management Framework and Resettlement Policy Framework
Namangan Region	24 March 2026 year	<ul style="list-style-type: none"> Official meeting and public consultation. Representatives of local Hokimiyat of Kosonsoy, Norin, Turaqurgon, Uychi, Uchqurgon, Chust and Pop districts 	Environmental and Social Management Framework and Resettlement Policy Framework
Ferghana Region	25 March 2026 year	<ul style="list-style-type: none"> Official meeting and public consultation. Representatives of local Hokimiyat of Beshariq, Fergona, Quva, Dangara, Rishton, Toshloq, Buvayda, Bagdod, Oltiariq, Uchkuprik and Sukh districts 	Environmental and Social Management Framework and Resettlement Policy Framework
Andijan Region	26 March 2026 year	<ul style="list-style-type: none"> Official meeting and public consultation. Representatives of local Hokimiyat of Andijan, Oltinkul, Baliqchi, Marhamat, Pakhtaobod, Shahrikhon 	Environmental and Social Management Framework and Resettlement Policy Framework

31. The overall objectives of SEP as stated in the ESS-10 are:

- To identify the roles and responsibilities of all stakeholders and ensure their participation in the complete project cycle
- Establish a systematic approach to stakeholder engagements that will help the Program identify stakeholders and build and maintain a constructive relationship with them, in particular program affected parties
- Assess the level of stakeholder interest and support for the program and to enable stakeholders' views to be considered in project design and implementation
- Promote and provide means for effective and inclusive engagement with program-affected parties throughout the program life-cycle on issues that could potentially affect them.

- Ensure that appropriate program information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format with special consideration for the disadvantaged or vulnerable groups.
 - Provide program-affected parties with accessible and inclusive means to raise issues and grievances and allow the Program to respond to and manage such grievances.
 - To devise a plan of action that clearly identifies each stakeholder's means and frequency of engagement.
32. To allocate budgetary and other resources in the program design, program implementation, and Monitoring and Evaluation (M&E) for stakeholder engagement and participation.
33. Thus, SEP provides an opportunity for an all-inclusive approach to program preparation, planning, implementation, and monitoring. It is geared toward ensuring a meaningful and wide consultative process guided by the World Bank's Environmental and Social Systems Assessment (ESSA) under PforR Core principles and ESS10 under ESF.
34. Information disclosure and consultation processes will continue with affected parties, other interested parties, and vulnerable groups during (i) program preparation, (ii) program implementation, and (iii) program operational phases. A variety of methods such as group consultations, individual consultations, awareness-raising meetings/gatherings, and interviews through different offline and virtual mediums such as telephone calls etc. and communication through printed (newspapers, banners & posters displayed in community locations and at government offices) and electronic & social media (Telegram, Facebook, Twitter, WhatsApp Groups etc.), appropriate to the target audience, will be used for information disclosure and consultation.
35. During program preparation and planning, information related to program scope and schedule will be shared with program affected persons and other stakeholders during consultations.
36. Information about each component and phase of the Program will be provided to the public through media briefings, targeted media articles, information sessions, television/radio programs etc. The Program will also provide up-to-date information on the Ministry's websites and on social media.
37. At the appraisal stage, ESCP and SEP have been prepared for this program will be disclosed on the website of borrower and on the World Bank's external website, after their clearance by the government and the Bank. Additionally, copies of the referenced documents will be kept at the RIDP2 for public reference.

4.2. Summary of program stakeholder needs and methods, tools, and techniques for stakeholder engagement

38. Overall, the program is built around broader and more systematic interaction between RIDP 2, local government, and its stakeholders and citizens. The program is providing capacity building to Mahallas on the mandated participatory processes related to needs assessment, preparation of local development plans, and engagement of community members on annual performance via public hearings. In addition, the program investments call for increased participation of women and men through elected committees in planning and implementing subprojects and monitoring the service delivery. It is anticipated that the impact of enhanced participation will help to: (i) build the confidence and strengthen the capacity of local communities to engage in decision-making on a broad range of services, which directly affect people's lives; (ii) make government especially at the local level be more responsive and accountable to its citizens; (iii) enhance the quality of services and the efficiency of their delivery (by using GM); and (iv)

ensure that the views and voices of the most vulnerable groups, especially and female headed households, are reflected in the selection and implementation of subprojects under RA1.

39. Different engagement methods are proposed to cover different needs as given in the Stakeholder Engagement Plan given below:

- Information meetings, press tours, public hearings, public meetings/gatherings in Mahallas level, public organizations, media;
- Use of digital tools, including social networks, online groups, online meetings of the parties;
- Participation in working groups to discuss normative legal act, organize and conduct certain local activities, public discussions on topical issues, organize demonstration actions, forums, exhibitions;
- Joint assessment of community needs in different areas, joint planning, joint monitoring and evaluation, accountability, etc.

4.3. Stakeholder engagement plan

40. The core stakeholder engagement team, consisting of RIDP 2 staff (coordinator, environmental and social specialists, monitoring and evaluation specialists, community mobilization specialist), will be responsible for managing and overseeing all aspects of stakeholder engagement. However, for the implementation of the various activities outlined in the SEP, the activities targeting vulnerable groups are reflected in Table 5.

