

Uzbekistan: Bukhara Region Water Supply and Sewerage (BRWSSP)

Project No.: 000314

Component 1 – Investment in Water Supply Infrastructure

Livelihood Restoration Plan:

Volume-5 No: BWSP-W20 Karaulbazar District

August 2023

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CURRENCY EQUIVALENTS

(as of May 12, 2023)¹

Currency unit – Uzbek Sum (UZS)
\$1.00 = UZS11,465.00

ABBREVIATIONS

AIIB	–	Asian Infrastructure Investment Bank
BNPZ	–	Russian abbreviation for Bukhara Oil Refinery
BRWSSP	–	Bukhara Region Water Supply and Sewerage Project
DN	–	Diameter nominal
EA	–	Executive Agency
ESF	–	Environmental and Social Framework
ESIA	–	Environmental and Social Impact Assessment
ESMPF	–	Project Environmental and Social Management Planning Framework
ESS	–	Environmental and Social Standard
ESP	–	Environmental and Social Policy
FGD	–	Focus group discussion
GoU	–	Government of Uzbekistan
GRM	–	Grievance Redress Mechanism
GRC	–	Grievance Redress Committee
IA	–	Implementation Agency
JSC	–	Joint Stock Company
KII	–	Key Informant Interviews
LLC	–	Limited Liability Company
LRP	–	Livelihood Restoration Plan
NGO	–	Non-governmental organization
OzDST	–	Uzbek abbreviation for “Uzbek State Standard”
PAP	–	Project-affected person
PCU	–	Project Coordination Unit
PMC		Project Management Consultant
UZS	–	Uzbek sum
WDU	–	Water distribution unit/station

¹[Foreign Exchange](#)

WEIGHTS AND MEASURES

m ³	–	cubic meter
°C	–	degree Celsius
ha	–	hectare
km	–	kilometer
m		meter
mm	–	millimeter
%	–	percent

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Executive Summary

This Livelihood Restoration Plan (LRP) has been prepared to address the livelihood impacts of the proposed water supply works in Karaulbazar district of Bukhara Province. The proposed water supply works in Karaulbazar represent a subproject in the Bukhara Region Water Supply and Sewerage Project, which is being implemented by the Government of Uzbekistan with the financial assistance of the Asian Infrastructure Investment Bank (AIIB).

Subproject Description. Bukhara Region Water Supply and Sewerage Project is aimed at enhancing service delivery and improving access to safe, reliable, and sustainable water supply services managed according to environmentally sound practices in six districts (Bukhara, Rometan, Peshku, Jandor, Kagan, and Karaulbazar districts and the Bukhara and Kagan cities) and the sanitation system in Karakul, Alat, Karaulbazar, Rometan, and Gijduvon districts.

The subproject discussed in this document is the BWSP-W20 Karaulbazar District (Volume 5). It is formulated to improve water supply service delivery in the Karaulbazar District of Bukhara Province. The project stakeholders agreed upon the new subproject's scope during the detailed design stage. The new subproject design includes rehabilitating and constructing three water-pumping stations in the Buzochi, Navbahor, and Jarkok settlements and their connection to the Karaulbazar water network. The civil works specified in the design are limited to the existing water-pumping stations, and their relationship to the network of the Buzochi, Navbahor, Jarkok, and Tashkuduk settlements would be along the current roads and by replacing existing pipes. The subproject will improve living standards, environment, and public health in Karaulbazar District. The outcome of the subproject will be improved and expanded access to reliable, safe, sustainable, and affordable water supply services in the area.

Key activities to be conducted over the life of the subproject will include

- Pre-construction Phase, where all work will be conducted in accordance with the detailed master construction schedule and a detailed site-specific environmental and social management plan agreed upon with the Project Coordination Unit, Project Management Consultant, and water utility.
- Construction Phase, where construction, testing, and commissioning of the system will be undertaken in accordance with applicable construction, environmental, and public health standards of Uzbekistan, and the contractor will perform environmentally friendly construction.
- Operation Phase, where the water utility will perform the drinking water production in compliance with the Uzbek drinking water quality standard.

The subproject is consistent with the AIIB Environmental and Social Policy, an integral part of the AIIB Environmental and Social Framework. The applicable Uzbek regulatory framework, AIIB's Environmental and Social Standards, and guidelines are addressed in this LRP along with the harmonized framework applicable to this subproject.

Legal Framework. AIIB and applicable Uzbek regulatory framework's policies comparison and reconciliation resulted in the harmonized framework for the subproject and covering (a) livelihood restoration, (b) compensation entitlements, (c) compensation, (d) information disclosure, (e) public consultation, and (f) grievance redress mechanism.

Stakeholder Engagement. The key stakeholder groups and their priority were identified and included representatives of the government institutions, project stakeholders acting on behalf of the client, community committees' representatives and residents. Institutional and community stakeholder consultations were carried out in December 2022 and May 2023 through meetings and workshops covering the subproject design and resettlement issues. The specific issues, concerns, and choices of particular occupations and gender-based groups within the primary stakeholders were obtained from the focus group discussions and key informant interviews. The major issues included in the discussions were subproject details and alignment, benefits and impacts, compensation against losses, GRM, resettlement assistance, and other questions. The stakeholder consultation will continue throughout the project implementation.

Grievance Redress Mechanisms. A project-level GRM has been established to allow affected persons to appeal any disagreeable decision, practice, or activity arising from land or other asset compensation or any issues related to the environment. Affected persons have been fully informed of their rights and the procedures for addressing complaints verbally or in writing during consultation, survey, and compensation time. Affected persons can approach a court anytime, independent of the project-level grievance redress process.

Socio-economic Profile Baseline. A socio-economic survey of the affected persons was conducted in December 2022 and May 2023. The total number of subproject-affected persons is five, with five women and one man living in the water station in Jarkok village without any legal titles. No one in the family has a higher educational background. The family is involved in the greenhouse, gardening, and livestock businesses. Monthly wages and regular transfers by other family members support the household income.

Resettlement impacts. The subproject implementation requires land to rehabilitate and construct three water stations in Buzochi, Navbahor, and Jarkok. No land acquisition is foreseen except for the temporary disturbance of road traffic during pipework. The sole owner of these three concerned lands is Bukhara Suvtaminot LLC. There are also no legal leaseholders in the concerned sites. However, there are informally planted fruit trees inside Jarkok station. However, due to the subproject activities, the affected household will lose some 55 trees and four vines. No structures built by affected persons on the subproject sites are eligible for compensation in connection with the subproject. The subproject will have no negative impact on the businesses in the subproject settlements. Temporary disturbance to traffic is foreseen due to the pipework to be implemented along the village roads. The contractor must minimize the subproject's effect on the people in the subproject settlements. The affected lands and roads will be restored and made fully available to the local population upon the completion of construction work.

Eligibility and Entitlement. Eligible parties (covering individuals, persons, groups of persons, families, institutions, or any other entity) may make claim for compensation or livelihood restoration for the temporary or permanent losses which is directly related to the subproject activities. The cut-off date for the subproject is May 05, 2022. As there is only one affected family (non-titled holder) on the subproject, there will be one cut-off date in this subproject. All affected persons identified as of the cut-off date will be entitled to compensation for affected assets. Any persons who encroach on the proposed subproject area after the cut-off date will not be entitled to compensation and assistance under the subproject, provided the cut-off date has been clearly established and made public.

The subproject entitlement matrix include the following impact categories: loss of standing crops, relocation, temporary disturbance to traffic and unforeseen impacts. Any unanticipated impacts identified during subproject implementation will be compensated at replacement cost and the entitlement matrix will be revised.

