

SUPPORT TO SUSTAINABLE URBAN DEVELOPMENT IN UZBEKISTAN I - III

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to JSC “Uzsuvtaminot” and KfW Development Bank



STAKEHOLDER ENGAGEMENT PLAN - DRAFT

SURKHANDARYA REGION

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Number	Prepared by / Date	Reviewed by / Date	Approved by / Date
1	Maia Gachechiladze-Bozhesku with inputs from Nargiza Mavlyan-Karieva, Olga Demidova / 30.09.2024	Rachana Yelpur, Markus Lechner / 01.10.2024	
2	Maia Gachechiladze-Bozhesku / 16.11.2024	Markus Lechner / 16.11.2024	
3	Maia Gachechiladze-Bozhesku with inputs from Olga Demidova, Iuliia Marukha, Anna Kuznetsova, and Nargiza Mavlyan-Karieva / 08.01.2025	Markus Lechner / 10.01.2025	

DISCLAIMER

The current SEP reflects the stakeholders associated with the preliminary Project components according to technical decisions as of the beginning of January 2025. The conceptual alternatives for the Project were formulated in February-March 2025 and are being evaluated against technical, economic, environmental and social criteria. As soon as the conceptual alternatives for specific Project components are prioritized by the Client, the Project scope will be revisited and will change to include the most feasible components and measures. These most feasible components and measures will be subject to the full-scale environmental and social impact assessment.



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Abbreviations and Acronyms

BMZ	German Federal Ministry for Economic Cooperation and Development
CAREC	Regional Environmental Centre for Central Asia
E&S	Environmental and Social
EIA	Environmental Impact Assessment
EIS	Environmental Impact Statement
E&S	Environmental and Social
ESIA	Environmental and Social Impact Assessment
ESS	Environmental and Social Standard
EU	European Union
FS	Feasibility Study
JSC	Joint Stock Company
KfW	Kreditanstalt für Wiederaufbau / Development Bank (that funds projects on behalf of the German Federal Government, and primarily the BMZ)
m	metre
MFY	Mahalla fuqarolar yig'ini (which is a Mahalla Citizens Assembly)
NGO	Non-Governmental Organization
NTS	Non-Technical Summary
PEA	Project Executing Agency
RCM	Resolution of the Cabinet of Ministers
RoU	Republic of Uzbekistan
SE	State Enterprise
SEP	Stakeholder Engagement Plan
SER	State Environmental Review
SPS	Sewage Pumping Station
WWTP	Waste Water Treatment Plant



1 Introduction

The German Financial Cooperation intends to support the Republic of Uzbekistan (RoU) in the field of sustainable urban development. The *Development Strategy of New Uzbekistan for 2022-2026*¹ highlighted the construction and/or modernisation of municipal water supply and sewage disposal as a priority for the country. The *Water Sector Development Concept for 2020-2030* with its Roadmap² also stressed the need for reliable water supply and modernisation of sewage systems. Thus, upon consultations between the Government of Uzbekistan and German Federal Ministry for Economic Cooperation and Development (BMZ), KfW Development Bank has considered providing loans and grants for 190 million EUR for the Project, which includes:

- Construction and reconstruction of sewerage systems in Termez City and district centres of five districts (Muzrabad, Oltinsoy, Angor, Kizirik and Boysun districts) of Surkhandarya Region; and
- Construction and reconstruction of water supply and sewerage systems in Kokand and Margilan Cities of Fergana Region.

The Project's objective is to provide improved and sustainable access of the population in the project area to i) safe drinking water at socially acceptable and cost covering tariffs, ii) adequate sanitation through sewerage disposal, and iii) improved management capacities as part of integrated urban development.

This Stakeholder Engagement Plan (SEP) is prepared for the Project activities in **Surkhandarya Region**. The SEP is part of the environmental and social impact assessment (ESIA) and feasibility study (FS) documentation prepared for the Project by joint venture of GOPA Tech GmbH (Germany), EPTISA (Turkey), and Infratech Consulting (Uzbekistan) as a sub-consultant, collectively referred to as "the Consultant". The Project is categorized "B+" in accordance with the KfW's Sustainability Guideline (2024).

Uzsuvtaminot JSC³ will be the Project Executing Agency. It will implement and operate the Project with support of its branch in Surkhandarya Region (Surkhandarya Suvtaminot JSC, or Suvtaminot). The Project components will be designed in line with the national legislation and KfW and World Bank requirements.

The SEP's objectives are to:

- present the national legal framework and KfW's requirements pertaining to stakeholder engagement;
- identify all Project stakeholders, including those who might be considered vulnerable and might require additional support during the consultation process;
- develop an engagement programme to ensure that the E&S information on the Project is timely and properly communicated to the Project's stakeholders, and the feedback communication channels are available to them;
- define the means of engaging with the identified stakeholders in a meaningful and culturally appropriate way; and
- propose a mechanism for receiving, registering and addressing grievances and suggestions from stakeholders.

Thus, the SEP presents the planned stakeholder engagement process for the Project and outlines a systematic approach aimed at developing and maintaining constructive relationships with stakeholders throughout design, construction and implementation stages of the Project. The SEP is a "living" document and is meant to be regularly analysed and updated as the Project evolves. All editions of the SEP will be made available to the public, so that all the stakeholders can get familiar with this document.

¹ Adopted by the Decree of the President of the RoU No. UP-60. 28 January 2022. <https://faolex.fao.org/docs/pdf/uzb208604.pdf>

² Adopted by the Resolution of the RoU President No. УП-6024, 2020, <https://lex.uz/ru/docs/4892946>.

³ Uzsuvtaminot JSC is the specially authorised body responsible for the development and implementation of investment projects in water supply and sanitation sector with the participation of international financial and foreign governmental financial institutions. For more information about the organisation refer to <https://uzsuv.uz/ru>.



2 Project overview

According to the 2022 pre-feasibility and fact-finding studies, the sewerage system of Termez City has performed extremely poor over the past few years which creates problems for the population and negatively affects the environment in the region. The efficiency of wastewater treatment at treatment facilities was only 10-15%, which is critically low and does not meet any standard. In addition, specific energy consumption of wastewater treatment is very high due to the energy-intensive operation of blowers and other outdated equipment. Further, due to the poor quality of wastewater treatment, unpleasant odours spread to the adjacent neighbourhoods causing discomfort to the inhabitants. With about 67.8 % of the residents being connected to the centralised sewage system (as of January 2024⁴), its coverage is seen as insufficient (also given that almost 99% of the city residents are connected to the centralised water supply system). Consequently, the extension and reconstruction of the sewerage system in Termez was identified as a priority for the local authorities and Uzsuvtaminot JSC. **Table 1** lists the preliminary planned Project components in Termez (the list will be verified as the Project FS progresses).

Table 1: Termez City: Initially Identified Project Components

Termez Sewage System
<ul style="list-style-type: none"> • Reconstruction and extension of sewer networks, ca. 8.6 km main collectors (DN 800 – DN 1,000). • Extension 80 km of secondary sewer (DN 160 – DN 300). • Re-construction of 4 existing sewage pumping stations (SPS) including electrical and mechanical (E&M) equipment. • Construction of 4 new SPS including E&M equipment. • An overhead line from the GKTP-630 kV to the SPS to provide a reliable supply of power. • (Re-) Construction of the Wastewater Treatment Plant (WWTP) with a capacity of approx. 45,000 m³ per day (the designed capacity of the existing WWT is 35,000 m³ per day). • Laboratory with modern equipment.

Furthermore, a need for additional sewage system infrastructure development has been identified in the region's five district centres. These settlements lack essential wastewater treatment facilities and sewerage networks, with generated wastewater being discharged into open trenches or transported by vacuum trucks. The below activities are tentatively planned for the five settlements (the activities will be revised during the FS preparation):

- Boysun Town in Boysun District
 - Sewerage Network: Construction of 52 km of sewerage network.
 - Sewage Pumping Stations: Construction of two sewage pumping stations.
 - Treatment Facilities: Construction of treatment facilities with a capacity of 3,000 m³/day.
- Angor Urban Settlement in Angor District:
 - Sewerage Network: Construction of a 37.4 km sewerage network.
 - Sewage Pumping Stations: Construction of two sewage pumping stations.
 - Treatment Facilities: Construction of treatment facilities with a capacity of 4,000 m³/day.
- Qarluq Urban Settlement in Oltinsoy District:
 - Sewerage Network: Development of a 55 km sewerage network.
 - Sewage Pumping Stations: Construction of two sewage pumping stations.
 - Treatment Facilities: Construction of treatment facilities with a capacity of 3,000 m³/day.
- Sariq Urban Settlement in Kizirik District:
 - Sewerage Network: Construction of the sewerage network by 59 km.
 - Sewage Pumping Stations: Construction of three sewage pumping stations.
 - Treatment Facilities: Construction of treatment facilities with a capacity of 4,000 m³/day.
- Khalkobod Urban Settlement in Muzrabad District:
 - Sewerage Network: Construction of 18 km of sewerage network.
 - Sewage Pumping Stations: Construction of two sewage pumping stations.

⁴ Information from Surkhandarya Suvtaminot JCS.



- Treatment Facilities: Construction of treatment facilities with a capacity of 2,000 m³/day.

It is also proposed to procure special machinery and equipment for operating the facilities in the district centres.

Figure 1 shows the locations of the Project facilities in Surkhandarya Region.