Table 5. Stakeholder engagement plan

Program Stage	Estimated Date/Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsible parties
Program preparation and planning phase					
ESSA under PforR six core principles and ESCP, SEP under ESF including translated summaries.	Electronic copies published in Program websites & social media sites hardcopies available at RIDP2/WB Notice was sent to all interested parties to direct them to the RIDP2 websites.	Before the commencement of the program.	Official meetings/consultations, official letters/emails/GM.	Representatives of local Hokimiyats of selected Districts/ Chairs of selected MCAs	RIDP 2
Program details, objective, duration, target population, selection criteria, and program implementation plans.	TV, radio, newspapers, website, social media platforms, mobile phone text messages, Community meetings, public notice boards, posters and leaflets.	Before the commencement of the program.	Official meetings/consultations, official letters/emails/GM.	Representatives of local Hokimiyats of selected Districts/ Chairs of selected MCAs	RIDP 2
Appeal & GRM process including GBVH incidents.	Community meetings, public notice boards, posters and leaflets.	Before commencement of the program.	Official meetings/consultations, official letters/emails/GM.	Representatives of local Hokimiyats of selected Districts/ Chairs of selected MCAs	RIDP 2

	Notifications based on WBB's Appeal Board minutes				
Stage 1. Program Awareness- Raising at the Regional, District and Mahalla level					
1.1. Program Awareness- Raising at the Regional level	First year of program implementation	Information about the Program, including environmental and social requirements and GM	Official meetings/ consultations, official letters/emails /GM.	Ministries/Local Hokimiyats	MoEF/RIDP 2
1.2. Program Awareness Raising at the District level	First year of program implementation	Information about the Program, including environmental and social requirements and GM	Official meetings/consultations, official letters/emails/GM.	Representatives of local Hokimiyats of selected Districts/ Chairs of selected MCAs	RIDP 2
1.3. Program Awareness-Raising at the Mahalla level	First year of Program implementation	Information about The Program, including environmental and social requirements and GM	Public consultations, meetings, focus group discussions, local communication channels (Telegram) mass media, community mobilization activities, GM.	Communities of selected MCAs including vulnerable groups, Other interested parties	RIDP 2
Stage 2. Meetings on Prioritization and design of subprojects by the communities at local level					
2.1. Prioritization and design of subprojects by the communities at local level	During the program implementation period	Program Priorities, Design of subprojects, including environmental and social requirements	Meetings, Focus groups with vulnerable community members, GM, Public Consultations.	MDU members including vulnerable groups, members of Community monitoring (CM)	RIDP 2
Stage 3. Meetings on Implementation of social infrastructure subprojects					
3.1. Implementation of social infrastructure subprojects	During the program implementation period	Subproject information including environmental and social requirements ESCP, SEP preparation and implementation, GM	Meetings, Public Consultations, Focus groups with vulnerable community members, Online platform, GM.	All stakeholders, including community members and vulnerable groups	Design company, RIDP 2

4.4. Beneficiary Feedback Indicators

41. As part of the Strategic Framework for Mainstreaming Citizen Engagement (CE) in World Bank Operations, the Bank made a commitment to mainstreaming CE into operations. Accordingly, the Program Results Frameworks must include at least one beneficiary feedback indicator to monitor CE throughout program implementation (as a PDO or intermediate outcome indicator); and Program must report on beneficiary feedback indicators in Implementation Status and Results Reports (ISRs) by the third year of implementation or demonstrate credible progress towards reporting.

42. As such, the project has included the following Beneficiary Feedback Indicators to meet this Bank requirement (Table 6):

Table 6: Indicators included in the Results Framework (suggested)

Indicator	Definition	Source
Number of beneficiaries satisfied with provided service or training (Number)	Numerator: Number of beneficiaries that report they are satisfied with the service and training offered Denominator: Total number of beneficiaries responding to the satisfaction survey	Survey
Grievances addressed within a stipulated standard for a response	Numerator: Total number of grievances cases from the RIDP2 addressed in accordance to established protocol. Denominator: Total number of grievances cases received from the RIDP2. Stipulated service standards for response times will be outlined in RIDP2 GRM Manual.	GRM system

Note: The SEP will be a living document and updated.

43. This SEP (both in Uzbek and English languages), the Environmental and Social Commitment Plan (ESCP), will be publicly disclosed on the RIDP2 website and the Bank’s system. Program documents, including updates and details about the program Grievance Mechanism, will also be posted on the RIDP2 website as well. Printed material (manuals, brochures, posters, etc.) will be prepared and used based on identified needs. Uzbek and English languages will be used to disclose information on the program website.

4.5. Reporting back to stakeholders

44. Stakeholders will be kept informed as the program develops through various communication tools such as messengers, Telegram groups, meetings and etc., including reporting on program environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the program’s overall implementation progress.

45. The Program Information in Uzbek, Russian and English languages will be disclosed on RIDP 2 website and as follows:

- Environmental and Social Systems Assessment updates as needed;
- Draft ESCP, SEP prior to public consultations;
- ESCP and SEP implementation reports once approved by the Bank;
- Grievance Mechanism (GM) for the Program Implementation;
- E&S performance semi-annual reports once finalized.
- Updated subproject information in social networks

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Resources

46. RIDP 2 will be in charge of stakeholder engagement activities. The preliminary budget for the implementation of the stakeholder engagement plan for five years will be developed upon finalizing project design.

Table 7. Tentative budget (5 years)

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs	Remarks
1. Estimated staff salaries* and related expenses					
1.1 Environmental Safeguard Specialist	1	2200	5	132000	
1.2 Social Safeguard Specialist	1	2200	5	132000	
1.3 Regional Environmental and Social Safeguard Specialist	6	1500	5	540000	
1.4 Community Development Facilitation Agency	1	1500000	6 months	1500000	
2. Events					
2.1 Meetings on program initiation (in 6 Regions)	6	12000	6x1	72000	Rental of space, food, handouts
2.2 Meeting with communities in 36 districts twice a year	72	5000	2 (may be change after updating)	360000	stakeholder engagement activities, including workshops, seminars, and courses
3. Communication campaigns					
3.1 Information materials (brochures, posters, PR-aterials, including design)	3000 bucklets, 10 PR materials	15000	2	30000	10 different topics about Program activities, E&S requirements, GM
3.2 Tours of the program for the media	10	25000	10	250000	
4. Trainings					
4.1 Training on GBVH for relevant RIDP 2 staff and contractor/consultant	2	50000	2	100000	
4.2 Assessment of perception of citizens / program affected persons	1	50000	1x5	250000	
5. Beneficiary surveys					
5.1 Mid-program perception survey	1	75000	1	75000	
5.2 End-of-program perception survey	1	75000	1	75000	
6. GRM					
6.1 Training of GRM (in each 36 MCAs)	36	50000	1	180000	
6.2 GRM communication materials (GRM brochures)	10000	15000	2	30000	
Total				3726000	
7. Other expenses					
7.1 Contingencies (10%)			1	375000	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET					