Livelihood Restoration. Livelihood Restoration Plan (LRP) is prepared following AIB requirements on assessing the subproject for the potential social and economic impacts on affected households who will experience loss of livelihoods due to land acquisition by the subproject. Livelihood restoration initiatives include delivery of two types of training activities to the residents.

Implementation and Monitoring. Uzsuvtaminot JSC is the Executive Agency (EA) for the Project, and Bukhara Suv Taminoti LLC acts as the Implementing Agency. A Project Coordinating Unit (PCU) created under the Uzsuvtaminot JSC, together with Bukhara Suv Taminoti LLC, is responsible for overall project implementation, including land acquisition and resettlement activities. The PCU will be supported by a Project Management Consultant (PMC). Both, PCU and PMC have Environmental, Social and Resettlement Specialists in their teams to implement livelihood restoration and resettlement activities following the LRP. Cost estimates for LRP implementation include (a) compensation and assistance to the project affected people (from the Government funds), (b) training activities (to be delivered by PMC), and monitoring and evaluation activities (to be conducted by PMC and PCU). Both internal and external monitoring will be conducted where the monitoring and evaluation results will be specified in the quarterly and semi-annual progress monitoring reports and livelihood restoration and resettlement completion report. Monitoring and evaluation results will be reported to AIB regularly.

1. INTRODUCTION

This Livelihood Restoration Plan (LRP) has been prepared to address the livelihood impacts of the proposed water supply works in Karaulbazar district of Bukhara Province. The proposed water supply works in Karaulbazar represent a subproject in the Bukhara Region Water Supply and Sewerage Project² (BRWSSP), which is being implemented by the Government of Uzbekistan (GoU) with the financial assistance of the Asian Infrastructure Investment Bank (AIIB).

1.1. Project Background

Bukhara Region Water Supply and Sewerage Project (BRWSSP) supports the ongoing efforts of the Government of Uzbekistan towards improving the water supply and sanitation services in the Bukhara Province. The Project is aimed at enhancing service delivery and improving access to safe, reliable, and sustainable water supply services managed according to environmentally sound practices in six districts (Bukhara, Rometan, Peshku, Jandor, Kagan, and Karaulbazar districts and the Bukhara and Kagan cities) and the sanitation system in Karakul, Alat, Karaulbazar, Rometan, and Gijduvon districts.

The Project consists of the following seven packages:

- Volume-1 No: BWSP-W1-3 Central facilities of water supply systems in Bukhara
- Volume-2 No: BWSP-W4-10 Bukhara city and Bukhara District
- Volume-3 No: BWSP-W11-14 Jondor District
- Volume-4 No: BWSP-W15-19 Kagan and Kagan District
- Volume-5 No: BWSP-W20 Karaulbazar District
- Volume-6 No: BWSP-W21-25 Peshku District
- Volume-7 No: BWSP-W21-25 Ramitan District.

1.2. Subproject Description

The subproject discussed in this document is the BWSP-W20 Karaulbazar District (Volume 5). It is formulated to improve water supply service delivery in the Karaulbazar district of Bukhara Province. The project stakeholders agreed upon the new subproject's scope during the detailed design stage. The new subproject design includes rehabilitating and constructing three water-pumping stations in the Buzochi, Navbahor, and Jarkok settlements and their connection to the Karaulbazar water network. The civil works specified in the design are limited to the existing water-pumping stations, and their relationship to the network of the Buzochi, Navbahor, Jarkok, and Tashkuduk settlements would be along the current roads and by replacing existing pipes.

The impact of the subproject will be improved living standards, environment, and public health in the Karaulbazar district. The outcome of the subproject will be improved and expanded access to

² [Uzbekistan: Bukhara Region Water Supply and Sewerage Project, Asian Infrastructure Investment Bank \(www.aiib.org\)](http://www.aiib.org)

reliable, safe, sustainable, and affordable water supply services in the Karaulbazar district. A detailed description of the subproject is presented in [Section 2.2](#).

1.3. Livelihood Restoration Scope and Objectives

This document is Livelihood Restoration Plan (LRP) and prepared following Asian Infrastructure Investment Bank (AIIB) requirements regarding assessing the subproject to address the potential social and economic impacts on affected households who will experience loss of livelihoods due to land acquisition by the subproject. The lands within the proposed BWSP-W20 Karaulbazar District (Volume 5) Sites boundary currently belong to the water utility and are classified as secure facilities following Uzbekistan legislation³. The major subproject activities will be carried out only inside the WDUs in Buzochi, Jarkok, and Navbahor. Other subproject work will include pipe laying connecting the WDUs with intra-settlement networks of Buzochi, Navbahor, Jarkok, and Tashkuduk and will be performed along the existing roads. Therefore, no specific land acquisition is required for subproject activities.

The subproject is consistent with the AIIB Environmental and Social Policy, an integral part of the AIIB Environmental and Social Framework (ESF)⁴. The Project Environmental and Social Management Planning Framework (ESMPF) was developed considering that the feasibility study did not specify the particular scope of civil works. Such an approach required conducting social studies following the AIIB's Environmental and Social Standards ESS 2 – Involuntary Resettlement upon approval of the subproject design.

The applicable Uzbek regulatory framework and AIIB's Environmental and Social Standards ESS 2 – Involuntary Resettlement, and guidelines are addressed in this LRP. The harmonized framework applicable to this subproject is provided in [Section 3.3](#).

Considering above, the LRP objectives are to (a) conduct lender and government policies comparison and reconciliation, (b) identify project affected persons, (c) compose a socio-economic profile of the PAPs, (d) define compensation for losses resulting from the subproject activities in line with national law and practices, (e) define other measures to enable PAPs to restore and improve their livelihood, (f) propose a grievance redress mechanism, and (g) conduct consultations with affected communities.

1.4. Limitations

At the time of writing this draft LRP, not all engagements of the LRP have been completed. Still outstanding engagement are:

- The valuation of trees planted in Jarkok WDU is under consideration by the Bukhara Regional Administration. So, the LRP may be subject to some minor adjustments following decision making under this issue.
- The LRP document has yet to be formally disclosed online and in the nearby communities.

³ [Regulation of the Cabinet of Ministers of Uzbekistan No. 981 "On the procedure for establishing water protection zones and sanitary buffer zones of water bodies in Uzbekistan," 11.12.2019](#)

⁴ [Environmental and Social Framework, 2022 | AIIB \(www.aiib.org\)](#)

2. SUBPROJECT DESCRIPTION

2.1. Project Background

Bukhara Region Water Supply and Sewerage Project⁵ (BRWSSP) supports the ongoing efforts of the Government of Uzbekistan towards improving the water supply and sanitation services in the Bukhara Province with Asian Infrastructure Investment Bank (AIIB) financing. The Project aims at improving access to safe, reliable, and sustainable water supply in six districts: Bukhara, Rometan, Peshku, Jandor, Kagan, and Karaulbazar districts and the Bukhara and Kagan cities. The Project range is provided in [Figure 1](#) and comprises the following components:

- Volume-1 No: BWSP-W1-3 Central facilities of water supply systems in Bukhara
- Volume-2 No: BWSP-W4-10 Bukhara city and Bukhara District
- Volume-3 No: BWSP-W11-14 Jondor District
- Volume-4 No: BWSP-W15-19 Kagan and Kagan District
- Volume-5 No: BWSP-W20 Karaulbazar District
- Volume-6 No: BWSP-W21-25 Peshku District
- Volume-7 No: BWSP-W21-25 Ramitan District.