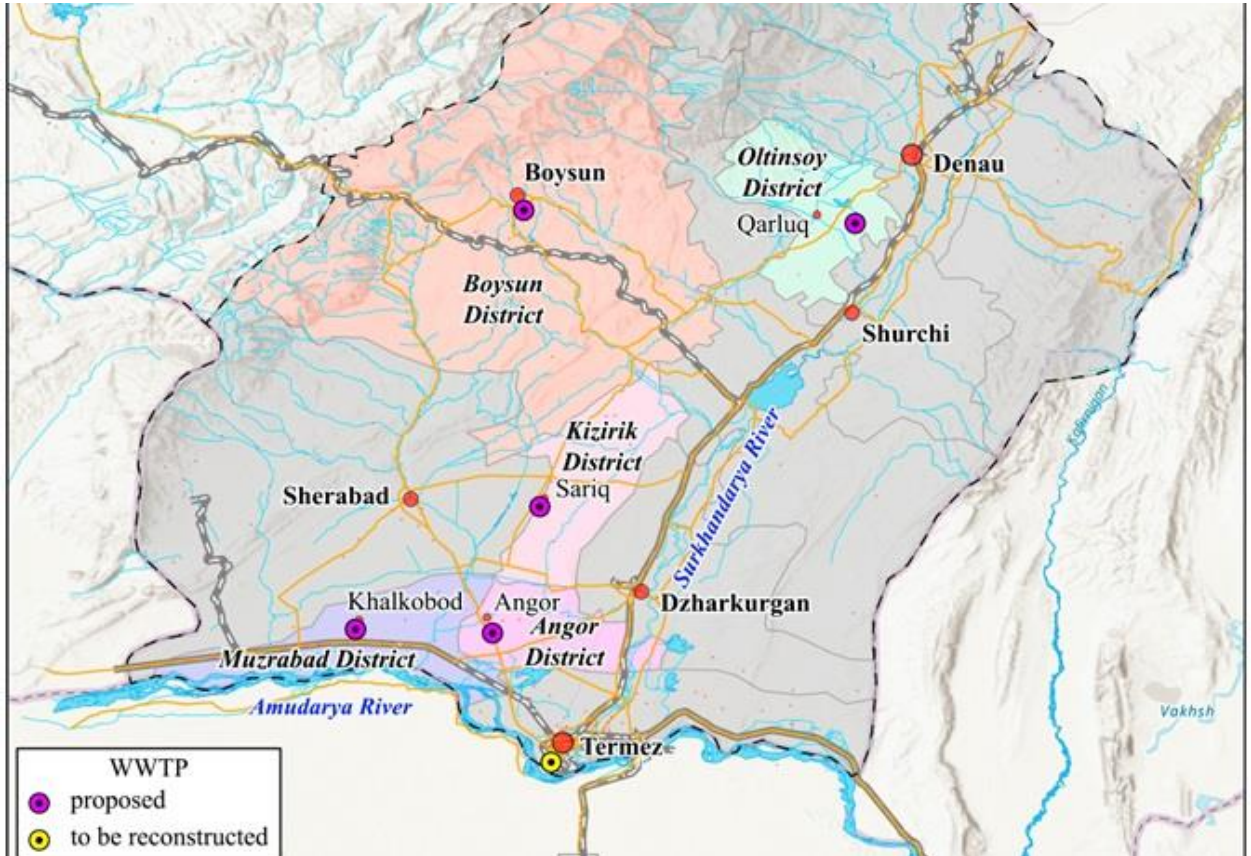


Figure 1: Locations of the WWTP to be reconstructed in Termez City and five new proposed WWTPs

3 Requirements pertaining to stakeholder engagement

This SEP has been prepared to structure and implement the information disclosure, stakeholder engagement and consultation process in line with the applicable national legislation of Uzbekistan and requirements of KfW, which are discussed below.

3.1 National requirements of Uzbekistan

Uzbekistan is not party to the Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (Aarhus, 1998), however considers acceding to it⁵.

At the overarching level, the **Law “On Nature Protection”**⁶ (1992, last amended on 30.08.2024) is the framework act that establishes the legal, economic and organizational frame for environmental protection and sustainable development and aims to *inter alia* guarantee the rights of citizens to a favourable environment. Articles 8-11 of this law regulate the competencies of public authorities in the sphere of nature protection. Namely Article 8 states: “*The public administration in the sphere of environment, nature protection, rational use and reproduction of natural resources in the Republic of Uzbekistan in accordance with laws and other regulatory legal acts is carried out by the Cabinet of Ministers of the Republic of Uzbekistan, the Ministry of Ecology, Environmental Protection and Climate Change of the Republic of Uzbekistan, and local government bodies*”. The law further stipulates that “*Information on the state of the natural environment is open, its main indicators are regularly provided by ecology, environmental protection and climate change authorities for publication*” (Article 30).

The main regulatory legal acts of the RoU governing stakeholder engagement during the development of project design documentation are:

- The Law of the RoU “On Environmental Review”⁷, No. 73-II, dated 25.05.2000.
- The Resolution of the Cabinet of Ministers (RCM) of the RoU No. 541 “*On Further Improvement of Environmental Impact Assessment Mechanism*”⁸, especially its Annex 3 “*Procedures for Public Hearings on Environmental Impact Assessment Projects*”, dated 07.09.2020.

The Law of “On Environmental Review” defines an environmental expertise as a procedure establishing the compliance of the planned activity with environmental requirements and the admissibility of the implementation of the object of environmental expertise. Environmental expertise is carried out in the form of state and public environmental expertise, as well as environmental audit (Article 4). The objects of the state environmental review (SER) are pre-project and project documentation justifying an economic activity. Based on the results of the SER, a conclusion is drawn up regarding the admissibility of the implementation of the SER object. Implementing the project without the SER approval is prohibited.

The list of planned economic activities subject to SER comprising four categories (by environmental impact of the proposed production facilities) is provided in **Annex 1** to the RCM No. 541. **Annex 2**⁹ to this Resolution includes requirements to the environmental impact assessment (EIA) materials to be prepared for proposed facilities of Category I, II and III. According to Annex 2, the EIS should include “a statement of support from public hearings, information on how suggestions and objections on the project received during the public hearings are addressed” (para. 24).

Annex 3 to the Resolution defines the **order for public hearings** for the proposed activities subject to SER. Public hearings to discuss the feasibility of any planned economic activity are compulsory for proposed activities classified as Category I and II activities. District (city) executive authorities (khokimiyats) are the organisers of public hearings, and the costs associated with public hearings should be financed by the Project developer or

⁵ <https://lex.uz/ru/docs/4574010>

⁶ <https://www.lex.uz/acts/7065>

⁷ <https://lex.uz/docs/9760>

⁸ <https://lex.uz/docs/4984501>

⁹ This annex also defines stages of the EIA procedure including development of the 1) Draft Environmental Impact Statement (Draft EIS); 2) Environmental Impact Statement (EIS), and 3) Statement of Environmental Consequences (SEC). An EIS and SEC are developed when the SER of the Draft EIS has identified the need for conducting additional surveys, special laboratory analyses, and the developing reasoned environmental protection measures (para. 24).



from other sources not prohibited by law. The procedure for holding public hearings, as well as the participants of the hearings and their responsibilities are described in Annex 3.

The Resolution does not provide instructions for public consultations on proposed Category III and IV activities, however in practice if there is a residential area nearby, public consultations are also conducted for projects of these categories. There are no legal requirements to disclose the EIA materials to the public.

Public consultations are organized by khokimiyat, participants are notified twenty days in advance in writing or via the media. Public consultations are carried out at Draft EIS stage of the EIA process, prior to submitting a document package to SER commission. The parties involved include the population living in the project area, the district/regional environmental inspector, representatives of the mahalla committee and khokimiyat, representatives of neighbouring economic entities, company representatives.

Critical and / or relevant recommendations, as well as recommendations on potentially conflicting issues obtained during a consultation process, are considered in an EIA report and incorporated into the project. Consideration of such recommendations is a pre-condition to proceed with the SER of the Draft EIS.

Public consultations are documented by the protocol of public hearings / public consent with the signatures of the participants and seal of the khokimiyat. The public hearing is considered valid if it has been attended by at least ten stakeholders; if ten stakeholders have not gathered, the public hearing should be conducted repeatedly (Article 24).

Legislation about handling appeals from physical and legal persons is presented in the context of a grievance mechanism in **Section 7**.

3.2 KfW requirements

The KfW Sustainability Guideline (2024)¹⁰ requires KfW's Clients (the project executing agency (PEA)) to schedule stakeholder engagement for the scoping phase of the ESIA process and for the presentation of the draft ESIA report (para 4.9). The KfW's Client is required to conduct a meaningful participation and consultation process that allows affected people and interested stakeholders to express their views and concerns on project risks, impacts and the proposed mitigation measures. The process shall also enable the executing agency to take these views into account and react.

For the sake of transparency, the executing agency is required to disclose relevant information and a non-technical summary on the E&S assessment of the proposed measure via appropriate media channels at an accessible location and in a timely, culturally appropriate manner.

The PEA is to establish a grievance process for the project for receiving and dealing with concerns and complaints of employees and members of the affected public. The procedure should be culturally appropriate and proportional to the project. Grievances and their processing and resolution are to be documented and form part of the reporting to KfW Development Bank.

The stakeholder engagement process shall be implemented throughout the Project lifecycle.

KfW promotes the principles of participation and empowerment, non-discrimination and equality of opportunity, transparency and accountability in its projects¹¹.

When cooperating with public agencies/state organisations, KfW applies the World Bank's Environmental and Social Standards (ESSs) (2017)¹². The *WB ESS10: Stakeholder Engagement and Information Disclosure* recognizes that an open and transparent engagement between the Borrower and project stakeholders as essential. The key requirements can be set out as follows:

- The process of stakeholder engagement will involve: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv)

¹⁰ https://www.kfw-entwicklungsbank.de/PDF/Download-Center/PDF-Dokumente-Richtlinien/Nachhaltigkeitsrichtlinie_EN.pdf

¹¹ In line with the Guidelines on incorporating human rights standards and principles, including gender, in programme proposals for bilateral German Technical and Financial Cooperation (Federal Ministry for Economic Cooperation and Development, 2013).

¹²The World Bank, Environmental and Social Framework (2017) pg.97

<http://pubdocs.worldbank.org/en/837721522762050108/Environmental-and-Social-Framework.pdf#page=111&zoom=80>



consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.

- Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design.
- Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.

The ESS 10 requires the Borrower to develop a SEP proportionate to the nature and scale of the project and its potential risks and impacts. The SEP must be disclosed as early as possible and the Borrower needs to seek the views of stakeholders on the SEP before the project appraisal.

3.3 Gaps between stakeholder engagement requirements of Uzbekistan and KfW

A comparative analysis of the stakeholder engagement requirements of Uzbekistan and KfW has revealed several partial conformance cases and gaps¹³. These mainly relate to limited national requirements on stakeholder identification, analysis and engagement planning; no requirements for stakeholder engagement after the project approval process (post-EIA); no legal provisions for setting up a project grievance mechanism for external stakeholders and for ensuring organizational capacity for implementing stakeholder engagement and managing grievances during the whole project life-time, no requirement to consider anonymous grievances.

To address the mentioned gaps and implement the stakeholder engagement process for the Project in compliance with the KfW and WB requirement, this SEP has been developed and will be delivered by the Project Executing Agency (PEA)- Uzsuvtaminot JSC, with support of its regional, city and district branches.

¹³ Ecoline International Ltd. 2022. Uzbekistan Environmental and Social Gap Analysis Final Report.



4 Uzsvtaminot's current practices of information disclosure and stakeholder engagement and Project-related engagement

4.1 Uzsvtaminot's current practices of information disclosure and stakeholder engagement

Uzsvtaminot JSC has established and maintains a variety of information disclosure venues and stakeholder engagement tools described below.