*Note: *Salary costs can be indicative*

** As this document is a living document, these figures may also change.*

5.2. Management functions and responsibilities

47. PCT, in partnership with Mahalla 7 and MDUs, manages stakeholder engagement, documentation, and monitoring

6. GRIEVANCE MECHANISM

48. The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

6.1. Description of GM

49. According to the Law of the Republic of Uzbekistan "On Appeals of Individuals and Legal Entities" dated September 11, 2017, appeals (applications, proposals, complaints, anonymous appeals) of individuals and legal entities shall be considered in accordance with the law, ensuring the timely and full consideration of appeals, adherence to equal requirements for appeals, realization of the rights, freedoms, and legal interests of individuals and legal entities, avoidance of bureaucratic and formalism in the consideration of appeals, and adherence to the principles of transparency in the activities of state bodies, organizations, and their responsible officials when dealing with appeals. Each state organization shall establish direct contact with the population in accepting appeals, ensure the protection of their rights, freedoms, and legal interests, ensure the effective functioning of the system for dealing with appeals, create conditions for the unconditional implementation of constitutional rights in the consideration of appeals, organize systematic monitoring and supervision over the consideration of appeals, establish procedures for registering, summarizing, systematizing, monitoring, and supervising appeals through the establishment of an electronic information system, and widely use modern information and communication technologies in working with appeals. State bodies, organizations, and their responsible officials shall comply with the Constitution and laws of the Republic of Uzbekistan, seek solutions to ensure compliance with the requirements of full, comprehensive, and timely consideration of appeals, respect the violated rights and freedoms of individuals and legal entities, and protect their legal interests. When considering appeals, information about the personal life of individuals, the activities of legal entities, confidential information, and other information that may violate the rights, freedoms, and legal interests of individuals and legal entities, as well as other information that may be classified as state secrets or protected by law, shall not be requested or collected. State bodies, organizations, and their responsible officials shall not disclose additional information requested from individuals, legal entities, or other responsible officials of state bodies, organizations, or other persons, if the requested information does not contain state secrets or other classified information protected by law, does not harm the rights, freedoms, and legal interests of individuals and legal entities, and does not contradict social and state interests. If the requested information does not contain state secrets or other classified information protected by law and does not harm the rights, freedoms, and legal interests of individuals and legal entities, and does not contradict social and state interests, state bodies, organizations, and responsible officials shall provide the requested information within one day.
50. RIDP 2 has implemented an institutionalized beneficiaries' feedback mechanism (BFM), which includes an enhanced grievance mechanism (GM) that incorporates all program activities.

Table 8. Addressing complaints

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	<p>GM is received and investigated at the village, district, and regional level. Structure of GM:</p> <p>1. Village-Level:</p> <ul style="list-style-type: none"> ✓ Verbal submissions. ✓ Grievances box. ✓ Telephone hotline. ✓ Email or website. <p>2. District-Level:</p> <ul style="list-style-type: none"> ✓ District hokimiyats, as well as the relevant territorial executive bodies will be established in each district; ✓ A member of District hokimiyats, as well as the relevant territorial executive bodies assigned by the Khokim and trained by a RIDP2 facilitator, will be the GRM “focal point,” the contact person responsible for informing district residents with Program-related queries about the RIDP2 GRM channels. ✓ In coordination with the District hokimiyats, as well as the relevant territorial executive bodies, RIDP2 facilitator will install a grievances box in the district Khokimiyat to collect queries from citizens. RIDP2 Facilitator will check this box once every month and will forward all queries to the PCT through the MIS of the regional PCT ESS specialist. <p>3. Regional-Level:</p> <ul style="list-style-type: none"> ✓ The RIDP2 GRM will operate at the regional level in coordination with the regional Khokimiyat and as provided in the MoU between the MoED and the Khokimiyat and its single customer services engineering company (SCS). Per the MoU, PCT specialists will be placed in each region for project implementation and oversight. These PCT staff will be located either at the regional Khokimiyat or the SCS. 		<p>1.1 Responsible staff at the regional level, RIDP 2 regional Coordinator, ESSS, M7</p> <p>1.2 Responsible staff at the regional level, RIDP 2 regional Coordinator, ESSS, M7</p> <p>1.3 Responsible staff at the regional level, RIDP 2 regional Coordinator, ESSS, M7</p>

Grievance uptake	<p>1. All appeals must be documented and forwarded to the designated GM staff member for the preparation of a suitable response. Complaint form is in Annex 2.</p> <p>2. To ensure the accessibility of GM, the feedback channels through which interested parties can submit appeals include, but are not limited to:</p> <ul style="list-style-type: none"> - Written, verbal, and electronic queries are accepted by the JPIU ESS/regional ESS specialists - Written and electronic queries (email, MIS) are logged by the PCT ESS specialist in the “Book for Registration of Queries of Individuals and Legal Entities,” the MIS internal system, or a suitable software application such as Excel. The system should record the date the query was received and the date of any reply, the topic of the query, and the outcome of the query. - Verbal queries (calls to the PCT telephone hotline) are accepted by the PCT ESS specialist. Verbal queries are logged in the “Book for Registering Phone Calls of Individuals and Legal Entities,” the MIS internal system, or a suitable software application such as Excel. The log should include the date of the call, the topic, and whether the issue was resolved during the conversation or needed additional follow-up. - To prevent data loss or accidental deletion of electronic files, all registration notes and files are backed up to cloud storage (One Drive, Google Drive, or an internal system). - The PCT director and the M&E specialist shall have full access to GRM data 	Terms of execution: within 15 working days, by way of exception 30 calendar days from the date of registration of the application as needed for investigation	1.3 Responsible persons at the Central Level, regional Coordinator, ESSS, M7
Sorting, processing	<p>Any grievance received is forwarded to GM, recorded in the GM platform for analysis, control and monitoring, and classified according to the following types of grievances:</p> <p>Classification</p> <ul style="list-style-type: none"> ✓ General Issues. ✓ Complaints regarding violations of policies, guidelines, and procedures. ✓ Complaints regarding breach of contract. ✓ Complaints regarding misuse of project funds. ✓ Complaints regarding abuse of power / interference. 	Upon receipt of complaint Notification is sent that his/her complaint has been accepted and that the proceedings have been initiated and a deadline for execution is given	Local Grievance Contact Person Each grievance is assigned to a responsible person: ESS Specialist, Relevant coordinator