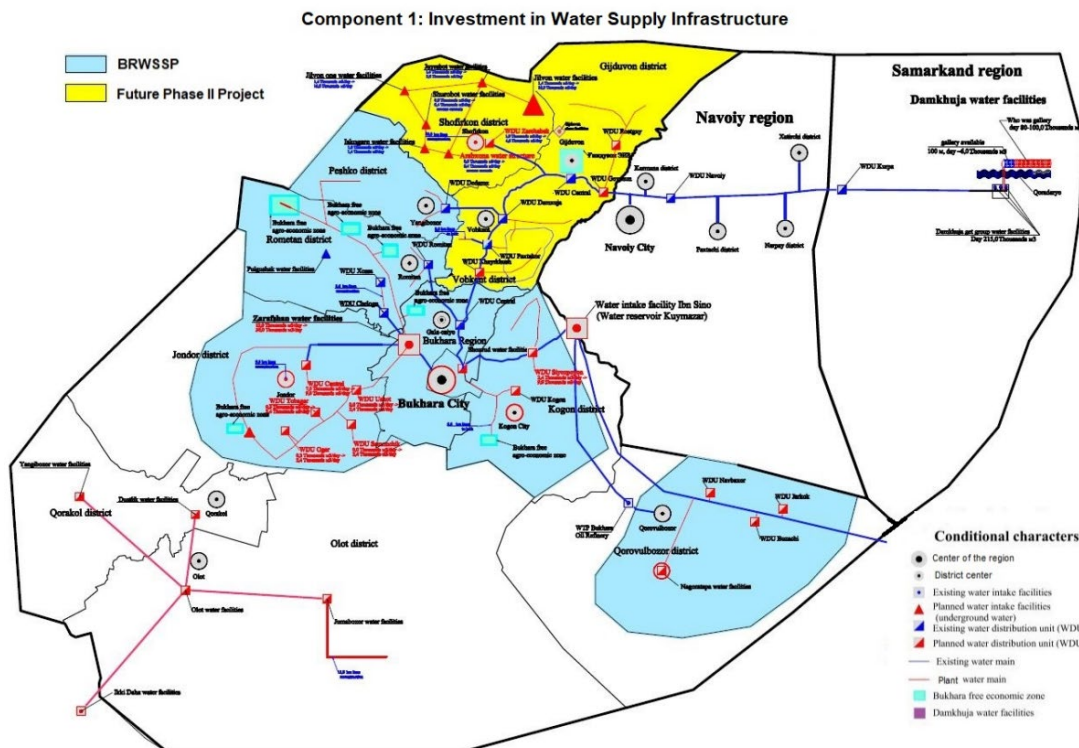


Figure 1: Project Range
(Source: Project Feasibility Study)

⁵ [Uzbekistan: Bukhara Region Water Supply and Sewerage Project, Asian Infrastructure Investment Bank \(www.aiib.org\)](http://www.aiib.org)

2.2. Subproject Location

The subproject discussed in this document is the BWSP-W20 Karaulbazar District (Volume 5). The proposed subproject sites are located in Karaulbazar District of Bukhara Province (Figure 2).

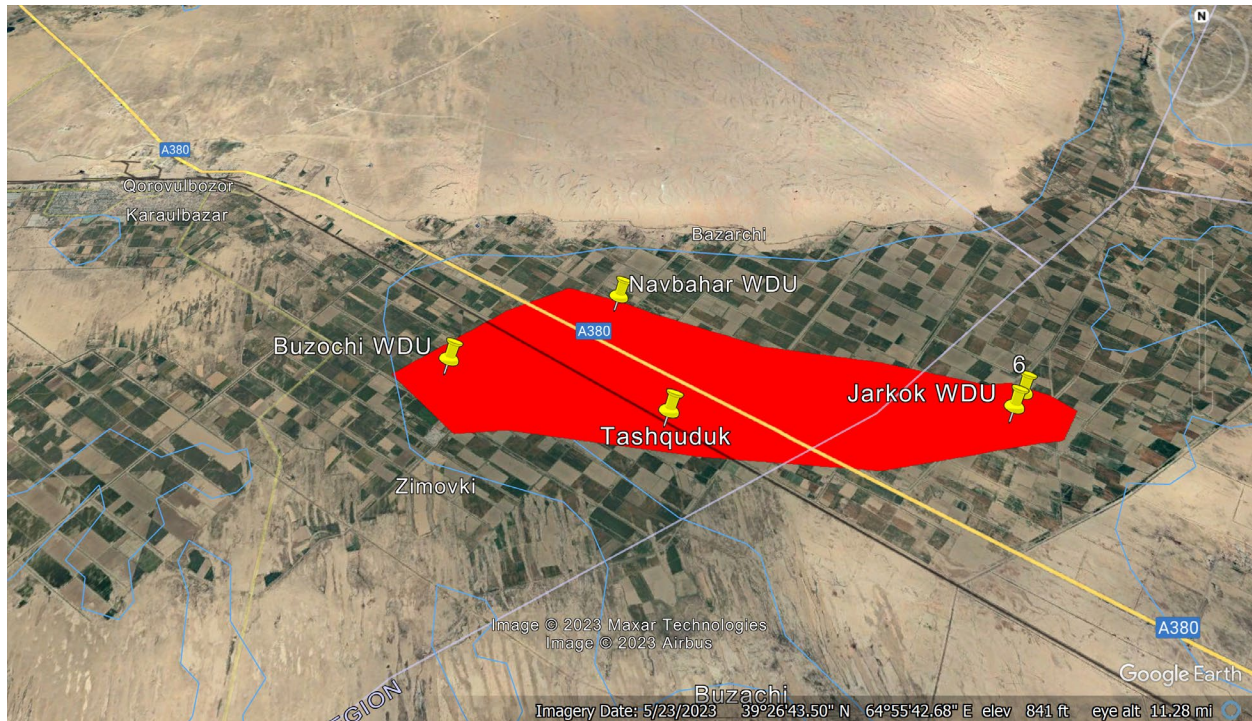


Figure 2: Subproject area
Source: Google earth

The sites are approximately 47-50 km south-west of Bukhara city and are located inside the Buzochi, Navbahor, and Jarkok settlements. The sites location is illustrated in (Figure 2). The sites can be accessed via A-380 highway. The subproject sites geographical coordinates are presented in Table 1:

Table 1: Geographical coordinates of the subproject sites

No.	Settlement	Geographical coordinates	
1	Buzochi	39°26'31.60"N, 64°52'55.00"E	39°26'35.70"N, 64°52'54.34"E
		39°26'34.03"N, 64°52'57.29"E	39°26'33.32"N, 64°52'51.97"E
2	Navbahor	39°25'43.75"N, 65°1'14.56"E	39°25'48.17"N, 65°1'13.84"E
		39°25'46.48"N, 65°1'17.05"E	39°25'45.49"N, 65°1'11.31"E
3	Jarkok	39°27'31.05"N, 64°55'30.24"E	39°27'35.73"N, 64°55'28.55"E
		39°27'33.51"N, 64°55'32.43"E	39°27'33.27"N, 64°55'26.11"E

Source: Google map



Figure 3: Proximity of the subproject sites to the households
(Source: Google earth)

Most of the subproject activities will be conducted inside the WDU's territory. Buzochi, Jarkok, and Navbahor WDUs are water utility-owned lands and are classified as secure facilities by applicable Uzbekistan legislation⁶. The proximity of the concerned WDUs to the nearby households are illustrated in [Figure 3](#), and the existing conditions of the WDUs can be seen in photographs provided in [Figure 4](#), [Figure 5](#), and [Figure 6](#).