Information disclosure

Uzsvtaminot JSC was established in 2020 and its 100% shareholder is the RoU State Assets Management Agency¹⁴. Uzsvtaminot JSC is a structural part of the RoU Ministry of Construction and Housing and Communal Services.¹⁵ Pursuant to the requirements of the Law "On openness of activities of state administration and management bodies"¹⁶ (2014, last amended in 2023) and other legal acts regulating information disclosure of joint stock companies, Uzsvtaminot JSC has developed the "Statute on the Information Disclosure of Uzsvtaminot JSC" (2020)¹⁷ that sets out the procedure for posting information on the activities of Uzsvtaminot. As per the Statute, it ensures availability of its activity details through posting the relevant information on its website, info-boards and/or through other relevant technical means. The same Statute stipulates that responses to inquiries of stakeholder should be provided within 15 days, unless otherwise stated by the law (refer to Section 7 for more details about management of grievances and inquiries).

Uzsvtaminot JSC also has the Information Security Guidelines that guide the handing of personal information of its employees and protection of any confidential information¹⁸.

Uzsvtaminot JSC maintains a well-developed website (<https://uzsuv.uz>) in Uzbek, English and Russian, which presents:

- Organizational structure of Uzsvtaminot and contact information, including that of its regional branches;
- A list of legal acts defining the legal status of Uzsvtaminot and its internal policies and regulations, such as the Environmental Policy, Occupational Health and Safety Policy, the above Statute;
- A work schedule of Uzsvtaminot, its information service phones and hotlines, and contact details of its management staff;
- Information about tenders and vacancies,
- Quarterly performance data;
- A feedback form;
- Anticorruption and gender regulations;
- A list of public services provided by the organisation and tariff for water supply and wastewater services; and
- Other information/data about the activities of the organisation as stipulated by the legislation for the operations of joint stock companies.

Uzsvtaminot JSC also maintains official pages on various social media platforms, that are used to post regular updates and reports from central and local television channels, radio stations, print media, and online

¹⁴ <https://uzsuv.uz/en/general-info>

¹⁵ <https://gov.uz/en/mc/pages/structure>

¹⁶ <https://www.lex.uz/mobileact/2381138>

¹⁷ https://uzsuv.uz/media/page/2023/03/Statute_on_the_Information_Policy.pdf

¹⁸ https://uzsuv.uz/en/internal_documents



publications regarding the Company's activities, reforms, ongoing initiatives, and future plans. The public is invited to submit their inquiries and suggestions at these platforms:

- Facebook: [UzSuvTaminot] (<http://facebook.com/UzSuvTaminot>)
- YouTube: [UzSuvTaminot Channel] (https://www.youtube.com/channel/UcXL7oflj4gKjfaLIsEFU_w)
- Website: [uzsuv.uz/uz] (<https://uzsuv.uz/uz>)
- Instagram: [UzSuvTaminot] (<http://instagram.com/UzSuvTaminot>)
- Twitter: [uzsuvtaminot_] (https://twitter.com/uzsuvtaminot_)
- TikTok: [uzsuv] (<https://tiktok.com/uzsuv>)
- Telegram: [UzSuv Channel](<https://t.me/uzsuv>)

Many of Uzsuvtaminot JSC's regional branches have their own websites largely aligned with the head-organisation but posting various level of content details. The regional organisations have own Feedback Forms and Telegram channels. Surkhandarya Suvtaminot JSC does not have its own website yet, but uses that of Uzsuvtaminot (<https://uzsuv.uz/uz>), and runs a Telegram channel at <https://t.me/s/uzsuvsurxondaryo?before=4392>.

The press service of Uzsuvtaminot JSC publishes an international popular science journal titled "AQUA" available in three languages. This journal includes articles on the work being conducted in the industry, international cooperation, emerging prospects, and scientific approaches relevant to the sector.

To promote a sense of responsibility towards water conservation among the younger generation, open lessons are conducted in educational institutions across the republic. These lessons involve specialists from Uzsuvtaminot and regional Suvtaminots. Students are provided with children's magazines titled "Tomchivoy"/"Kapelka," available in Uzbek and Russian, which contain engaging tasks, fairy tales, puzzles, and brain teasers centered on the theme of water conservation.

Communication and stakeholder engagement

There is a unified call-centre - 1255 for both Uzsuvtaminot JSC and its regional branches. This call-centre operates 24/7 to ensure communication with consumers / callers, who can obtain answers to their inquiries, submit meter readings, check their account status and outstanding debts, and obtain further information. Appeals received via the call-centre are registered and processed by dispatch service operators in line with the procedures controlled by Uzsuvtaminot's Department for Handling Appeals of Physical and Legal Persons (see **Section 7**).

In addition to the above information disclosure and communication channels, to maintain closer contacts and dialogue with the local population and service users, the press service of Uzsuvtaminot JSC conducts a weekly "Voice Bridge" every Friday at 10:00 AM in the Telegram channel (<https://t.me/uzsuv>). During these sessions, citizens can pose their questions live and seek resolutions to their concerns; if some questions cannot be responded immediately, the citizens are advised to submit an appeal to the company.

Furthermore, in line with good practice promoted via the national laws, specialists form the central and regional Suvtaminots organize 'mobile' (or field) public receptions in various regions of the country, during which citizens' inquiries are heard and addressed. Schedules for mobile reception visits are determined beforehand based on the needs and issues and communicated to the destination areas.

The press service of Uzsuvtaminot JSC also holds press conferences to communicate the essence and importance of the reforms being implemented within the industry. These conferences are attended by management and employees of Uzsuvtaminot JSC, and representatives from the media and the blogging community and help to maintain a dialogue. Official statements regarding specific incidents or innovations in the system are also issued.

In parallel with the above, routine direct communication takes place between the regional Suvtaminots, alongside their city and district branches, and water users as part of service provision.



4.2 Project-related engagement

Uzsuvtaminot JSC and Surkhandarya Suvtaminot JSC have started liaising with the Khokimiyat of Surkhandarya Region and Khokimiyat of Termez regarding the Project. Project-related technical inception workshop was held in Termez during the inception phase of the feasibility study, and was attended by the representatives of Khokimiyat of Surkhandarya Region on 16 September 2024. Another workshop presenting the preliminary design proposals and initially identified possible E&S risks was held in Termez, with video-streaming to five districts, on 10 December 2024. This event was attended by the representatives of Khokimiyat of Surkhandarya Region.

The Suvtaminot has not yet undertaken any E&S public information disclosure events or hearings in relation to the Project. Suvtaminot started preliminary discussions with the local representative bodies of power (Kengashes of People's Deputies) and heads of mahallas about the possible project development.

The ESIA team undertook data collection campaigns during two field trips to the Surkhandarya Region; the first trip took place on 21-23 October 2024 and focused on Termez, the second trip took place on 4-8 November 2024 and covered five Project districts. This fieldwork included interviews with management, technical and EHS staff of Surkhandarya Suvtaminot; visits to the existing and proposed facilities in Termez and five districts; consultation meetings and interviews with various stakeholders¹⁹.

In total, the E&S team held 40 meetings with various Project stakeholders engaging with 63 persons, including 23 women (ca. 37%) (see **Annex 1** for the list of the 2024 engagement events). During all meetings, the background of the Project was presented, as well as the reasons for and aims of the meetings, and the respondents were invited to share their visions about the Project-related expectations, benefits and concerns. This information has been integrated in the SEP.

Additionally, the peace & conflict analysis expert undertook a few meetings in December 2024, which will be included in the next version of the SEP.

Furthermore, the FS Consultant's land team started engaging with the mahallas and khokimiyats of potentially affected settlements / administration areas which will allocate land for the Project facilities to select the sites that will allow to avoid or minimise land-take related impacts.

Media has briefly noted that KfW has allocated €200 million to upgrade water supply and sanitation in Surkhandarya and Fergana Regions (May 2023)²⁰.

¹⁹ In particular, specialists of city and district khokimiyats where the Project facilities are/will be located; interviews with stage agencies responsible for environmental protection, land resource management, public health and hygiene to submit the data requests and/or follow up on the submitted ones, and interviews with the representatives of the communities (heads / deputy heads of MFYs committees) which would benefit from the Project and/or be exposed to adverse impacts resulting from its implementation. Lastly, four focus group discussions were conducted with users of water supply and wastewater supply infrastructure in Termez (for men of working age, women of working age, pensioners and small and medium businesses).

²⁰ <https://www.gazeta.uz/ru/2023/05/03/kfw/>.



5 Stakeholder identification and analysis

5.1 Stakeholder engagement approach/methodology

Stakeholders are defined as individuals or groups who a) are affected or likely to be affected (directly or indirectly) by the project (**project-affected parties**), or b) may have an interest in the project (**other interested parties**)²¹.

Stakeholder engagement is an essential component of large projects such as the Project for construction and modernization of water and sewage infrastructure. Stakeholders to the Project are those who are likely to be:

- **Impacted:** project implementation may significantly affect a given social group (affected parties);
- **Influenced:** the social group is able to substantially influence the project implementation process;
- **Engaged in building partnership:** there are opportunities for building partnership relations between the Project developer and a given social group; and
- **Concerned (interested):** a group or individuals, not necessarily directly affected by the project, may express interest to it.

Stakeholder engagement requires the identification of stakeholders among the above social groups and the definition of appropriate methods for engagement with them. Different stakeholders have varying interests and influence in any project. Generally, those with low interest and low influence are to be kept informed, while those with high interest and high influence should be collaborated with.

The key principles to be applied within the implementation of this SEP are to:

- Gather feedback and information from stakeholders about the Project's components / measures;
- Work with stakeholders constructively to successfully manage their varying interests in the Project;
- Avoid the Project or its components delay or interruption due to opposition of the Project by certain social groups/institutions through a targeted engagement of stakeholders; and
- Ensure any issues raised by stakeholders are considered and managed appropriately.

5.2 Stakeholder categories and groups

The Project stakeholders have been grouped into the following two major categories:

- **Internal stakeholders** representing the organizations that undertake the Project and those who work within them such as management, staff, owners, shareholders, as well as contractors and subcontractors involved in the Project implementation and benefiting from it (investors and shareholders); and
- **External stakeholders** representing the groups or individuals that are not part of the organizations implementing the Project but in some way are affected by, or are interested in, the decisions and actions of such organizations.

The SEP is intended to cover the Company's engagement with external stakeholders.

To ensure effective and meaningful engagement, the Project's external stakeholders have been clustered into the following groups:

- State authorities, including central government, regional, district and city administrations and Kengashes;
- Self-government bodies, including Mahalla Citizen Assemblies (MFY in Uzbek) / Village Citizen Assemblies (also denoted as MFY);
- Non-governmental stakeholders (civil society organizations, non-governmental organizations, mass media, academia etc.);

²¹ World Bank's ESS10: Stakeholder Engagement and Information Disclosure, paragraph 5.



- Potentially affected parties; and
- Potentially vulnerable groups.

5.3 Stakeholder analysis

The Project's external stakeholder groups mentioned above are described and analyzed in terms of their relations to and/or interests in the Project (**Table 2**). It should be noted that the stakeholder list might change at each stage of the Project cycle and should be updated accordingly.