	<ul style="list-style-type: none"> ✓ Complaints related to sexual exploitation, abuse and harassment ✓ Complaints related to gender-based violence (GBV). ✓ Complaints related to violation of labor legislation of the Republic of Uzbekistan. ✓ Force Majeure Reports. ✓ Suggestion. <p>Acknowledgement.</p>		
Acknowledgment and follow-up	Receipt of the grievance is acknowledged by the GM Specialist, who notifies the complainant by phone or other GM channels that his/her complaint has been accepted and proceedings have been initiated.	Within 2 days of receipt	Grievance Contact Point at the local level. GM specialist assigned to the program.
Verification, investigation, action	<ul style="list-style-type: none"> • PCT staff assigned to process a written, verbal or electronic query should carefully examine the query and gather the information needed for a response. This process may include field visits, examination of documents, meetings with contractors in the field, meetings with the public and meetings with representatives of government agencies to make a decision about the query. • If necessary, the PCT staff can ask the applicant more information or documentary evidence if it is needed for a full, objective, and timely review. • The PCT staff may also seek information from government agencies with authority over the matters raised by the query. 	Within 15 working days	<ul style="list-style-type: none"> • After a response to the query is signed by the PCT Director, the PCT ESS specialist registers it in the “Book for Registering Queries of Individuals and Legal Entities” and the MIS. • The PCT ESS specialist sends the response to the applicant at the postal address indicated in the written query or scans the response and sends it to the email address of the applicant from which the electronic query was received. • In addition to sending a response to the postal or e-mail address, the PCT ESS specialist notifies the applicant by phone that a response has been sent if the applicant provided a phone number. • PCT ESS specialist who received the complaint over the phone notifies the applicant of the review of his / her application and queries a postal and / or email address to which he/she will send a response.

Monitoring and evaluation	The PCT deputy director and project manager of RIDP2 will monitor the functioning of the GRM. Monitoring includes the following: <ul style="list-style-type: none"> • Once every two months, check the registration books and electronic systems for registrations. • Once every two months, check the quality of information in the GRM system with a phone call to a randomly selected applicant. • Regularly converse with beneficiaries or conduct anonymous surveys during public meetings. 		The PCT deputy director, Project manager, Chief Social Safeguard Specialist.
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected in the program of RIDP 2 MIS.		Chief Social Safeguard Specialist
Training	The RIDP 2 provides resources to train PCT staff, CDFA staff, M7 and other stakeholders responsible for the GRM. The trainings will cover the principles of the GRM, the necessary conditions for its effective operation, how it should be implemented in the Republic of Uzbekistan, and successful examples from other countries. Once trained, M7 and regional PCT ESS specialists will be the training focal points for village, district, and regional-level GRM procedures.		Responsible persons at the Central Level; Chief ESSs

51. The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.
- Applicants who are not satisfied with the resolution of a query can resubmit it to the PCT.
 - The procedure for resubmitting a query must be included in the written or electronic response to any query, and an applicant making a verbal query must also be notified at the time of the query.
 - Review of repeated queries is conducted with the participation of the PCT management, PCT staff, and government authorities who participated in the investigation of the query. A response to the resubmitted query must indicate this participation.
 - Applicants must also be informed of their right, under the laws of Uzbekistan, to appeal to the courts if they are not satisfied with the resolution of their query.
52. All Project workers, including PCT staff and contractors' workers, will receive information about GM from PCT. They are also notified that they have recourse through the GM channels if they have complaints or questions as specified in the Project Labor Management Procedures. Complaints related to labor law violations require the intervention of the HR, Legal, Social Safeguard Specialist, and Project Manager of PCT, and all labor disputes are resolved in accordance with the Republic of Uzbekistan labor laws.

6.2. Handling of sensitive grievances

53. Taking into account the standards regarding the prevention of sexual exploitation and abuse/sexual harassment (SEA/SH), which, in accordance with the requirements of the World Bank, must be observed in all projects financed by the World Bank, these standards will be observed and responsibilities take action to raise awareness on the prevention and suppression of SEA/SH. At all stages of the project implementation, all project staff and contractors will be informed about the understanding of the principles of control and prevention of risks of SEA/SH. If the SEA/SH grievance (if any) relates to PCT activities, the Social Safeguard specialist shall forward it to the Director of PCT.

54. When taking information and registering grievances of a GBV/SEA/SH nature the following steps will be strictly followed:

- No identifiable information on the survivor shall be stored in the Grievance Mechanism (GM)
- The GM should not ask for, or record, information on more than the following related to the GBV/SEA/SH allegation:

GBV/SEA/SH allegation:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning);
- If, to the best of the survivor’s knowledge, the perpetrator was associated with the project; If possible, the age and sex of the survivor; and, if possible, information on whether the survivor was referred to services.
- The GBV/SEA/SH services provider will use its own case management system to respond to the case.
- The above services will be offered even if a survivor does not wish to file a formal complaint or if the complaint is not related to the project before closing the case.