The other activities include pipework related to connection of WDUs with the intra-settlement networks of Buzochi, Navbahor, Jarkok, and Tashkuduk. The pipe laying will be performed along the existing roads. This type of work will take no more than one month. Therefore, no specific land acquisition is required for subproject activities.

⁶ [Regulation of the Cabinet of Ministers of Uzbekistan No. 981 "On the procedure for establishing water protection zones and sanitary buffer zones of water bodies in Uzbekistan," 11.12.2019](#)



Figure 4: Buzochi WDU territory
(Source: Field visits 15-17 December 2022)

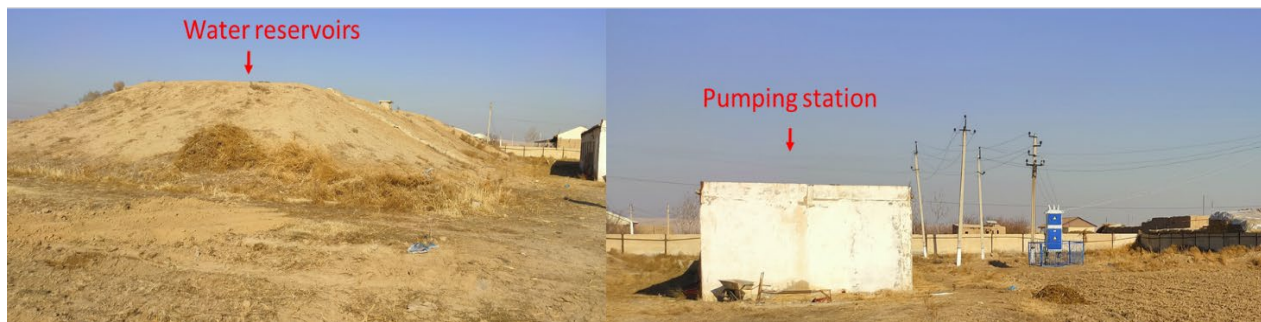


Figure 5: Navbahor WDU territory
(Source: Field visits 15-17 December 2022)



Figure 6: Jarkok WDU territory
(Source: Field visits 15-17 December 2022)

2.3. Subproject Components

The existing water supply of the Karaulbazar district is carried out from the Kuyumazar-BNPZ⁷ and Kuyumazar-Mubarek water mains. The "Kuyumazar-BNPZ" pipeline supplies water to

⁷ BNPZ is a Russian abbreviation for Bukhara Oil Refinery.

Karaulbazar town, and "Kuyumazar-Mubarek" pipeline provides water to the district's villages. Considering that the intra-village networks were rehabilitated within the Obod Qishloq Program, the project stakeholders agreed upon the following subproject components:

- Construction and rehabilitation of WDUs in Buzochi, Jarkok, and Navbahor settlements;
- Construction of feeding pipelines from WDUs to the Buzochi, Jarkok, and Navbahor water networks;
- Construction of a pipeline connecting Tashkuduk settlement's network with Buzochi WDU.

Figure 7 overviews the settlements' location within the subproject area. The blue lines specify the border of the villages, and the red lines are new feeding pipelines.

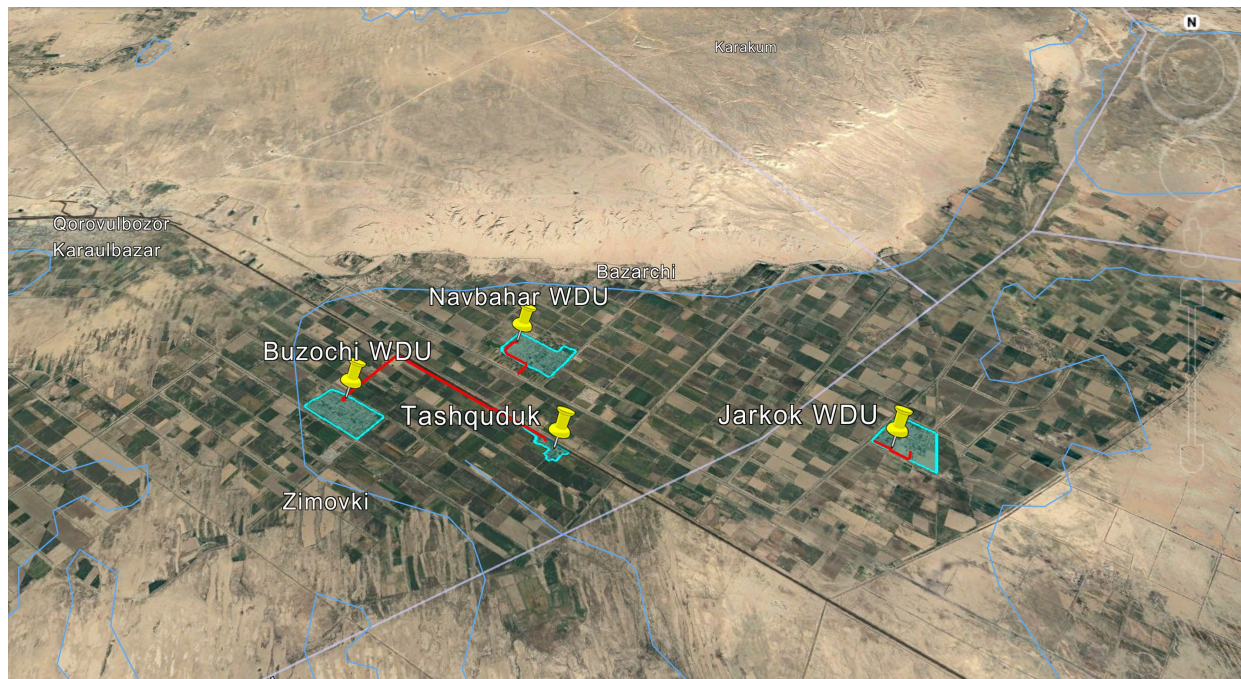


Figure 7: Range of the Subproject

WDU = water distribution unit; Buzochi, Jarkok, Navbahor, and Tashkuduk = subproject settlements; blue lines = the villages border; red lines = feeding pipelines; black line = A 380 highway
(Source: Google earth)

The particular interventions under the subproject are provided in [Table 2](#). The subproject works will help to meet the growing drinking water demand in the Karaulbazar district and provide proper public health conditions in the area.

Table 2: Summary of the subproject works

No.	Subproject Component	Subproject Works
1.	Rehabilitation of Buzochi WDU	<ul style="list-style-type: none"> ▪ Rehabilitation of the existing water reservoirs (2x500m³) in Buzochi WDU ▪ Construction of a new pumping station ▪ Procurement and installation of new pumping equipment, including, but not limited to: <ul style="list-style-type: none"> – two horizontal shaft centrifugal pumps of Q= 8.14 L/s; Nm=4.00 kW (one main and one standby) to supply water to the Buzochi network