Any stakeholder not included in the table below but who wishes to receive information about the Project and its E&S aspects and impacts can approach Uzsuvtaminot JSC or Regional and City Suvtaminots (see contacts in **Section 7**) with a request to be included in the stakeholder's register.

Table 2: Identified external stakeholders and analysis of their relation to / interests in the Project

STAKEHOLDER groups and categories	INTEREST/RELATION
Central government authorities	
Ministry of Investment, Industry and Trade	<ul style="list-style-type: none"> • One of the key partners to the Project as it implements national investment policies, coordinates national development and investment programmes, including sector-relevant and regional ones; • Coordinates activities aiming to attract foreign investments, works with international financial institutions, foreign governments and financial organisations in bilateral and multilateral formats; • Ensures feedback from investors, supports regions in attracting investments, coordinates the development of investments proposals.
Ministry of Economy and Finance with its main regional departments	<ul style="list-style-type: none"> • Key partner in communication with international financing institutions, international organizations and foreign governments on financial agreements for provision of loans, credits or grants; • State body responsible for regulating the tariffs for water supply and sewerage services; • Coordinates and ensures feedback from Project executing and implementing agencies, monitoring and reporting on project disbursements against Government; • Reviews and confirms the financial and economic part of Feasibility Study and/or Concept Notes of the Project.
Ministry of Construction and Housing and Communal services, with its bodies: <ul style="list-style-type: none"> - Regional department in Surkhandarya Region - State Unitary Enterprise "Urban Planning Documents Review" and its territorial branches - Inspectorate for Construction Control 	<ul style="list-style-type: none"> • Implements a unified state scientific and technical policy in the field of engineering and technical surveys for urban planning and construction; • Being a specially authorized state body in the field of drinking water supply and wastewater disposal, sets and develops policies and priorities in water, wastewater, and district heating; • Organizes the development and approval of master plans of settlements and other urban planning documents, and monitors their implementation; • Regional departments responsible for monitoring the implementation of the state policy in the field of construction, housing and communal services at the oblast level.
Ministry of Water Resources	<ul style="list-style-type: none"> • Elaborates and enforces the RoU water resources management policy;



STAKEHOLDER groups and categories	INTEREST/RELATION
	<ul style="list-style-type: none"> • Coordinates the activities of state bodies, economic management bodies and other organizations in the field of rational use and protection of water resources, prevention and elimination of the harmful effects of water; • Promotes careful and responsible use of water resources among the water users. • Introduces innovative methods of water resource management.
<p>Ministry of Ecology, Environmental Protection and Climate Change, with its bodies:</p> <ul style="list-style-type: none"> - State Unitary Enterprise “Centre for State Environmental Expertise” - Regional Department in Surkhandarya Region 	<ul style="list-style-type: none"> • Develops and implements the state policy relative to nature conservation, rational use and restoration of natural resources, waste management, and climate change; • Maintains state environmental control over nature conservation, including atmospheric air, land, subsoil, water, forests, protected natural areas, protection of flora and fauna, waste management; • Through its subordinate organisation and regional branches, will have administrative authority over the project approval processes in line with environmental protection legislation. • In charge of organizing and conducting the State Environmental Review (expertise) and enforcing the Expertise conclusions during the Project implementation. • “Centre for State Environmental Expertise”: carries out an environmental expertise of facilities/projects, issue conclusions on the EIA documentation, and approves draft environmental limits for maximum permissible emissions into the atmosphere, discharges of water pollutants and waste generation and disposal. This institution is to be engaged/consulted during the Project’s components design and implementation stages to avoid mismatches with the national legislation at the Project’s implementation/operation stage.
<p>State Inspectorate for Control over Use of Drinking Water under the RoU Cabinet of Ministers (moved under the Ministry of Construction and Housing and Communal services)</p>	<ul style="list-style-type: none"> • Implements state control over compliance with the legal and technical requirements relative to rational and efficient production, transportation and sale of drinking water, provision of sewerage and wastewater treatment services; implementation of measures to prevent and warn of damage and accidents in the water supply and sewerage system, compliance with established standards for drinking water losses; • Oversees how water supply and sewerage organizations perform technical audits of water supply and sewerage system facilities by and ensure good operating conditions of water supply and sewerage system facilities.
<p>Ministry of Emergency Situations</p>	<ul style="list-style-type: none"> • Engaged in the development and implementation of state policy in the field of emergency response, protection of life and health, material and spiritual values of the population, prevention of emergencies and elimination of their consequences during peace- and wartime; • Together with the Ministry of Water Management and Ministry of Ecology, Environmental Protection and Climate Change, issues conclusions on the works on clearing riverbeds and strengthening riverbanks, as well as on construction, reconstruction, repair and restoration, based on the results of the survey of riverbeds, sairs, and streams and on the results of assessing the possibilities of safe passage of flood waters and mudflows.



STAKEHOLDER groups and categories	INTEREST/RELATION
Ministry of Health, with its territorial branches and sanitary and epidemiological services; and in cooperation with the Sanitary and Epidemiological Welfare and Public Health Service	<ul style="list-style-type: none"> • Develops and approves sanitary norms, regulations and hygienic standards; performs state sanitary supervision functions, including methodological supervision of sanitary and epidemiological services regardless of their departmental subordination; • Participates in determining sanitary-protection zones of facilities; • Through its subordinate sanitary and epidemiological services of the district, provides state control of the quality of drinking water in water supply sources and water supply networks; • Submits the results of water quality monitoring to Khokimiyats for decision-making.
State Committee on Competition Promotion and Consumer Rights Protection with its regional departments	<ul style="list-style-type: none"> • Ensuring competition, regulating the activities of commodity exchanges, protecting consumer rights and implementing a unified state policy in the field of advertising, coordinating the activities of state bodies in this direction and monitoring compliance with legislation in these areas; • Ensuring a competitive environment in commodity, financial and digital markets, identifying and suppressing “cartel” agreements and collusions, practices of unfair competition; • Fighting against monopolies, elimination of abuse of their position and anticompetitive actions of economic entities occupying a dominant position, including subjects of natural monopolies; • Assesses impacts of legal documents and their drafts on competition, preventing the adoption of decisions and the implementation of actions that limit competition by republican and local executive authorities; • Antimonopoly regulation of economic concentration and state assistance in competitive (tender) bidding; • Taking measures against unreasonable increase in prices for basic consumer, monopoly and highly liquid goods.
State Committee of Family and Women, with its regional departments	<ul style="list-style-type: none"> • A primary state body coordinating gender issues at the national, regional and local levels and headed by a chairperson who is also the deputy prime minister. The chairpersons of women’s committees at the regional and district levels also hold the posts of deputy khokim. • Protects the rights and legitimate interests of women and increases their role and activity in political life, provides guarantees of gender equality • Identifies family and women's problems and oversees social, legal, psychological support to family members and women, etc.
Other public authorities to various extents engaged in the RoU water and sewage development and management policy	<ul style="list-style-type: none"> • Ministry of Culture and specifically its regional branches that will provide documentation about the presence/absence of cultural heritage items / monuments at the proposed sites for WWTP construction in five district centres; • Ministry of Energy; • Ministry of Employment and Poverty Reduction; • Ministry of Agricultural Resources, and others. <p>The relevant public institutions should be engaged in the project Investment programme discussions, which can be arranged through the Coordination Committee or other engagement platform as promoted in the Resolution of</p>



STAKEHOLDER groups and categories	INTEREST/RELATION
	the RoU President No. УП-6024, 2020 "On Approval of Water Sector Development Concept for 2020-2030" ²²
Uzbek Agency for Technical Regulation (formerly Agency "Uzstandard")	<ul style="list-style-type: none"> • Carries out technical regulation and certification of water meters and other measurement devices used in the water supply and sewage infrastructure; • Conducts standardization, metrology and accreditation; • Implements state control over implementation of national legislation in the sphere of certification and metrology
State authorities at the regional, city and district levels (khokimiyats and Kengashes (councils) of people's deputies)	
<p>Regional executive authorities:</p> <ul style="list-style-type: none"> - Khokimiyat of Surkhandarya Region <p>City executive authorities:</p> <ul style="list-style-type: none"> - Khokimiyat of Termez, <p>If Project developments are confirmed in five districts of Surkhandarya Region, then: District executive authorities - Khokimiyats of:</p> <ul style="list-style-type: none"> - Muzrabad District (with the centre in Khalkobod), - Oltinsoy District (with the centre in Qarluq), - Angor District (with the centre in Angor), - Kizirik District (with the centre in Sariq), - Boysun District (with the centre in Boysun). 	<p>Pursuant to the RoU Law "On Drinking Water Supply and Wastewater Disposal" (2022)²³, regional, city and district Khokimiyat:</p> <ul style="list-style-type: none"> • participate in the implementation of state policy in the field of drinking water supply and wastewater disposal; • develop and approve territorial programs aimed at developing the field of drinking water supply and wastewater disposal; • promote the involvement of the private sector in the provision of drinking water supply and wastewater disposal services; • monitor the implementation of projects in the field of drinking water supply and wastewater disposal; • approve tariffs (that have been endorsed by Kengashes) for drinking water supply and wastewater disposal services. • Local government bodies may also exercise other powers in the field of drinking water supply and wastewater disposal in accordance with the law. <p>Thus, Khokimiyats hold a crucial role within the Project in terms of consultations on the technical measures to be implemented on the region/district level, control and monitoring over the Project's progress as well as information disclosure through regional, city and district Khokimiyat's channels.</p>
Kengashes (councils) of people's deputies of Surkhandarya Region, Termez city, and five districts (if Project developments are confirmed)	<p>Per the RoU Laws "On Drinking Water Supply and Wastewater Disposal" (2022)²⁴,</p> <ul style="list-style-type: none"> • Regional Kengashes review and approve project proposals for expanding and improving the provision of drinking water supply and wastewater disposal services to the population using all sources of funding, developed by a specially authorized state body. • Regional Kengashes review and approve tariffs and any changes to tariffs for drinking water supply and wastewater disposal services (following the conclusion of their special commissions). <p>Per the Resolution № ПП-343 of the RoU President "About additional measures for the improvement of the system for water supply and sewerage (2023)²⁵,</p>