55. Ensuring Confidentiality and obtaining Consent:

<p>Hotline: +998 77 363-37-35, (calls are received around the clock, the conversation will be recorded);</p> <p>1. Social networks:</p> <ul style="list-style-type: none"> - Facebook: https://www.facebook.com/uzrd.uz; - Telegramm: https://t.me/uzb_ridp <p>2. Online platform: Jivo chat</p> <p>3. Web-site address: www.ridp.uz</p> <p>4. E-mail: info@uzrd.uz</p> <p>5. GRM box: (for written and anonymous appeals and complaints installed in MCAs)</p> <p>6. Verbal grievances received during the on-site working meetings</p> <p>7. PCT reception tel: +998 71 207 84 07</p> <p>8. PCT head office address: Niyozbek A1St., Yunusobod district, Tashkent, Republic of Uzbekistan</p> <p>9. Regional office:</p>	<p>Grievances are recorded in the GM logbook under incoming correspondence and are considered if the following information is present:</p> <ul style="list-style-type: none"> - Full name; - Address of registration and residence or telephone number; - Content of the grievance; - Other reference information. <ul style="list-style-type: none"> • After a response to the query is signed by the PCT Director, the PCT Social Safeguard specialist registers it in the “Book for Registering Queries of Individuals and Legal Entities” and the MIS. • The PCT SS specialist sends the response to the applicant at the postal address indicated in the written query or scans the response and sends it to the email address of the applicant from which the electronic query was received. • In addition to sending a response to the postal or e-mail address, the PCT SS specialist notifies the applicant by phone that a response has been sent if the applicant provided a phone number. • PCT SS specialist who received the complaint over the phone notifies the applicant of the review of his / her application and queries a postal and / or email address to which he/she will send a response.
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- Absolute confidentiality will be maintained for all grievances related to GBV/SEA/SH issues to prevent any risks of stigmatization and reprisals against the survivor.

- This means that no information shall be disclosed at any time to any party without the informed consent of the person concerned. The survivor's consent will also be sought for undertaking any action on the grievance. Under no circumstance should the survivor be pressured to consent to any conversation, assessment, investigation or other intervention with which they do not feel comfortable. In the case of children, informed consent is required from a parent or legal guardian and the children.

- A survivor can withdraw such consent at any time as well. If a survivor does not consent to sharing information, then only non-identifying information can be released or reported on.

- WHO Ethical and safety recommendations for researching, documenting and monitoring sexual violence in emergencies:

- https://www.who.int/gender/documents/OMS_Ethics&Safety10Aug07.pdf will be adopted.

56. SEA/SH incidents linked to program workers: Where SEA/SH grievances have been allegedly committed by program workers, the grievance will also be reported and registered. The PCT social specialist will follow up and determine jointly with the GRM focal point of the respective partner agency (Village level, Divisional Secretary levels) the likelihood that the allegation is related to the Program. The program social specialist will follow up to ensure that the complaint was addressed appropriately and complainant was provided guidance on obtaining the services of the above listed GBV service providers. The responsibility to implement any disciplinary action lies with the employer of the perpetrator, in accordance with the local legislation, labor laws, and employment contract. The program social specialist will report back to the survivor on any steps undertaken and the results.

57. Reporting to World Bank: The GRM is required to inform the PCT Social Specialist within 24 hours of receiving the complaint. The PCT Social Specialist is required to notify the responsible staff of the ministry by sending the first draft of the ESIRT within 24 hours of receiving the details. If the incident is a severe one eg: sexual abuse, rape, human trafficking, senior management and the VP of SAR must be notified. Survivor confidentiality should be always protected to prevent any risks of stigmatization and reprisals against the survivor. A corrective action plan must be developed to mitigate the risk of a similar re-occurrence and the PCT Social Specialist is required to monitor the implementation of the agreed actions. In addition, all contractors will be required in the contract to commit against the use of child and forced labor, introduce mitigation measures against SEA/SH, and PCTs staff in charge of contractor supervision will monitor and report the absence of forced labor and cases of SEA/SH. All personal data and complaints received by the GM will be treated in a confidential manner, unless the complainant consents to the disclosure of their personal information.

7. MONITORING AND REPORTING

58. Monitoring and evaluation of the stakeholder process is considered vital to enable RIDP 2 to respond to identified issues and modify the schedule and nature of engagement activities to make them more effective. Adherence to the following characteristics / commitments / activities will help in achieving successful engagement:
- Sufficient resources to accomplish the engagement;
 - Inclusiveness (inclusion of key groups) of stakeholder engagement;
 - Facilitation of stakeholder engagement;
 - Clearly defined approaches; and
 - Transparency in all activities.
59. Monitoring the stakeholder engagement process enables the effectiveness of the process to be assessed. In particular, by identifying key performance indicators that reflect the objectives of the SEP, as well as specific actions and timelines, the completed process can be both monitored and evaluated.
60. In terms of time, two separate but related monitoring activities will be implemented:
- During the execution of activities: short-term monitoring to allow adjustments/improvements to be made during the assignment; and
 - After completion of all project activities: review of results at the end of the project to assess the effectiveness of SEP as implemented.

7.1. Summary of how SEP implementation will be monitored and reported

61. During stakeholder engagement, the RIDP 2 engagement team will evaluate the activities using a feedback form or asking participants questions, depending on the stakeholder group, to ensure clear messaging. The engagement team will conduct debriefing sessions while in the field. This is where it is assessed whether the required outcomes of the stakeholder engagement process have been achieved and an opportunity is provided to modify the process if necessary.
62. Utilizing the engagement tools developed including:
- I. Stakeholder Database;
 - II. Grievance log or Grievance and Response Table; and
 - III. Minutes of all the Consultation Meetings.
7. In addition, this tool can be used to manage ongoing project issues and stakeholder identification and analysis processes.
8. The results of the activities will be reviewed after the field sessions. Additionally, the opportunity to analyze and evaluate the effectiveness between engagement sessions will be given to the engagement team (RIDP 2 specialists) based on the level of feedback received from stakeholders during these periods.