No.	Subproject Component	Subproject Works
		<ul style="list-style-type: none"> - two vertical shaft centrifugal pumps with Q= 2.5 L/s; Nm=1.5 kW (1 main + 1 standby) to supply water to the Tashkuduk network - pumping equipment for the fire booster system: an electrical pump of 11.00 kW, a jockey pump of 1.5 kW, and a diesel pump of 16.00 kW - one submersible pump (flow capacity of 10 m³/h, Nm=0.75 kW) for the drainage of the pumping station - one submersible pump (flow capacity of 20 m³/h, Nm= 1.1 kW) for the drainage of water tanks ▪ Enhancing the filtration facilities ▪ Procurement and installation of equipment for electrolysis systems ▪ Construction of two pipelines (DN150) connecting a pumping station with both water reservoirs ▪ Rehabilitation of the surrounding concrete wall of Buzochi WDU and installation of gates ▪ Construction of a pipeline DN100 connecting Buzochi settlement's water network with Buzochi WDU.
2.	Rehabilitation of Navbahor WDU	<ul style="list-style-type: none"> ▪ Rehabilitation of the existing water reservoirs (2 x 1000m³) ▪ Construction of a new pumping station ▪ Procurement and installation of new pumping equipment, including, but not limited to: <ul style="list-style-type: none"> - two horizontal shaft centrifugal pumps of Q= 5.88 L/s; Nm=4.00 kW (one main and one standby) to supply water to the Navbahor network - pumping equipment for the fire booster system: an electrical pump of 11.00 kW, a jockey pump of 1.5 kW, and a diesel pump of 16.00 kW - one submersible pump (flow capacity of 10 m³/h, Nm=0.75 kW) for the drainage of the pumping station - one submersible pump (flow capacity of 20 m³/h, Nm= 1.1 kW) for the drainage of water tanks ▪ Enhancing the filtration facilities ▪ Procurement and installation of equipment for electrolysis systems ▪ Construction of a pipeline DN150 connecting a pumping station with both water reservoirs ▪ Construction of a pipeline DN100 connecting Navbahor settlement with Navbahor WDU.
3.	Construction of Jarkok WDU	<p>Construction of new water reservoirs (2 x 300m³), pumping station and filtration facilities</p> <ul style="list-style-type: none"> ▪ Procurement and installation of new pumping equipment, including, but not limited to: <ul style="list-style-type: none"> - two horizontal shaft centrifugal pumps of Q= 5.57 L/s; Nm=4.00 kW (one main and one standby) to supply water to the Navbahor network - pumping equipment for the fire booster system: an electrical pump of 11.00 kW, a jockey pump of 1.5 kW, and a diesel pump of 16.00 kW - one submersible pump (flow capacity of 10 m³/h, Nm=0.75 kW) for the drainage of the pumping station

No.	Subproject Component	Subproject Works
		<ul style="list-style-type: none"> – one submersible pump (flow capacity of 20 m³/h, Nm= 1.1 kW) for the drainage of water tanks ▪ Procurement and installation of equipment for electrolysis systems ▪ Construction of a pipeline DN150 connecting a pumping station with both water reservoirs ▪ Construction of a pipeline DN100 connecting Jarkok settlement with Jarkok WDU.
4.	Pipeline connecting Tashkuduk network with Buzochi WDU	Construction of a pipeline DN50 connecting Tashkuduk settlement's water network with Buzochi WDU

WDU = water distribution unit; DN = nominal diameter of the flange in millimeters; kW = kilowatts; L/s = liter per second; m³ = cubic meter; m³/h = cubic meter per hour

Key activities to be conducted over the life of the subproject are outlined in [Table 3](#).

Table 3: Subproject activities

No.	Subproject Phase	Details
1.	Pre-construction Phase	<ul style="list-style-type: none"> ▪ All work will be conducted in accordance with the detailed master construction schedule agreed upon with the water company. ▪ Prior to the commencement of work, the contractor would be required to provide a detailed site-specific environmental and social management plan. ▪ No dispossession of assets or subproject activities (including ground clearance) shall occur unless consent has been obtained from affected communities and compensation activities are completed for the subproject component following LRP.
2.	Construction Phase	<ul style="list-style-type: none"> ▪ The contractor will prepare the site-specific environmental and social management plan. ▪ The construction, testing, and commissioning of the system will be undertaken in accordance with applicable construction, environmental, and public health standards of Uzbekistan. ▪ The contractor will perform environmentally friendly construction.
3.	Operation Phase	<ul style="list-style-type: none"> ▪ When transferring the water infrastructure, the water utility will ensure the availability of the required engineering personnel at the water stations. The contractor will deliver training sessions on water infrastructure operation and maintenance. ▪ The water utility will properly manage filtration and disinfection facilities, as well as operations and domestic solid waste and wastewater. ▪ The water utility will perform the drinking water production in compliance with the Uzbek drinking water quality standard (OzDST 951:2000 "Drinking water. Hygiene Requirements and Water Quality Control").

2.4. Minimizing Resettlement

The subproject is categorized as B for its anticipated environmental and social risks and impacts per AIIB Environment and Social Policy (ESP) and applicable Environment and Social Standards (ESS), and as Category III per applicable local regulation. Alternative designs for the proposed scope were considered during due diligence to minimize resettlement impacts.

2.4.1. No project-alternative

The first alternative considered for any new project is a no-development option, which means no construction of new pumping stations, drinking water reservoirs, filtration, and chlorination facilities. The existing water supply of the Karaulbazar district is carried out from the Kuyumazar reservoir through Kuyumazar-BNPZ⁸ and Kuyumazar-Mubarek water mains. The "Kuyumazar-BNPZ" pipeline supplies water to Karaulbazar town, and the "Kuyumazar-Mubarek" pipeline provides water to the villages of the district. The existing water treatment process comprises only mechanical treatment of raw water coming from the Kuyumazar-Mubarek water main through pressure sand filters installed in the respective villages. However, the water having a drinking purpose must undergo one more treatment, i.e., disinfection. Only in Buzochi, the filtration facilities are inside the Buzochi WDU, while in Navbahor and Jarkok, filtration facilities are installed inside the settlements ([Figure 8](#)).

Disinfection is the final stage in drinking water treatment before its distribution. Disinfection is used to remove pathogenic micro-organisms from the water. Drinking water can easily transmit various diseases, including typhus, paratyphoid, cholera, and diarrhea with vomiting, as well as viral infections such as hepatitis and poliomyelitis. In no-development scenario, i.e., without the construction of drinking water reservoirs with chlorination facilities intended for water disinfection, the risk of waterborne disease is increased. So, in the case of a no-development option, the opportunity to contribute to the safe and sustainable well-being of the local population will be missed. Moreover, the drinking water quality must comply with OzDSt 950:2011 "Drinking water. Hygienic requirements and quality control" requiring mandatory drinking water disinfection.

⁸ BNPZ is a Russian abbreviation for Bukhara Oil Refinery.



Figure 8: Filtration facilities in Buzochi, Navbahor, and Jarkok
(Source: Field visits, May 2023)

2.4.2. Sites selection

The choice of construction sites was not difficult. The purpose of the subproject was to provide safe water to the population in Buzochi, Navbahor, and Jarkok villages, where the water utility already owns lands previously used as water stations. Such an approach makes subproject economically, financially and engineering feasible. The subproject sites were approved after site screening visits by the project stakeholders and a decision made by the Uzsvtaminot JSC and Bukhoro Svtaminot LLC.

3. LEGAL FRAMEWORK

3.1. AIIB Policy

The Project and the particular subproject are financed by the Asian Infrastructure and Investment Bank (AIIB) and should be comply with the AIIB Environmental and Social Framework comprising three Environmental and Social Standards (ESS) for the purpose of addressing issues relating to environmental and social sustainability for the projects with AIIB financing:

- ESS 1: Environmental and Social Assessment and Management (ESS 1);
- ESS 2: Involuntary Resettlement (ESS 2);
- ESS 3: Indigenous Peoples (ESS 3).