²² <https://lex.uz/ru/docs/4892946>

²³ <https://lex.uz/docs/6126866>

²⁴ <https://lex.uz/docs/6126866>

²⁵ <https://lex.uz/uz/docs/6648590>



STAKEHOLDER groups and categories	INTEREST/RELATION
	<ul style="list-style-type: none"> Local Kengashes (city/district), together with activists of the relevant settlements, should be engaged by Suvtaminots into preliminary discussion of any drinking water supply and sanitation project proposals and visit sites, before these proposals are presented to Regional Kengashes; deputies of the Kengashes, with the involvement of activists from the relevant communities, regularly monitor the implementation of each project using site visits.
Self-government bodies	
<p>Mahalla citizens assemblies (MFYs) in cities / towns / Village Citizens Assemblies (MFY) in districts</p>	<p>Pursuant to the RoU Law “On Drinking Water Supply and Wastewater Disposal” (2022)²⁶, citizens, citizens' self-government bodies, non-governmental non-profit organizations and other civil society institutions:</p> <ul style="list-style-type: none"> participate in the development and implementation of programs in the field of drinking water supply and wastewater disposal; cooperate in the field of drinking water supply and wastewater disposal with government agencies and other organizations; implement public control over the implementation of legislation on drinking water supply and wastewater disposal. <p>In addition, it is expected that the MFY bodies will:</p> <ul style="list-style-type: none"> Assist in organising public consultations within the EIA process and act as key participants during the public consultations; Expect improvements of the sanitary and ecological situation, including the issues with improperly working sewage pumping stations; Are potentially concerned about the permanent and / or temporary land acquisition for the purposes of the Project; additional load on the existing infrastructure (primarily on the road network) during the construction stage and, possibly, during the operation stage; Expect the Project to resolve odour issues related to the existing WWTP in Termez; Interested in timely information about the Project, its stages, and needs; <p>Thus, mahalla citizens assemblies are the primary public governance institutions, directly concerned with the Project’s affected population: they are the key stakeholders in terms of gathering information about population’s attitude, concerns or suggestions and directing the information to the local residents.</p> <p>The self-government bodies together with the respective staff of district administrations (khokimiyats) are in charge of gathering local statistics, including data on vulnerable social groups, within the Project affected area. Typically, their engagement in social studies within the Project coverage area is important.</p>
Non-governmental stakeholders	

²⁶ <https://lex.uz/docs/6126866>



STAKEHOLDER groups and categories	INTEREST/RELATION
<p>National, regional and local environmental and social NGOs, other civil society institutions, e.g.: NGO "Ecosphere", NGO "Yuksalish", Regional Environmental Centre for Central Asia (CAREC), and many others</p> <p><i>NB. The list of the national and local environmental and social NGOs and other civil society institutions (including those representing the ethnic minorities and potentially vulnerable social groups) will be defined at the later stages of the Project implementation.</i></p>	<p>According to the EU-funded project UzWaterAware led by the CAREC²⁷, there are some 35 water and environmental NGOs in the RoU concerned about the topics of water resources and efficient water use. These NGOs would be interested in being informed about the Project components, the potential environmental and social risks/impacts, the Project implementation progress alongside the actual outcomes/benefits that it will deliver, or use of the disclosure Project materials for awareness trainings on water issues, etc.</p>
<p>Academic institutions such as:</p> <ul style="list-style-type: none"> • Tashkent Institute of Irrigation and Agricultural Mechanization Engineers and its branches; • Scientific Research Institute of Water Problems and Irrigation; • State Enterprise of Hydrogeology and Engineering Geology; etc. 	<ul style="list-style-type: none"> • Train specialists in water management, conduct research studies related to water supply. • Could be interested in being engaged in the Project consultations/discussions, especially at the components design stage.
<p>National, regional and district media</p> <p><i>NB: Uzsuvtaminot maintains a list of mass media that posted publications about its activities</i> https://uzsuv.uz/ru/about-us</p>	<p>The media could be interested in receiving information about the Project and its potential E&S impacts and benefits, so the regular sharing of the Project related information/news/progress updates with the media is crucial.</p>
Potential project-affected parties	
<p>The residents of the mahallas/settlements through which the Project facilities will be laid and/or located in proximity to the Project facilities</p>	<ul style="list-style-type: none"> • Affected by the impacts of the construction activities including noise and vibration, air pollution with dust and construction vehicles/equipment emissions, pollution of the waterways due to dismantling and installation works, risks related to vehicles/machinery traffic to/from the Project's construction sites, etc.; • Affected by transportation of building materials, equipment and large-sized pumping and auxiliary equipment; • Interested in employment opportunities; • Interested in the Project details, impacts and progress; • Interested in benefiting from the Project activities and improved water supply/sewage services during operations, as well as resolution of the current issues with odour (from the existing WWTP in Termez).
<p>The users/owners of the lands that will be temporary or permanently used for the Project (the land plots within and around the Project facilities and their</p>	<ul style="list-style-type: none"> • Affected by the land acquisition process; • Interested in benefiting from the Project activities and water supply/sewage services during operations; • Interested in employment opportunities; and

²⁷ <https://carececo.org/en/main/news/news/proekt-uzwateraware-podvodit-itogi-provedyennyoy-raboty-po-povysheniyu-vodnoy-osvedomlennosti/>



STAKEHOLDER groups and categories	INTEREST/RELATION
sanitary-protection zones / water protection zones)	<ul style="list-style-type: none"> Interested in the Project details, impacts and progress.
Service establishments (catering, accommodation) and retail business located near the Project facilities to be modernized/construction	<ul style="list-style-type: none"> Affected by the construction activities (access); Interested in the procurement opportunities related to the Project; and Might expand the provision of the sales and services provided.
Small and medium enterprises in Termez / districts and their employees (local building materials producers, distributors, local construction companies, rent of construction vehicles and equipment, etc.)	<ul style="list-style-type: none"> Interested in the procurement opportunities related to the Project; and Might increase the number of workers due to higher workload.
Citizens and state, public and private enterprises and other organisations within the water supply and sewage coverage area to be improved / extended owing to the Project	<ul style="list-style-type: none"> Expect to enjoy new services in the previously uncovered areas and better services following the Project implementation, as well as the healthier environment and improved livelihoods; Interested in the Project details, impacts and progress.
Potentially vulnerable groups	
Women-headed households; households included in the "Women's Notebook"; households registered as living below the poverty level and/or included in the "Iron Notebook"; families with disabled members, pensioners, single-parent families	<ul style="list-style-type: none"> Concerned about the new tariffs and their affordability; Interested in employment opportunities; Interested in the Project details, impacts and progress.
Children living in the settlements which will be crossed by the Project transport	<ul style="list-style-type: none"> Risks related to vehicles/machinery traffic to/from the Project's construction sites



6 Preliminary Stakeholder Engagement Programme

The preliminary Stakeholder Engagement Programme (**Table 3**) has been prepared to ensure the successful information disclosure, communication and interaction process with the various stakeholder groups during the ESIA preparation and design. **Table 4** suggests further stakeholder engagement activities to be undertaken during the pre-construction (upon receiving construction permits) and construction phases.

Stakeholder engagement for the FS started during the inception phase in September 2024 and will continue in parallel with information disclosure from the early stage of the Project development. The stakeholder engagement activities will include several components, with the aim of facilitating meaningful consultation and providing information on the Project and its E&S implications:

- The Project **ESIA disclosure and consultations**: This component will be led by the Consultant with support of the Suvtaminot and local authorities and will include:
 - The ESIA scoping consultation meetings in Termez and five Project-affected district centres. During these meetings a Project Scoping Leaflet²⁸ will be distributed, the Project and potential alternatives will be discussed, as well as potential E&S impacts and further scope of ESIA work; and the initial SEP will be presented and Project Grievance Mechanism explained.
 - Relevant stakeholder and public consultation meetings and events following the disclosure of the draft ESIA package. The locations and methods of engagement will be determined taking into account the lessons learnt at the scoping stage.
- **Consultations within the land acquisition and livelihood restoration framework planning for the Project**: This component will include consultations with the mahalla and khokimiyat bodies about the resettlement impact avoidance options, draft entitlement matrix and valuation approaches that will be proposed as part of the Land Acquisition and Livelihood Restoration Framework.
- **Special Purpose / Interest Events**: These events will aim at addressing the topics raised by the communities and ESIA commitments such as community health and safety (including pedestrian and road safety); Job creation opportunities and challenges, risks of restricted access during construction, changes in tariffs or else.

Note 1: The list of the events can be expanded based on further consultations.

Note 2: In parallel with the above, social surveys take place in the Project area per own design and timing.

- **National EIA consultations**: The Consultant will prepare the national EIA documentation and hold the Project's national EIA consultations according to the Uzbekistan legislation. This will include EIA public hearings to be completed for those facilities that refer to Category I and II (see **Section 3.1** for details) before the Draft EIS documents are submitted for the SER procedure. District (city) executive authorities (khokimiyats) will organize the public meetings with support of Suvtaminot. It is not required to disclose EIA materials. As a good proactive practice, though not legally required, it is desired to have public consultations if there is a residential area near Category III and IV activities.

The possibility to merge some of the consultation events envisioned in the bankable ESIA and national EIA processes will be discussed between Uzsvtaminot JSC, KfW and the Consultant. For instance, public consultations on the draft ESIA package can be merged with the Draft EIS public hearings (tentatively in April-June 2025, see the table below).

The Programme below should be updated during the bankable ESIA / national EIA development stage, and at the Project's detailed design stage, when the Project's technical measures and the list of facilities to be modernized / constructed (and respectively the affected settlements, social groups and population) are fully defined.

The SEP is to be evaluated and updated prior to the operations (in particular, the operations- related engagement programme should be developed), then within two years of commissioning, and any time in case of a material change to the Project causing changes in the risks/impacts to stakeholders, engagement mechanisms, or the scope or groups of the stakeholders.

²⁸ The Scoping Leaflet will be prepared in Russian, and possibly in Uzbek, if such need is identified during scoping planning consultations with the representatives of mahallas and city /district authorities.



6.1 Preliminary stakeholder engagement programme for the Project during the ESIA stage

Table 3: Preliminary Stakeholder Engagement Programme for the Project during the ESIA stage

No.	Engagement activity	Target stakeholder / stakeholder group	Information to be disclosed	Timeframe	Responsibility	Opportunity for stakeholders to participate/obtain information
1.	Communication means during ESIA					
1.1	Posting updates on the websites and / or Telegram bot / Facebook pages of Uzsvtaminot JSC and Surkhandarya Suvtaminot about the Project progress and sharing public disclosure documents (when ready) ²⁹ Potential reposting of information on the notice boards / website of the Project-affected / benefiting district and city Khokimiyats and mahallas	Potentially affected parties; Potentially vulnerable groups, non-governmental stakeholders, local-self-government bodies and other interested stakeholders	Project updates (e.g., about the bankable ESIA, national EIA, planned design FS works, land acquisition planning) and E&S documentation	November 2024 and onwards	Uzsvtaminot JSC, Surkhandarya Suvtaminot JSC	The stakeholders can obtain the recent Project information, post questions and get a reply (any time during the Project implementation)
1.2	Media coverage	Readers /watchers of national and regional papers and electronic newspapers, TV and radio	Project works and progress, E&S impacts, press releases as news appear, announcement about Project workshops and public consultation meetings	November 2024 and onwards throughout the Project life-cycle	As above	The residents in the Project area and the wider public are informed about the Project initiation and planned activities / updates, consultation events
1.3	Setting up and maintaining a Project grievance mechanism in line with the KfW requirements	Potentially affected parties and all stakeholders	Draft SEP with the description of the Project grievance mechanism and contact details Scoping Leaflet	November 2024; maintain throughout the project cycle	Uzsvtaminot JSC, Surkhandarya Suvtaminot JSC	Provision of feedback, possibility to make inquiries, file concerns, and seek resolution
1.4	Official notification and information provision, exchange of information, and	State authorities, including central government, regional,	Regulated by national legislation and Uzsvtaminot JSC policies for information	Already ongoing and will run throughout the project cycle	Suvtaminot, with the support of the local authorities	Direct participation and communication; a possibility to provide input / comments and get

²⁹ This is also in line with the recent Resolution № ПП-343 of the RoU President “About additional measures for the improvement of the system for water supply and sewerage (2023) (see <https://lex.uz/uz/docs/6648590>), which requires that starting with 1 January 2024, information on water supply and sewage project proposals (the amount of allocated funds, work schedules, technical documentation and reports on the work performance), which have been discussed and approved, are regularly posted on a special portal created for projects in social networks by regional drinking water supply organizations (which are Suvtaminots) together with activists of the relevant settlements.