7.2. Reporting back to stakeholder groups

9. Effectiveness will be evaluated based on the extent to which engagement activities and outcomes are consistent with those specified in this SEP. Consideration will be given to the following in assessing effectiveness:
- a) Materials distributed: types, frequency, and location;
 - b) Location and timing of formal engagement activities and level of participation, including specific stakeholder groups (e.g., women, youth, community leaders);

- c) Number of people attending community or formal meetings;
 - d) Number of comments received on specific issues, type of stakeholder, and details of feedback provided;
 - e) The number and type of stakeholders who meet with the program team by mail, phone, and any other means of communication;
 - f) Minutes of meetings, attendance logs, and photographic evidence;
 - g) Comments received by government agencies, community leaders, and other parties and shared with the program;
 - h) The number and types of feedback and/or complaints, and the nature and timing of their resolution; and the extent to which feedback and comments were addressed and resulted in the implementation of corrective actions.
10. Reporting of environmental and social activities undertaken by RIDP 2 during the program implementation phase will be done in accordance with the requirements of the ESCP.
11. During the project implementation, summary monthly reports on the effectiveness of environmental and social measures for RIDP 2 management will be prepared by the environmental and social team. These reports, including updates on the implementation of the stakeholder engagement plan, will be used to prepare annual reports.
12. Semi-annual reports on environmental and social performance of the Program will be prepared and submitted to the World Bank during the program implementation period. This will include a section on stakeholder engagement, featuring updates on the implementation of the stakeholder engagement plan.

ANNEX

ANNEX 1. Minutes of the public consultations

On Environmental and Social Management Framework and Resettlement Policy Framework as part of the Rural Infrastructure Development Program 2 (RIDP 2)

Venue: Zafarobod district hokimiyat's administrative building, Jizzakh region

Date: 18th of March 2026

Rural Infrastructure Development Program 2

Public Consultations: Environmental and Social Management Framework and Resettlement Policy Framework

Prepared by: Joint Project Implementation Unit

Presented by: Regional Environment and Social Safeguards specialists of JPIU

Participated: Representatives from JPIU Namangan province hokimiyat, regional and local authorities (specialists from Regional Department for ecology and nature protection, Department of employment and labor relations, Department of communal services, Regional Department of construction, Regional Department for land resources, geodesy, cartography and state cadaster, Regional Single Engineering Companies, Regional Center for Sanitary -Epidemiologic Surveillance, Regional Department of Women's committee, Regional Department of Youth Union, Regional Federation of Trade Unions and Mahalla Citizens' Assembly Chairs, etc.)

Discussed main topics on the Public Consultations:

Program description and its components-subcomponents, development objectives; amount of financing, types of investments, program location (regions); the scope and objectives of Environmental and Social Systems Assessment, program's potential environmental and social impacts; national environmental policy, legislations, normative documents and requirements for environmental and social assessment; world bank safeguards policies and their requirements, it's categories and screening; comparison of national and World Bank requirements for environmental assessment; applicable environmental standards; social economic characteristics; land acquisition and involuntary resettlement; gender, citizen engagement and labor; social process for screening, preparing and approving raps and reputational risks

After the presentation, there were some questions from the participants:

Questions	Answers
On what criteria are mahallas selected?	According to World Bank requirements, mahallas are selected based on their distance from the center and their social conditions (lack of infrastructure, high levels of unemployment and poverty, and poor condition or absence of existing facilities).
How are infrastructures selected?	According to World Bank requirements, infrastructure is selected transparently based on the needs and preferences of the population. However, selected subprojects (such as water supply, internal roads, etc.) are not implemented together with other programs, and any unfinished works left by those programs are not completed. All streets where the population of the mahalla resides are fully covered within the project (even if there are already roads or drinking water). Social facilities are either fully renovated or reconstructed. Each selected mahalla's infrastructure is fully completed using the allocated budget.
Is it possible to implement irrigation systems and sewage (sanitation) works within the project?	According to the criteria required by the World Bank, irrigation systems and sewage works are not implemented.
How an environmental expertise will carry out? For the area as a whole or for each village separately?	Ecological expertise will be carried out in each village

Suggestions Raised: Use solar panels for street lighting, build a library near the MCA building.

Figure 1. Photos from the public consultations held on 31 October 2024



“Зафаробод туманида ўтказилган чуқурлаштирилган суҳбатлар» Бирлик қўй. (1 БОСКИЧ ДАСТУРДА ИШТИРОК ЭТМАГАН)

№	Респондентлар Исми Фамилияси	Иш жойи	Лавазими	Ўтказилган Сана
1	Эркинов Раҳматилла	Бирлик қўй	Ёшлар Етақчиси	19.03
2	Турсунова Прода	Бирлик қўй	Хотин кизлар фаоли	19.03
	Аҳоли	Яшаш жойи	Жинси	Ёши
1	Дилдора	Бирлик қўй	аёл	58
2	Дилбар	Бирлик қўй	аёл	66
3	Мирзабек	Бирлик қўй	эркак	29

“Зафаробод туманида ўтказилган чуқурлаштирилган суҳбатлар» Еркин шўй. (1 БОСКИЧ ДАСТУРДА ИШТИРОК ЭТМАГАН)

№	Респондентлар Исми Фамилияси	Иш жойи	Лавазими	Ўтказилган Сана
1	Абдуқодирова Шахноза	Еркин шўй	Хотин кизлар фаоли	19.03
2	Расулов Отабек Камол ўғли	Еркин шўй	Ижтимоий ходим	19.03
3				
	Аҳоли	Яшаш жойи	Жинси	Ёши
1	Рашид	Еркин шўй	эркак	43
2	Алимбаев Қўчқор	Еркин шўй	эркак	62
3	Бектемирова Меҳринисо	Еркин шўй	аёл	26

Venue: Namangan region hokimiyat's administrative building, Namangan region

Date: 24th of March 2026

Rural Infrastructure Development Program 2

Public Consultations: Environmental and Social Management Framework and Resettlement Policy Framework

Prepared by: Joint Project Implementation Unit

Presented by: Regional Environment and Social Safeguards specialists of JPIU

Participated: Representatives from JPIU and Namangan province hokimiyat, regional and local authorities (specialists from Regional Department for ecology and nature protection, Department of employment and labor relations, Department of communal services, Regional Department of construction, Regional Department for land resources, geodesy, cartography and state cadaster, Regional Single Engineering Companies, Regional Center for Sanitary -Epidemiologic Surveillance, Regional Department of Women's committee, Regional Department of Youth Union, Regional Federation of Trade Unions and Mahalla Citizens' Assembly Chairs, etc.).