The standard requires to undertake the following actions in relation to the AIIB financing projects:

- (a) Planning – the client determines the extent of Involuntary Resettlement through asset and land surveys, census of displaced persons, and evaluation of socioeconomic conditions (including risks, impacts and gender differentiated source of livelihoods.
- (b) Resettlement Plan – the client prepares resettlement plan elaborating on displaced persons' entitlements, income and livelihood restoration strategy, institutional arrangements, monitoring and reporting framework, budget and time-bound implementation schedule.
- (c) Abbreviated Resettlement Plan – where impacts on the entire displaced population are minor, or fewer than 200 people are displaced, the client, with the prior approval of the Bank, prepares an abbreviated resettlement plan, covering such elements as the Bank may specify. Impacts are considered “minor” if the affected people are not physically displaced and less than 10 percent of their productive assets are lost.
- (d) Resettlement Planning Framework - If (i) the Project is likely to involve Involuntary Resettlement but consists of a program or series of activities whose details are not yet identified at the time the Project is approved by the Bank, or (ii) in exceptional circumstances, duly justified by the Client, the Bank determines that the environmental and social assessment of identified Project activities involving Involuntary Resettlement may be conducted using the phased approach under paragraph 50 of the ESP: prepare an RPF. Prepare the resettlement plan or abbreviated resettlement plan, as described in (b) and (c) above, as early as possible during development of the activities, in conformity with the RPF approved by the Bank.
- (e) Proportionality – the client ensures that the resettlement plan or RPF is proportional to the extent and degree of the impacts; the degree of impacts is determined by: (i) the scope of physical and economic displacement; and (ii) the vulnerability of the persons to be displaced by the Project.
- (f) Consultations – the client carries out meaningful consultations with persons to be displaced by the Project; this process should take into consideration anyone classed as vulnerable and put in place additional measures to ensure there is a means for open participation from all stakeholder groups.

- (g) Grievance Mechanism – the client establishes a suitable grievance redress mechanism to receive and facilitate resolution of the concerns of persons displaced by the Project and inform them of its availability.
- (h) Social Support – social considerations should be made by the client where impacts are likely from the restoration process, particularly in the case of vulnerable groups; this can be achieved through implementation of social preparation such as from engaging in consultations and affected populations prior to resettlement and compensation decisions in the Project.
- (i) Livelihood Restoration – the client improves, or at least restores, the livelihoods of all persons displaced by the Project through: (i) land based resettlement strategies or cash compensation for replacement value of land, (ii) prompt replacement of assets of equal or higher value, (iii) prompt compensation at full replacement cost for assets that cannot be restored; and (iv) capacity building programs to support improved use of livelihood resources and enhance access to alternative sources of livelihood.
- (j) Resettlement Assistance – the client provides persons displaced by the Project with needed assistance, including the following: (i) if there is relocation, security of tenure (with tenure rights that are as strong as the rights the displaced persons had to the land or assets from which they have been displaced) of relocation land (and assets, as applicable), proper housing at resettlement sites with comparable access to employment and production opportunities, integration of resettled persons economically and socially into their host communities and extension of Project benefits to host communities to facilitate the resettlement process; (ii) transitional support and development assistance, such as land development, credit facilities, training or employment opportunities; and (iii) civic infrastructure and community services, as required.
- (k) Standards of Living – the client improves the standards of living of the poor and other vulnerable groups displaced by the Project, including women, children and persons with disabilities, to at least national minimum standards, including access to social protection systems. In rural areas provide them with legal and affordable access to land and resources, and in urban areas provide them with appropriate income sources and legal and affordable access to adequate housing.
- (l) Persons without Title or Legal Rights – the client ensures that persons displaced by the Project who are without title to land or any recognizable legal rights to land, are eligible for, and receive, resettlement assistance and compensation for loss of non-land assets, in accordance with cut-off dates established in the resettlement plan. Do not include compensation to these people for the informally settled land. Conduct land survey and census as early as possible in Project preparation to establish clear cut-off dates for eligibility and to prevent encroachment. If claims have been made by these displaced persons that are currently under administrative or legal review, develop procedures to address these situations.
- (m) Negotiated Settlement – the client develops procedures in a transparent, consistent and equitable manner if land acquisition or changes in land use rights are acquired through negotiated settlement under the Project, to ensure that those people who enter into negotiated settlements maintain the same or better income and livelihood status.

- (n) Information Disclosure – the client discloses the draft resettlement plan, including documentation of the consultation process, in the Project area, in a timely manner and discloses any RPF in the same manner; regularly discloses updated environmental and social information, along with information on any relevant material changes in the Project.
- (o) Compensation and Entitlements – compensation and other resettlement entitlements should be finalized before any physical or economic displacement under the Project.
- (p) Implementation, Supervision and Monitoring – using suitably qualified and experienced experts, the client should supervise, implement, monitor and assess resettlement outcomes under the Project, their impacts on the standards of living of displaced persons and whether the objectives of the resettlement plan have been achieved, by taking into account the baseline conditions and the results of resettlement monitoring. Disclose monitoring reports in accordance with Information Disclosure, above. Consider the use of suitably qualified and experienced third parties to support monitoring programs.

3.2. National Regulation

The applicable national regulatory framework is based on the provisions specified in the Constitution of Uzbekistan, the Land Code of Uzbekistan, the Civil Code, and other Uzbek Government regulations.

Constitution of the Republic of Uzbekistan

The Constitution of Uzbekistan⁹ has the following applicable provisions:

- The Constitution does not explicitly prohibit private ownership of land:
 - Article 41 provides that all have the right to own property, although the distinction between movable and immovable is not made.
 - Article 68 states, "*The land, its minerals, fauna, flora, and other natural resources shall constitute the national wealth and be rationally used and protected by the state. Land may be privately owned on the terms and in the manner prescribed by law and ensuring its rational use and protection as national wealth.*" This provision specifies the clear inference that land is treated as "*national wealth*," so the state retains land ownership, but allows to own the land in the specific cases.
- Article 47 of the Constitution states that owners deprived by a court decision and the law of their houses are provided with respective compensation.
- Article 65 of the Constitution provides for equality and legal protection of all forms of ownership. Private property is said to be inviolable. An owner may be deprived of property only as prescribed by law and a court decision.
- Article 66 of the Constitution stipulates that an owner, at his discretion, shall possess, use and dispose of his property, whereas the use of the property must not cause damage to

⁹ [Constitution of the Republic of Uzbekistan](#), 01.05.2023

the environment or violate the rights and legitimate interests of other persons, society, and the state.

- Article 127 of the Constitution specifies makhalla as self-governing authorities selected by community residents. A makhalla is responsible for making decisions regarding problems of local importance, considering community interest, historical and social roots and national values.

Land Code¹⁰

The Land Code is Uzbekistan's principal legal foundation governing land policy and tenure. The distinction between land and permanent structures attached to land is strongly present in the Land Code and does not mirror the concept contained in the Civil Code, which appears to deal with land and buildings as a single concept.

The highest form of land tenure established by the Land Code is life-long inheritable possession. This is followed by various forms of lesser rights affecting land, as follows:

- Permanent use (Article 20);
- Temporary use from three to ten years (Article 20);
- Lease (Article 24) in the form of a temporary use right of between ten to fifty years; and
- Joint possession and use (Article 21).

The Land Code sets forth the methodology for acquisition, transfer, and circumstances of termination of the preceding rights. According to the Land Code, the land belongs to the state. Therefore, individuals may only enjoy using rights associated with a particular parcel which cannot be transferred. A land parcel is a plot with fixed boundaries that is formed during the planning process.