No.	Engagement activity	Target stakeholder / stakeholder group	Information to be disclosed	Timeframe	Responsibility	Opportunity for stakeholders to participate/obtain information
	consultations with state authorities and local self-government	district and city administrations and Kengashes, and mahallas	disclosure and openness, as well as KfW requirements		and in cross-institutional cooperation	feedback, establishing contacts for further engagement
2.	Scoping stage disclosure and consultations					
2.1	Announcement about the scoping disclosure and consultations in Termez and, if the Project investment is confirmed beyond them – in the affected-district centres where Project components will be located	Potentially affected parties, other interested stakeholders	Brief information about the Project, venue, date and time of the meetings (via posting on the notice boards of the Khokimiyat's buildings, Uzsvtaminot webpage social platforms)	February 2025	The Consultant with support of Svtaminot	Being informed and prepared for the consultations.
2.2	Disclosure of the Scoping Leaflet, draft Scoping Report and draft SEP at: - Uzsvtaminot webpage (or Surkhondaryo Svtaminot's webpage if it is developed); - Svtaminot regional office (hard copies of the SEP and Leaflets as a minimum); - administration buildings of Termez and district Khokimiyat's where Project components will be located (only Leaflets).	Potentially affected parties, other interested stakeholders	Scoping Leaflet Draft Scoping Report Draft SEP (all in English and Russian; and the Scoping leaflet and the SEP also in Uzbek)	February – March 2025	The Consultant, with support of Svtaminot and local authorities	A possibility to provide written or verbal comments to Svtaminot, the Consultant or local authorities during the 30-day disclosure period.
2.3	Public scoping consultation meetings in: - Termez - if the Project investment is confirmed beyond them – in the affected-district centres where Project components will be located (tentatively, Angor, Boysun, Qarluq Sariq, and Khalkobod)	Potentially affected parties, NGOs, media, academia and any other interested stakeholders	Scoping presentation Scoping Leaflets to be distributed to participants	February – March 2025	The Consultant, with support of Svtaminot and local authorities	Personal participation and communication; a possibility to get immediate feedback, establishing contacts for further engagement
2.4	Collection and analysis of stakeholder comments after a 30-day disclosure	n/a	n/a	March – April 2025	The Consultant	Follow-up calls or meetings by the Consultant to clarify the comments and/or provide the requested information.



No.	Engagement activity	Target stakeholder / stakeholder group	Information to be disclosed	Timeframe	Responsibility	Opportunity for stakeholders to participate/obtain information
3	Consultations on land acquisition and livelihood restoration framework					
3.1	Consultations about options to avoid the economic and physical displacement as much as possible	Mahalla and khokimiyat bodies of potentially affected settlements / administration areas which will allocate land for the Project facilities	Land allocation documentation available at Suvtaminot, maps of the planned facilities	November 2024 – January 2025	The Consultant	Personal participation and communication; a possibility to get immediate feedback, establishing contacts for further engagement
3.2	Consultations about the entitlement matrix and valuation approaches that will be proposed in the Land Acquisition and Livelihood Restoration Framework	<ul style="list-style-type: none"> Potentially affected land owners / users / farmers / businesses the above authorities 	Description of land acquisition process and draft entitlement matrix extracted from the draft Resettlement Framework	March – June 2025	The Consultant with inputs from Suvtaminot	As above
4	Throughout the scoping and ESIA stages: special purpose activities and events (determined by the Project needs or expression of interest by stakeholders)					
4.1	<p>Focus group/ individual meetings to be organized whenever a specific topic appears to be of concern/ misunderstood (exchange of phone calls or emails), such as</p> <ul style="list-style-type: none"> employment opportunities and challenges (workforce qualification needs); Awareness raising activities on community health and safety (including pedestrian and road safety) during Project construction; Risks of restricted access during construction; Changes in tariff or else. 	Affected parties Other interested parties	Specific printed or electronic materials to be prepared	Any time as needed during the ESIA period (then during the Project life-time)	The Consultant with Suvtaminot	Personal participation and communication
5.	Draft ESIA disclosure and consultations					



No.	Engagement activity	Target stakeholder / stakeholder group	Information to be disclosed	Timeframe	Responsibility	Opportunity for stakeholders to participate/obtain information
5.1	Announcement about the draft ESIA report public disclosure and consultations	Potentially affected parties, other interested stakeholders	Information about the Project, venue, date and time of the meetings (via posting on the notice boards of Khokimiyat's buildings, and on Uzsvtaminot and/or Surkhandarya Svvtaminot webpage and social platforms)	April 2025 (disclosure period: 30 days, April – May or May - June 2025)	The Consultant with support of Svvtaminot	Being informed and get prepared for the consultations.
5.2	Disclosure of the ESIA package (ESIA Report including an E&S Management Plan, updated SEP, and NTS) at: - Uzsvtaminot webpage or Surkhandarya Svvtaminot's webpage if it is developed; - Svvtaminot regional office (hard copies of the NTS only); - administration buildings of Termez and district Khokimiyat's where Project components will be located (hard copies of the NTS and SEP only)	Potentially affected settlements along the existing and connecting roads; NGOs, media, academia and any stakeholders	Draft ESIA package: ESIA Report including an E&S Management Plan, updated SEP, and NTS (in Russian and English; the NTS and SEP also in Uzbek)	April – June 2025	The Consultant with inputs from Svvtaminot	A possibility to provide written or verbal comments to Svvtaminot, the Consultant or local authorities during the 30-day disclosure period
5.3	ESIA public consultation meetings in: - Termez - if the Project investment is confirmed beyond them – in the affected-district centres where Project components will be located (tentatively, Angor, Boysun, Qarluq Sariq, and Khalkobod)	Potentially affected parties, NGOs, media, academia and any other interested stakeholders	ESIA presentation	April – June 2025	The Consultant, with support of Svvtaminot and local authorities	Personal participation and communication; a possibility to get immediate feedback, establishing contacts for further engagement
5.4	Collection and analysis of stakeholder comments during and after the disclosure	n/a	n/a	May – July 2025	The Consultant, with support of Svvtaminot	Follow-up calls or meetings by the Consultant to clarify the comments and/or provide the requested information.



6.2 Preliminary stakeholder engagement programme for the Project pre-construction and construction stages

Table 4: Preliminary Stakeholder Engagement Programme for the Project pre-construction and construction stages

No.	Engagement activity	Target Group	Information to be disclosed	Timeframe	Responsible party	Opportunity for stakeholders to participate/obtain information
1	PRE-CONSTRUCTION STAGE					
1.1	Notification about the start of construction works	Potentially affected and other stakeholders	Notification, Information bulletins (posting at the Uzsuvtaminot and /or Surkhondaryya Suvtaminot's website and social platforms and Suvtaminot office, relevant Termez city/ district Khokimiyat administrations, offices of the respective mahallas)	Prior to the commencement of construction works	Surkhondaryya Suvtaminot and its Termez and district branches	Being informed.
1.2	Discussion with the communities with low traffic that will be crossed by construction traffic: <ul style="list-style-type: none"> the scheme of construction traffic during the construction period, routes of large-scale vehicles and heavy equipment movement. 	Land owners / users, local residents, other interested stakeholders	Informational leaflets, maps	Prior to the commencement of construction works	Surkhondaryya Suvtaminot and its Termez and district branches in cooperation with the city/district khokimiyats and mahallas	A possibility to provide opinion and verbal comments to Suvtaminot and local authorities
1.3	Informing the public on the traffic safety measures during the construction period	Land users, local residents and schoolchildren, potentially affected parties	Notification, Information bulletins (posting at the Uzsuvtaminot and /or Surkhondaryya Suvtaminot's website and social platforms, Surkhondaryya Suvtaminot, relevant city/ district Khokimiyat administrations, offices of the respective mahallas)	Prior to the construction works	Surkhondaryya Suvtaminot and its Termez and district branches	Being informed and exercise caution.



No.	Engagement activity	Target Group	Information to be disclosed	Timeframe	Responsible party	Opportunity for stakeholders to participate/obtain information
1.4	Installation of information boards with contact details of the personnel of the Suvtaminot and Contractor responsible for public communications at the major construction site	Potentially affected parties	Information bulletins	Prior to the construction works	Surkhandarya Suvtaminot and its Termez and district branches in cooperation with Construction Contractor	Being able to obtain contact information to share concerns
3	CONSTRUCTION STAGE					
3.1	Installation of the boxes with the Public Grievance forms for suggestions and complaints at the major construction sites	Potentially affected parties	Grievance forms	Simultaneously with the start of the site preparation works; the boxes to be checked twice a week	Surkhandarya Suvtaminot and its Termez and district branches in cooperation with Construction Contractor	Being able to submit inquiries or grievances on spot
3.2	Keeping a record of the received grievances (suggestions and inquiries) in the specific logbook(s)	All stakeholders	Grievance (Suggestion and Inquiry) Logbook	Throughout the Project cycle	Records kept by Surkhandarya Suvtaminot and aggregated by Uzsuvtaminot	Personal responses / resolutions
3.3	Preparation of annual reports on the Project's E&S performance	All stakeholders	A summary report at the website / social platforms of Uzsuvtaminot and Surkhandarya Suvtaminot (once the webpage is launched)	Annually (counting from the start of construction)	Uzsuvtaminot	
3.4	Updating the SEP based on its monitoring and evaluation and disclosing it	All stakeholders	Updated SEP	Every second year throughout the Project lifecycle, or when material changes occur to the Project	Uzsuvtaminot officer in charge of the SEP implementation with support of the regional branch	Being informed about SEP implementation
3.5	Preparation of annual E&S monitoring reports on the Project	KfW	Report as per KfW format	Annually during the entire Project life cycle or as will be agreed with KfW	Uzsuvtaminot	n/a



7 Grievance mechanism

A grievance mechanism is required by KfW to be established to review and resolve concerns and/or questions raised by potentially affected or any other interested stakeholders in relation to a project, in an efficient, timely, transparent, and non-discriminatory manner. Accordingly, Uzsuvtaminot JSC, and Surkhandarya Suvtaminot JSC with the due city and district branches will establish the Project Grievance Mechanism for external stakeholders³⁰ building on the communication and engagement channels used at Suvtaminot and supplementing them by actions to meet KfW requirements.