Discussed main topics on the Public Consultations:

Project description and its components-subcomponents, development objectives; amount of financing, types of investments, project location (regions); the scope and objectives of Environmental and Social Management Framework, project's potential environmental and social impacts; national environmental policy, legislations, normative documents and requirements for environmental and social assessment; world bank safeguards policies and their requirements, it's categories and screening; comparison of national and World Bank requirements for environmental assessment; applicable environmental standards; social economic characteristics; land acquisition and involuntary resettlement; gender, citizen engagement and labor; social process for screening, preparing and approving raps and reputational risks

After the presentation, there were some questions from the participants:

Questions	Answers
How will payment be made to contractors?	Payment will produce the PIU directly to the contractor
How will contractors be determined for construction and installation work?	The contractor will be determined by the results of the Republican tenders
Is there a new construction of social facilities?	New construction is not provided, if necessary, can be further built extension
How an environmental expertise will carry out? For the area as a whole or for each village separately?	Ecological expertise will be carried out in each village
What steps will be taken to ensure the participation of vulnerable groups (e.g., women, children, the elderly)?	The project requires equal participation of women and men, also ensures the participation of youth and representatives from vulnerable groups in decision-making.

Suggestions Raised: Build kindergartens in the MCAs.

Figure 2. Photos from the public consultations held on 24 March 2026



Жаҳон банки иштирокида “Қишлоқ инфратузилмасини ривожлантириш” лойиҳаси (2-босқич) учун таклиф қилинаётган ижтимоий ва инфратузилма объектлари бўйича йиғилишда иштирок этган туман ҳокимларининг биринчи ўринбосарлари рўйхати

№	Туманлар	Фамилияси ва исми	Лавозими	Имзо
1	Косонсой	Элмурод Ғофуржонович Тошпўлатов	Биринчи ўринбосар	<i>[Signature]</i>
2	Норин	Ғайрат Ғанижонович Пиримкулов	Биринчи ўринбосар	<i>[Signature]</i>
3	Тўрақўрғон	Қудратбек Иномиддинович Саҳодуллаев	Биринчи ўринбосар	<i>[Signature]</i>
4	Уйчи	Тоҳиржон Фозилнович Қирғизов	Биринчи ўринбосар	<i>[Signature]</i>
5	Учқўрғон	Ҳожиаббар Носиржоннович Носиров	Биринчи ўринбосар	<i>[Signature]</i>
6	Чуст	Рустамжон Содикжоннович Темиров	Биринчи ўринбосар	<i>[Signature]</i>
7	Поп	Ўқтамжон Тоҳирович Йўлдашев	Биринчи ўринбосар	<i>[Signature]</i>

ative building, Ferghana region

Date: 25th of March 2024

Rural Infrastructure Development Program 2

Public Consultations: Environmental and Social Management Framework and Resettlement Policy Framework

Prepared by: Joint Project Implementation Unit

Presented by: Regional Environment and Social Safeguards specialists of JPIU

Participated: Representatives from JPIU and Ferghana province hokimiyat, regional and local authorities (specialists from Regional Department for ecology and nature protection, Department of employment and labor relations, Department of communal services, Regional Department of construction, Regional Department for land resources, geodesy, cartography and state cadaster, Regional Single Engineering Companies, Regional Center for Sanitary -Epidemiologic Surveillance, Regional Department of Women's committee, Regional Department of Youth Union, Regional Federation of Trade Unions and Mahalla Citizens' Assembly Chairs, etc.)

Discussed main topics on the Public Consultations:

Project description and its components-subcomponents, development objectives; amount of financing, types of investments, project location (regions); the scope and objectives of Environmental and Social Management Framework, project's potential environmental and social impacts; national environmental policy, legislations, normative documents and requirements for environmental and social assessment; world bank safeguards policies and their requirements, its categories and screening; comparison of national and World Bank requirements for environmental assessment; applicable environmental standards; social economic characteristics; land acquisition and involuntary resettlement; gender, citizen engagement and labor; social process for screening, preparing and approving raps and reputational risks

After the presentation, there were some questions from the participants:

Questions	Answers
How will payment be made to contractors?	Payment will produce the PIU directly to the contractor
How will contractors be determined for construction and installation work?	The contractor will be determined by the results of the Republican tenders
Is there a new construction of social facilities?	New construction is not provided, if necessary, can be further built extension
How an environmental expertise will carry out? For the area as a whole or for each village separately?	Ecological expertise will be carried out in each village
What is the mechanism for grievance redress?	Grievance Redress Mechanism: A clear and accessible mechanism will be in place for affected community residente to raise concerns and file complaints. This could include dedicated complaint boxes, a hotline, or an email address where complaints can be submitted.

Suggestions Raised: Use solar panels for street lighting, improve internal roads in the villages.

Figure 3. Photos from the public consultations held on 25 March 2026



Даргона билеяди суфтаи Жаҳон бонии
 мундиронга, Ҷумҳури мундиронди моими
 Дилват бондирини 4 лаёти ҳақон муҳи
 Ҷаҳон мундиронди моими обдан бондирини
 муҳим мундиронди моими муҳим мундиронди моими

№	Ҷумҳури	Қодимон муҳим Ҷ. Ҷ. Ҷ.	Қодимон муҳим Қодимон муҳим
1	Бондирини	Саманов, Т. Жонидов, А. Додиров, А.	Қодимон муҳим
2	Даргона	А. Саидов	Қодимон муҳим
3	Ҷумҳури	К. Саидов Т. Саидов	Қодимон муҳим
4	Даргона	Д. Раҳмонқов А. Раҳмонқов	Қодимон муҳим
5	Даргона	Д. Раҳмонқов	Қодимон муҳим
6	Даргона	Д. Раҳмонқов	Қодимон муҳим
7	Даргона	Д. Раҳмонқов	Қодимон муҳим
8	Даргона	Д. Раҳмонқов	Қодимон муҳим
9	Даргона	Д. Раҳмонқов	Қодимон муҳим
10	Даргона	Д. Раҳмонқов	Қодимон муҳим
11	Даргона	Д. Раҳмонқов	Қодимон муҳим

Venue: Andijan region hokimiyat's administrative building, Andijan region

Date: 26th of March 2026

Rural Infrastructure Development Program 2

Public Consultations: Environmental and Social Management Framework and Resettlement Policy Framework

Prepared by: Joint Project Implementation Unit

Presented by: Regional Environment and Social Safeguards specialists of JPIU

Participated: Representatives from JPIU and Andijan province hokimiyat, regional and local authorities (specialists from Regional Department for ecology and nature protection, Department of employment and labor relations, Department of communal services, Regional Department of construction, Regional Department for land resources, geodesy, cartography and state cadaster, Regional Single Engineering Companies, Regional Center for Sanitary -Epidemiologic Surveillance, Regional Department of Women's committee, Regional Department of Youth Union, Regional Federation of Trade Unions and Mahalla Citizens' Assembly Chairs, etc.).