The code describes the responsibilities in land management of different government authorities, including the province-level, district-level, and city-level administrations and other government authorities. The regulation provides for the rights and obligations of the land possessor, user, tenant, and owner, as well as describes the land categories per established classification, land acquisition, compensation, resolution of land disputes, and land protection. The Land Code also defines the terms of rights termination on land plots, seizure, and land acquisition for public needs. It stipulates the terms of the seizure of land in violation of land legislation.

Land Code provides that:

- Withdrawal of land belonging to individuals and legal entities on the right of lifetime inheritable possession, permanent possession, permanent use, fixed-term (temporary) use, or lease for public needs with the compensation is carried out in a way prescribed by law (Article 37).
- Losses caused by violation of the rights of landowners, land users, and tenants (including lost profits) shall be reimbursed in full (Article 41, Clause 3).

¹⁰ [Land Code of Uzbekistan, 01.07.1998](#)

- Withdrawal for public needs of land owned by individuals or legal entities on the right of lifetime inheritable possession, permanent possession, permanent use, fixed-term (temporary) use, or lease is carried out only after total compensation as prescribed by the law (Article 41).
- The Land Code (Article 36, Clause 1) specifies provisions where the right to the land can be terminated. The right of possession or the ownership of permanent or temporary use of the entire land plot or part thereof, as well as the lease of the land, shall be terminated in the following cases:
 - (1) Voluntary abandonment of a land plot;
 - (2) Expiration of the period for which the land plot was provided;
 - (3) Liquidation of a legal entity;
 - (4) Termination of labor relations in connection with which the land was provided, unless otherwise provided by law;
 - (5) Use of the land not for the intended purpose;
 - (6) Irrational use of land classified as agricultural land and resulted in a decreasing yield indicator below the value for three years;
 - (7) Use of land in ways that lead to a decrease in soil fertility, chemical or radioactive contamination, and deterioration of the environmental situation;
 - (8) Non-payment of land tax by the requirements of applicable legislation or non-payment of rent following the lease agreement;
 - (9) Non-use of land provided for agricultural activities during the year and non-use of the land supplied for farming activities during two years;
 - (10) Non-use of land within two years after receiving the right of lifelong inheritable possession and when the ownership of lifelong inheritable possession of a land plot is pledged during the term of the pledge agreement, whereas unused land plots are withdrawn with compensation to the former owners for the cost they paid;
 - (11) Termination of membership of a farm in the Council of Farmers, Farms and Owners of Homestead Lands of Uzbekistan;
 - (12) Withdrawal of a land plot as prescribed by the Code.

Article 39 states that land user, tenant and landowner have among others, the right to reimbursement of losses (including lost profits), in the case of land withdrawal.

According to Article 87, losses of agricultural and forestry production caused by the withdrawal of agricultural and forest lands, including lands owned and used by individuals for their use in non-agricultural or forestry activities or losses resulting in land deterioration due to the project activities, are subject to compensation.

Civil Code of Uzbekistan¹¹

The following is an outline of the main articles contained in the Civil Code dealing with land rights. The outline is broken down into sections dealing with land issues, agricultural restructuring, and land transactions.

The Civil Code provides that land may be held in ownership (Article 169). Both private and state ownership are allowed (Article 167) and the ownership right of land “shall arise in instances, in the procedure and upon the conditions provided for by legislation” (Article 188). Other forms of land tenure include: the right of economic jurisdiction; the right of inheritable possession for life; the right of permanent possession and use of a land plot; and servitude (Article 165).

Property can be held in common or in joint ownership. The Civil Code provides general rules for common ownership and the division of property (Articles 216-227). Specific rules may be provided by separate legislation for the division of joint property (Article 226).

If registration or notarization is required when property is alienated, the right of ownership arises at the time of registration or notarization. If both are required, the right of ownership arises only at the time of registration (Article 185). In earlier provisions, the code states that the right of ownership, transfer, limitation, and termination of rights to immovable property shall be subject to state registration (Article 84).

Nationalization with compensation is allowed in accordance with law (Article 202), and requisition with payment is allowed in case of a natural disaster, epidemic, or other extraordinary circumstances (Article 203). Furthermore, the right of ownership can be terminated by compulsory acquisition through a court decision or by an act of legislation (Article 197). If an act of legislation terminates the right of ownership, the losses caused to the owner, including the value of the property, shall be compensated by the state. It should be noted that the division of ownership between land and buildings can make the valuation procedure cumbersome. Disputes concerning compensation are to be settled by the court (Article 233).

When property is withdrawn and the party is entitled to compensation, the compensation is determined based on the market prices of similar properties. This assessment may be contested in court (Article 205). If rights to ownership are terminated by a decision of a state agency and that decision is not directed toward the owner of the property, the owner must be provided with property of equal value and be compensated for all losses. If the owner disputes the termination, the property cannot be withdrawn until the dispute is resolved in court (Article 206).

Other Uzbek regulations

- [Law No. ZRU-781 “On land withdrawal for public needs”](#), 29.06.2022
- [President Regulation No. P-5491 “On additional measures for unconditionally guarantee citizens and business entities’ property rights.”](#) 03.08.2019

¹¹ [Civil Code of Uzbekistan](#)

- Decree of the President of Uzbekistan No. UP-6243 “On measures to ensure equality and transparency in land relations, reliable protection of rights to land, and their transformation into a market asset,” 08.06.2021, (as amended on March 24, 2022)¹²
- Regulation of the Cabinet of Ministers of Uzbekistan “On additional measures to ensure guarantees of property rights of individuals and legal entities and improve the procedure for land alienation and compensation,” 16.11.2019¹³

3.3. Policies Comparison and Reconciliation

AllIB and applicable Uzbek regulatory framework’s policies comparison and reconciliation are provided in [Table 4](#).

Table 4: Policies comparison and reconciliation

Provision	AllIB	Uzbek regulation	Harmonized Framework
Livelihood restoration	The Bank requires rehabilitation/improvement of affected people’s livelihood standards.	The notion of livelihood rehabilitation is not sanctioned by the national regulatory framework. However, there are a number of laws ¹⁴ related to social support for vulnerable and low-income households.	Support for vulnerable populations is provided regularly by the Government on central and local levels and does not require additional payments with the project implementation.
Compensation entitlements	Project-affected persons with legal title have to be compensated for lost land and other assets.	Affected persons with legal title are compensated for lost land and other assets.	Reconciliation is not required.
	Project-affected persons without title or any recognized land rights are to be provided resettlement assistance and compensation for the loss of non-land assets.	Affected households that do not have legal rights to the land and assets they occupy but pay land and property taxes are subject to compensation. Affected households without title or recognized land rights are not compensated for land and non-land assets unless they pay	Project-affected persons without title or recognized land rights but paying land and property taxes are subject to compensation.