Currently, Suvtaminot has several means for collecting feedback, inquiries or complaints of stakeholders:

- An inquiry / feedback submission form at the websites of:
 - Uzsuvtaminot JSC - in Uzbek: <https://uzsuv.uz/uz/contact-us>, Russian: <https://uzsuv.uz/ru/contact-us>, and English <https://uzsuv.uz/en/contact-us>;
- Suvtaminots call centre accessible at 1255.
- Phone numbers and emails that can be used by the Project stakeholders – refer to the above webpage.
- Uzsuvtaminot’s Facebook page at <https://www.facebook.com/UzSuvTaminot> and other social platforms: Telegram, Twitter, Instagram, YouTube etc. (see Section 4.1), which are monitored by the due Uzsuvtaminot staff. Surkhandarya Suvtaminot Telegram channel.
- Occasional mobile public receptions.
- Weekly Friday "Voice Bridge" at 10:00 AM in the Telegram channel (<https://t.me/uzsuv>).
- Virtual reception office of the RoU President (<https://pm.gov.uz/uz> or a phone number: 1000 or 0-800-210-00-00).

Suvtaminot will maintain the existing practice, yet supplement it with the following actions in order to create a comprehensive grievance mechanism as per KfW requirements:

- **On a par with the above channels**, the stakeholder complaints / suggestions in relation to the **Project planning and implementation** can be made in writing, by email or by telephone to the following Suvtaminot Contact Persons (**Table 5**):

³⁰ A separate mechanism is developed to address worker grievances.

Table 5: Contact information of Suvtaminot staff in charge of handling Project-related inquiries and complaints at the central, regional, city levels and five Project districts

Suvtaminot entity	Uzsuvtaminot JSC	Surkhandarya Suvtaminot JSC, Termez city branch of Surkhandarya Suvtaminot JSC Five districts (Boysu, Angor, Oltinsoy, Kyzirik and Muzrabad)
Contact name	Jahongir Khalikov	Ishbaev Rustam
Position	Deputy Head of Department	Deputy Director for Construction and Investments
E-mail	j.xalikov@uzsuv.uz	surxondaryo@uzsuv.uz
Telephone	(55) 503 60 15 (252)	+998 88 227 68 68
Address	Tashkent, Bogishamol st. 152	Termez, Tokharistan str. (former Mirzaev), 124A)

- **The inquiries and grievances about the Project can also be communicated to the city/district Khokimiyats**, or Head of Mahalla Bodies, who will subsequently transmit these to the relevant Suvtaminot for further action.
- **The inquiries and grievances about the Project construction process** can be communicated to the Construction Contractor, when such is appointed, who will subsequently transmit these to the Suvtaminot for further action.

Since Uzsuvtaminot JSC is the state-owned entity, submissions, acknowledgment of grievances and responses are arranged in line with the RoU Law No. 445 "On appeals of individuals and legal entities" (11.09.2017)³¹ and the RCM "On approval of standard regulations on the proceedings with the appeals of individuals and legal entities in public authorities and institutions" No 341 (07.05.2018)³². According to the legislation, Uzsuvtaminot JSC established a Department for Handling Appeals of Physical and Legal Persons, which controls and monitors the consideration of appeals by structural divisions of Uzsuvtaminot JSC, ensures all appeals are timely and properly considered, informs the management if response deadlines or procedure are violated, and provides monthly updates to the management of Uzsuvtaminot JSC about the status of consideration of appeals and corrective actions if needed.

The current practice of Uzsuvtaminot is such that all inquiries, complaints and requests are collected centrally in Uzsuvtaminot JSC, registered in the central database by Department for Handling Appeals of Physical and Legal Persons and then distributed to the relevant units / departments for consideration and response provision (see **Figure 2**). The Appeals Logbook includes the following information: a serial number of the appeals; the last name (first name and surname) of the physical person and his/her place of residence or the name of the legal entity and its location; a brief summary of the appeal/request, the date of acceptance of the request, a duplicate of the request, a note on placing the request under control, the name of the structural division of Uzsuvtaminot determined to be in charge of this appeal and the name of the responsible employee, a note on redressal / response issued to the appellant with the date (in line with Article 26 of RCM No. 341).

³¹ <https://lex.uz/docs/3336171>

³² <https://lex.uz/docs/3730233#3737243>



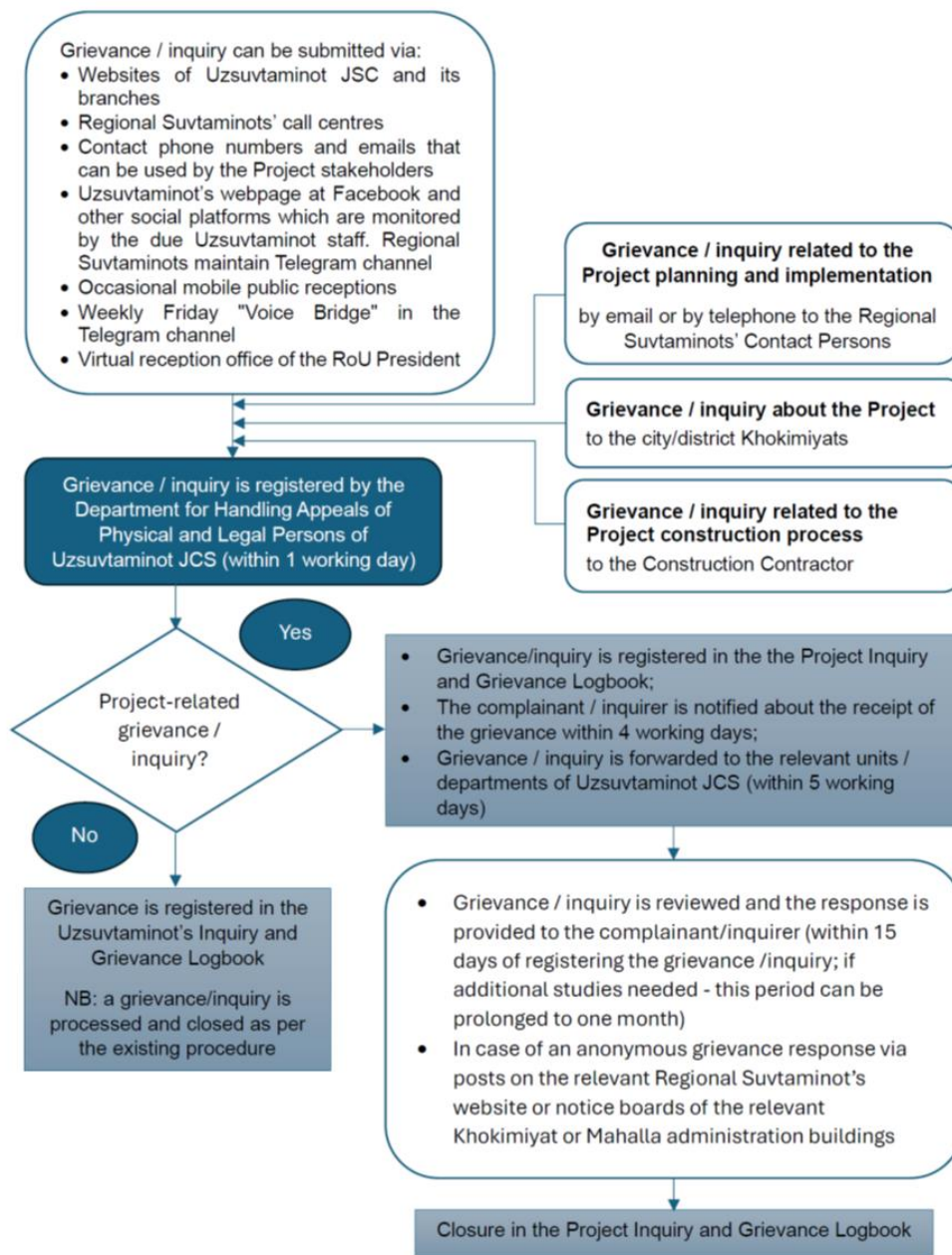


Figure 2: Project Inquiry and Grievance Mechanism Chart

This practice will continue, that is the Project grievance mechanism will be administered by Uzsvtaminot’s Department for Handling Appeals of Physical and Legal Persons that will receive the Project-related inquiries/complaints and will enter them in the **Project Inquiry and Grievance Logbook**. This Project logbook will contain the same categories of information as the main Appeals Logbook and should be maintained throughout the Project life-cycle. However, it will also incorporate anonymous grievances, though the response will be communicated differently (see below). After registering the grievance / inquiry in the Project Inquiry and Grievance Logbook, the Department for Handling Appeals of Physical and Legal Persons will notify a complainant/inquirer that the grievance / inquiry has been received and registered, and will forward the grievance / inquiry to the relevant unit of Uzsvtaminot.



According to the national requirements, the maximum period of grievance handling is **15 days** (when deemed necessary, e.g., additional data collection or studies are required, this period can be prolonged to one month)³³.

Grievances received by phone, e-mail, mail, text messages (SMS), or messages in instant messengers will also be registered and considered.

A template for Grievance Form has been developed (**Annex 2**). Such forms, translated in Uzbek and Russian, will be made available in the electronic format on the website of Uzsvtaminot JSC, and hard copies will be placed in the Svtaminots office, district Khokimiyats, MFY offices, and construction sites.

Svtaminot aims at protecting a person's confidentiality and will guarantee anonymity.

As per the Law No. 445 "On appeals of individuals and legal entities", **anonymous grievances** are not considered. However, KfW requires that the grievance mechanism would allow for anonymous complaints to be raised and addressed (World Bank ESS 10, para 27). To address this gap, Svtaminot accepts that grievances can also be submitted anonymously. If a complainant prefers to submit a grievance anonymously or through a third-party, this will be accepted, and Uzsvtaminot will respond to the extent feasible (e.g., via posts on its website or notice boards of the Khokimiyat or Mahalla administration buildings).

While all grievances addressed to Uzsvtaminot JSC and its regional/city branches should be registered as required by the national requirements, those grievances and inquiries that relate to the Project will be separated by the responsible person at Svtaminot (under the control of Appeals Handling Department) and will be recorded in the above-mentioned Project Inquiry and Grievance Logbook. This will allow for proper monitoring and reporting on the Project inquiries and grievances.