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How an environmental expertise will carry out? For the area as a whole or for each village separately?	Ecological expertise will be carried out in each village
What steps will be taken to ensure the participation of vulnerable groups (e.g., women, children, the elderly)?	The project requires equal participation of women and men, also ensures the participation of youth and representatives from vulnerable groups in decision-making.

Suggestions Raised: Build kindergartens in the MCAs.

Figure 3. Photos from the public consultations held on 26 March 2026



Жахон банки иштирокида “Қишлоқ инфратузилмасини ривожлантириш” лойиҳаси (2-босқич) учун таклиф қилинаётган ижтимоий ва инфратузилма объектлари бўйича йиғилишда иштирок этган туман ҳокимларининг биринчи ўринбосарлари рўйхати

№	Туманлар	Фамилияси ва исми	Лавозими	Имзо
1	Андижон	Муқимжонов Илёсбек Иқболжон ўғли	Биринчи ўринбосар	
2	Асака	Иброҳимов Шерзодбек Икрамжон ўғли	Биринчи ўринбосар	
3	Балиқчи	Абдувалиев Улутбек Шамситдинович	Биринчи ўринбосар	
4	Мархамат	Абдураззақов Шавкат Абдурасулович	Биринчи ўринбосар	
5	Пахтабод	Акрамов Иқболжон Ўқтамжон ўғли	Биринчи ўринбосар	
6	Шаҳрихон	Раззақов Раҳматилло Муҳаммаджон ўғли	Биринчи ўринбосар	

001180

ANNEX 2. Grievances Registration Book

GRM Report										
№	Name	Received date	Responded date	From whom Male/Female	Description of issue	The query status	Responsible for registration and reply	GRM channels	Location	Comments / Suggestion s/ remarks
1										
2										
3										

ANNEX 3. MIS GRM/FBM Form

Grievance Reporting Form

<p>How to use this Form: This form should be completed for each grievance that is related to RIDP2 Activities. Please consider you can circle more than one category. Be sure to explain the problem as clearly as possible.</p>							
Complainant details	Region		District		MCA Name		FP
	Name		Phone #		MCA ID		Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
Grievance Related to	<input type="checkbox"/> Contractor <input type="checkbox"/> FP staff/QF <input type="checkbox"/> JPIU staff <input type="checkbox"/> RIDP2 activities <input type="checkbox"/> Others						
Detailed Explanation of Grievance:							
Grievances Categories							
1. Development Process related grievances	<input type="checkbox"/> No proper mobilization <input type="checkbox"/> No Women's Participation and Inclusion in development Planning <input type="checkbox"/> Collective Action Initiatives is elite captured no proper Community profile <input type="checkbox"/> No proper well-being analysis <input type="checkbox"/> No proper health analysis <input type="checkbox"/> No proper education analysis <input type="checkbox"/> No proper recourse maps <input type="checkbox"/> No proper selection, discussion of QDP subprojects <input type="checkbox"/> Others						
2. Governance Process at Community level related grievances	<input type="checkbox"/> MDU Election with improper process <input type="checkbox"/> Others (specify) _____						
3. Selected, prioritized and approved sub-projects are not met	<input type="checkbox"/> Drinking Water <input type="checkbox"/> Transport <input type="checkbox"/> Energy <input type="checkbox"/> Environmental problematic			Safeguards		<input type="checkbox"/> Small Scale Irrigation Infrastructure <input type="checkbox"/> Education <input type="checkbox"/> Health <input type="checkbox"/> Social Safeguards problematic <input type="checkbox"/> Others (specify) _____	

4. Infrastructure Construction related grievances	<input type="checkbox"/> Poor design <input type="checkbox"/> Poor quality <input type="checkbox"/> Cost of project problematic <input type="checkbox"/> Selection of Project site problematic	<input type="checkbox"/> Project captured by elites/powerful person <input type="checkbox"/> Labor selection problematic <input type="checkbox"/> Wage problematic <input type="checkbox"/> Others (specify) <input type="checkbox"/> No transparency of accounts/records/bids <input type="checkbox"/> Problematic Contractor selection process				
5. Financial and procurement related grievances	<input type="checkbox"/> Misuse of funds <input type="checkbox"/> Non-transparency of accounts/records <input type="checkbox"/> Poor quality of materials <input type="checkbox"/> No competitive bidding	<input type="checkbox"/> Untimely disbursement of funds <input type="checkbox"/> Others(specify)				
6. Development actors in community related grievances	<input type="checkbox"/> QF bad behavior <input type="checkbox"/> MDU members bad behavior <input type="checkbox"/> QE bad behavior	<input type="checkbox"/> Improper frequency of visits <input type="checkbox"/> Contractors improper frequency of visits <input type="checkbox"/> Others(specify)_____				
7. Monitoring related grievances	<input type="checkbox"/> MDU Monitoring team does not exist <input type="checkbox"/> MDU Monitoring team does not monitor <input type="checkbox"/> Social audit not conducted	<input type="checkbox"/> Social audit problematic <input type="checkbox"/> Grievances Box location <input type="checkbox"/> Others (specify)_____				
8. HR related grievances	<input type="checkbox"/> Recruitment related grievances <input type="checkbox"/> Others (specify)_____					
9. Others	Please specify:					
Complainant's Signature:						
Grievance received by	Name		Position		Signature	
Grievance solved by	Name		Entity		Feedback	