³³ Law No. 445 "On appeals of individuals and legal entities", Article 28, and the same is stated in Article 28 of RCM No 341.



8 Monitoring, evaluation and reporting

Successful stakeholder engagement depends on continuous effort, performance monitoring and evaluation, and adapting to changed conditions and stakeholder information needs. In order to successfully organise, implement, evaluate, and report on the stakeholder engagement activities, Uzsvtaminot JSC, Surkhandarya Suvtaminot JSC, its Termez city and district branches will appoint designated personnel who will be responsible for these processes.

The following indicators will be used for monitoring and improving stakeholder engagement performance in support of the Project implementation:

- The SEP is developed, up to date, and available to the public for review/commenting;
- Actions listed in the SEP are completed in full and as scheduled;
- The topics that were discussed and the questions that were raised during the public consultations;
- Number of stakeholders' comments and suggestions about the Project received by Suvtaminot (and their contractors) through various feedback channels;
- Number of stakeholders' grievances and claims received by Suvtaminot in relation to the Project (disaggregated by gender of complainants);
- Number of publications on the Project implementation process in local, regional, and national media;
- Key categories of grievances received by Suvtaminot or its contractors (employment, permanent or temporary land use, restricted access to properties / buildings, environmental issues, accidentally damaged property during consultations, labour relations, etc.);
- Number of grievances resolved within the maximum established timeline;
- Number of grievances remaining unresolved.

Uzsvtaminot's Department for Handling Appeals of Physical and Legal Persons will monitor grievance-related indicators, and the press-service will oversee the publications in media.

All stakeholder engagement activities will be recorded by Suvtaminot staff in a special log (**Annex 3**).

The SEP will be periodically (at least quarterly) evaluated by Uzsvtaminot and regional Suvtaminot in order to identify activities that might need any corrective and/or preventative measures with the purpose to improve the efficiency of its performance. In such cases the SEP should be updated and shared with the public with the amendments made.

Uzsvtaminot JSC will also prepare annual reports on the Project's E&S performance, including the SEP implementation and grievance management, and will submit them to KfW.



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[Law of the RoU No. 784 "On Drinking Water Supply and Wastewater Disposal" \(2022\). https://lex.uz/docs/6126866.](https://lex.uz/docs/6126866)

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[Ecoline International Ltd. 2022. Uzbekistan Environmental and Social Gap Analysis Final Report.](#)

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[Information Security Guidelines of Uzsuvtaminot JSC. https://uzsuv.uz/en/internal_documents.](https://uzsuv.uz/en/internal_documents)

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Annex 1 List of Engagement Events Completed during the Socio-economic Baseline Study in October and November 2024

Termez City

No.	Date	Respondents	Number of respondents		Type of interaction
			Men	Women	
1.	21.10.2024	Director/Deputy Director of "Surkhandarya Suvtaminot" LLC	1	0	Introductory meeting
2.	21.10.2024	Employees of the Department of Environmental Protection and Social Protection of Suvtaminot LLC of Surkhandarya region (specialists responsible for environmental protection, personnel and public relations)	3	2	Interview
3.	21.10.2024	Chief Specialist of Surkhandarya Regional Health Department	1	0	Interview
4.	21.10.2024	Environmental monitoring and climate change specialists of Surkhandarya Regional Department of Ecology, Environmental Protection and Climate Change	2	0	Interview
5.	21.10.2024	Chief Doctor/Head of the Infectious Diseases Department of Termez city Hospital	1	0	Interview
6.	21.10.2024	Khokim/Deputy Khokim of Termez	1	0	Introductory meeting
7.	21.10.2024	Consultation meeting - round table with specialists of Termez Khokimiyat (responsible for improvement and water disposal, as well as for socio-economic development, architectural, agricultural, land use, territorial planning and economic development, etc.)	2	0	Consultation meeting
8.	21.10.2024	Meeting with specialists of Termez city Department of Sanitary and Epidemiological Service	2	0	Interview
9.	21.10.2024	Deputy Khokim for Family and Women's Affairs of Termez City Khokimiyat	0	1	Interview
10.	22.10.2024	Meeting with the management of Jomiy MFY, adjacent to the WWTP site	1	0	Interview
11.	22.10.2024	Meeting with the management of the Pattakesar 2 MFY, Meeting with representatives of the MSG Pattakesar 2, adjacent to the territory of the WWTP from the south and east, and presumably, on the territory of which the WWTP site itself is located (see cadastral documents) adjacent to the WWTP site	2	0	Interview
12.	22.10.2024	FG – Women of working age	0	6	Focus group discussion
13.	22.10.2024	FG – Men of working age	5	0	Focus group discussion
14.	22.10.2024	FG - Pensioners	1	5	Focus group discussion
15.	22.10.2024	FG – small and medium entrepreneurs	2	2	Focus group discussion
16.	22.10.2024	Meeting with the management of the Tinchlik MFY, which is not connected to the centralized sewerage system, but which will be connected and where the Sewage Pumping Station (SPS-8) will be built	1	0	Interview
17.	23.10.2024	Meeting with a representative of the Hydrometeorology Department of Surkhandarya Region	1	0	Interview
18.	23.10.2024	Meeting with the management of Nurli Kelajak MFY, partially connected to the centralized sewerage network, on the territory of which the SPS-3 is located, subject to reconstruction	1	0	Interview
18		Total	25	16	41

Five districts in Surkhandarya Region

No.	Date	Respondents	Venue	Number of respondents		Type of interaction
				Men	Women	
		Angor				
1	04.11.2024	Introductory meeting and interview with the First Deputy Khokim of Angor district	Angor	1	0	Interview
2	04.11.2024	Deputy Khokim for Family and Women's Affairs of the Khokimiyat of Angor District	Angor	0	1	Interview



No.	Date	Respondents	Venue	Number of respondents		Type of interaction
				Men	Women	
3	04.11.2024	Meeting with the chairman of the rural mahalla, on whose territory the proposed site of the future WWTP is located	Angor	1	0	Interview
4	04.11.2024	Meeting with the chairman of one of the rural mahallas, on whose territory the sewer collector route leading to the planned WWTP will pass	Angor	1	0	Interview
5	04.11.2024	Meeting with the chairman of the mahalla of the urban settlement of Angor, which will be connected to the sewerage system	Angor	1	0	Interview
		Boysun				
1	05.11.2024	Introductory meeting and interview with the First Deputy Khokim of Boysun district	Boysun	1	0	Interview
2	05.11.2024	Deputy Khokim for Family and Women's Affairs of Khokimiyat of Boysun District	Boysun	0	1	Interview
3	05.11.2024	Meeting with the chairman of a rural mahalla, on whose territory the proposed site of the future WWTP is located	Boysun	0	1	Interview
		Oltinsoy				
1	06.11.2024	Introductory meeting and interview with the First Deputy Khokim of Oltinsoy district	Oltinsoy	1	0	Interview
2	06.11.2024	Deputy Khokim for Family and Women's Affairs of the Khokimiyat of Oltinsoy District	Oltinsoy	0	1	Interview
3	06.11.2024	Meeting with the chairman of the rural mahalla, on whose territory the proposed site of the future WWTP is located	Oltinsoy	1	0	Interview
4	06.11.2024	Meeting with the chairman of one of the rural mahallas, on whose territory the sewer collector route leading to the planned WWTP will pass	Oltinsoy	1	0	Interview
		Muzrabad				
1	07.11.2024	Introductory meeting and interview with the First Deputy Khokim of Muzrabad district	Muzrabad	1	0	Interview
2	07.11.2024	Deputy Khokim for Family and Women's Affairs of the Khokimiyat of Muzrabad District	Muzrabad	0	1	Interview
3	07.11.2024	Meeting with the chairman of the rural mahalla, on whose territory the proposed site of the future WWTP is located	Muzrabad	1	0	Interview
4	07.11.2024	Meeting with the chairman of one of the rural mahallas, on whose territory the sewer collector route leading to the planned WWTP will pass	Muzrabad	0	1	Interview
5	07.11.2024	Meeting with the chairman of the mahalla of the urban settlement of Muzrabad, which will be connected to the sewerage system	Muzrabad	1	0	Interview
		Kizirik				
1	08.11.2024	Introductory meeting and interview with the First Deputy Khokim of Kizirik district	Kizirik	1	0	Interview
2	08.11.2024	Deputy Khokim for Family and Women's Affairs of the Khokimiyat of Kizirik District	Kizirik	0	1	Interview
3	08.11.2024	Meeting with the chairman of the rural mahalla, on whose territory the proposed site of the future WWTP is located	Kizirik	1	0	Interview
4	08.11.2024	Meeting with the chairman of one of the rural mahallas, on whose territory the sewer collector route leading to the planned WWTP will pass	Kizirik	1	0	Interview
5	08.11.2024	Meeting with the chairman of the mahalla of the urban settlement of Kizirik, which will be connected to the sewerage system	Kizirik	1	0	Interview
		Total, all districts		15	7	22



Annex 2 Public Grievance Form

Public Grievance Form

Reference No. (for internal purpose)	Click or tap here to enter text.
Full name:	<p>First name Click or tap here to enter text.</p> <p>Last name Click or tap here to enter text.</p> <p><input type="checkbox"/> I request not to disclose my identity and contact details without my consent</p>
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail)	<p><input type="checkbox"/> By Post: Please provide mailing address: Click or tap here to enter text.</p> <p><input type="checkbox"/> By telephone: Click or tap here to enter text.</p> <p><input type="checkbox"/> By e-mail: Click or tap here to enter text.</p>
Preferred Language for communication	<p><input type="checkbox"/> Uzbek</p> <p><input type="checkbox"/> Russian</p> <p><input type="checkbox"/> Other, please specify: Click or tap here to enter text.</p>
Description of Grievance	Click or tap here to enter text.
Date of Incident/Grievance	<p><input type="checkbox"/> One-time incident/grievance (date Click or tap to enter a date.)</p> <p><input type="checkbox"/> Happened more than once (how many times? Click or tap here to enter text.</p> <p><input type="checkbox"/> On-going (currently experiencing problem)</p>
What would you propose to resolve the problem?	Click or tap here to enter text.
Signature:	
Date:	Click or tap to enter a date.



Annex 3 Template of a Stakeholder Engagement Log

Note: the log can be maintained in the Excel format

ID/No.	Engagement Activity	Participants	Stakeholder Category	Date	Location	Initiated by	Number of participants (women / men)	Engagement purpose	Topics discussed and actions agreed	Minutes of Meeting ref.
1										
2										
3										
...										

GOPA Tech GmbH
Hindenburgring 18
61348 Bad Homburg
Germany

t +49 6172 6817 0
f +49 6172 930 100

e info-tech@gopa.eu
w gopa.eu