¹² <https://lex.uz/ru/docs/5450181>

¹³ <https://lex.uz/docs/4597630>

¹⁴ President regulation No. UP-6277 “On measures to provide a social allowance to low-income families and further expand the scale of the fight with poverty”, 11.08.2021, <https://lex.uz/uz/docs/5572521>

Provision	AIIB	Uzbek regulation	Harmonized Framework
		land and property taxes ¹⁵	
Compensation	Loss of land: Land replacement or cash compensation at market prices	Land replacement or cash compensation at market prices ¹⁶	Reconciliation is not required.
	Loss of structures: Cash compensation at replacement cost for lost assets free of depreciation, transaction costs, and other deductions	Cash compensation at market prices for lost assets free of depreciation, transaction costs, and other deductions	Reconciliation is not required.
	Loss of indirectly affected assets: The affected parts of an asset that are no longer usable after impact need to be compensated.	All losses, including profit lost, need to be compensated to all affected persons.	Reconciliation is not required.
	Business losses: In case of business losses due to the project activities, the client will reimburse actual losses, including new business establishment costs. The losses for a certain period of business suspension are calculated based on the recent tax declaration. Without a tax declaration, the losses are calculated based on the maximum non-taxable salary established in Uzbekistan.	Business losses: In case of business losses due to the project activities, the affected person is eligible for reimbursement at market prices for all damages upon provision of the documented evidence.	Local authorities will consider an application for the loss of only legally registered businesses against the provision of documentary evidence.
	Loss of trees: In case of non-fruit tree loss, irrespective of legal land occupancy status, compensation shall be at market value, whereas payment is calculated based on tree type, wood volume, or other methods. In case of fruit tree loss, compensation shall be at replacement cost considering various methods: replacement value of the tree, loss of income (x type of tree market value of one-year income x total loss of productive years), and others.	Fruit and non-fruit trees affected by the project activities shall be compensated to their owners ¹⁷ .	Trees affected by the project activities shall be compensated to their owners.

¹⁵ Law No. ZRU-781 "Procedures for the withdrawal of lands for public needs with compensation", 29.06.2022, <https://lex.uz/uz/docs/6087438>

¹⁶ President Regulation No. P-5491 "On additional measures for unconditionally guarantee citizens and business entities' property rights," 03.08.2019, <https://lex.uz/docs/4460115>

¹⁷ Regulation of the Cabinet of Ministers of Uzbekistan No. 255, Appendix "Administrative procedure for obtaining permit for cutting trees and shrubs," 31.03.2018, <https://my.gov.uz/ru/service/171>

Provision	AIBB	Uzbek regulation	Harmonized Framework
	Loss of jobs: Compensation for lost income ensures the affected person's rehabilitation. It is calculated for a downtime period of up to 12 months at the rate of the applicant's wage or as the official minimum wage for informal workers. Compensation is paid directly to the APs.	Downtime for reasons beyond the control of the employer and employee is paid in the amount of at least two-thirds of the wage, calculated in proportion to the downtime ¹⁸ .	Reconciliation is not required.
Information disclosure	Resettlement-related documents will be timely disclosed in the affected people's language.	There are no requirements related to resettlement information disclosure.	Resettlement-related documents will be timely disclosed in the affected people's language.
Public consultation	Meaningful public consultations will be held with the project-affected persons, who should be informed about their entitlements, options, and resettlement alternatives.	Public consultations will be held with the project-affected persons, who should be informed about their entitlements, options, or resettlement alternatives ¹⁹	Reconciliation is not required.
Grievance Redress Mechanism	Grievance redress mechanism will be established for the project and will be communicated to the project-affected persons.	The government authority will establish a grievance redress procedure, while the affected people may appeal using appropriate grievance redress tools ²⁰ .	Reconciliation is not required.

¹⁸ Article 266, Labour Code of Uzbekistan, <https://lex.uz/ru/docs/6257291>

¹⁹ <https://lex.uz/docs/4597630>

²⁰ Law on Appeals of Individuals and Legal Entities, amended by law No.ZRY-445 dated 11.09.2017, <https://lex.uz/docs/3336171>

4. STAKEHOLDER ENGAGEMENT

4.1. Overview

The purpose of this chapter is to provide a summary of the stakeholder engagement activities that have been undertaken to date during LRP preparation and measures that will be undertaken in the future during subproject implementation. For further detail of the consultations to be carried out during the subproject implementation see Stakeholder Consultation and Participation Plan provided in ESIA Report.

The purpose of the stakeholder engagement as part of LRP is to:

- Disclose the subproject design;
- Build and maintain stakeholder relationships;
- Gather information on the subproject area, social issues, and understand displacement impacts;
- Provide stakeholders the opportunity to provide feedback into subproject design;
- Manage grievances.

4.2. LRP Stakeholders and Priority

Table 5: LRP stakeholders

Stakeholder Group	Stakeholder	Priority
Government Representatives	<ul style="list-style-type: none"> ▪ Khokim of Bukhara Regional Administration ▪ Deputy Khokim on Investments of Bukhara Regional Administration ▪ Head of Construction Department of Bukhara Regional Administration ▪ Bukhara Regional Public Health and Wellbeing Service ▪ Bukhara Regional Environmental Protection Committee ▪ Khokim of Karaulbazar District Administration and his Deputies 	Medium
Client	<ul style="list-style-type: none"> ▪ Bukhara Suvtaminot LLC ▪ Uzsuvtaminot JSC ▪ Project Coordination Unit ▪ AIB as funding source 	High
Community Representatives	<ul style="list-style-type: none"> ▪ Chairman of Buzochi Community ▪ Chairman of Navbahor Community ▪ Chairman of Jarqoq Community ▪ Head of Buzochi community's women committee ▪ Head of Navbahor community's women committee ▪ Head of Jarqoq community's women committee 	High
Community Members	<ul style="list-style-type: none"> ▪ Teachers at Schools in Buzochi, Navbahor, Jarqoq ▪ Personnel of kindergartens in in Buzochi, Navbahor, Jarqoq ▪ Local medical point doctors, communities men and women 	High

4.3. Gender Inclusion

Efforts have been made to take a gender inclusive approach to stakeholder engagement and livelihood restoration where possible:

- The ESIA and LRP preparation has been led by female specialists;
- The fieldwork has also been conducted by female and male staff;
- Consultation meetings and focus group discussions were specifically undertaken with women representatives of the communities to understand the challenges faced by women and their perception of the subproject design;
- In the course of ESIA and LRP preparation, women in the household were recognized as a potentially vulnerable group.

4.4. Previous Engagement Activities

Extensive consultations were carried out during the preparation of the Environmental and Social Management Planning Framework (ESMPF) for Bukhara Region Water Supply and Sewerage Project (BRWWSP). This included focus group discussions, in-depth interviews, and workshops in November-December 2019. ESMPF reports: *“In total, 18 FGDs in nine districts and Bukhara and Kagan cities, around 10 in-depth interviews with key stakeholders, and two public consultations with secondary stakeholders have been undertaken. Separate female FGDs were organized in urban and rural areas in order to focus on examining the gender issues. More than 305 local people were involved in FGDs including 241 women. ...*

The public consultation and disclosure workshop on the draft ESMPF was held on March 6 2020 at the conference hall of the Bukhara Region Suvokova. Representatives from khokimiyats, makhallas, women committee, youth union, state committee on ecology and nature protection, sanitarian epidemiological station, Bukhara region Department of Management of Natural Resources and Cadastre, and others attended the workshop. ... In total, 41 participants attended the workshop.”

Outcomes of these consultations yielded an understanding of the *“project objectives, key elements of the ESMPF, anticipated environmental and social impacts, proposed mitigation measures and GRM,”* along with the understanding and appreciation of local and regional social issues. Social issues identified and discussed during stakeholder consultations included:

- *“During FGDs participants, mostly women, shared the current problems of the water and sewerage supply systems. They stated that in rural areas the access to the potable water is not reliable and they faced with frequent shortage of water delivery services. Even in urban areas of the region people have access to the water for 2-4 hours per day. Because of the low pressure and worn-out pipes the residents of the multiple story houses needed to fetch water from yards or buy it from private service providers.”*
- *“During FGD the project proponents and members of the social team shared the various details of the proposed project including its different components and phases. Women from remote areas actively participated in the FGDs and stressed that they urgently need the improvements in the water supply and sanitation sectors. During female FGDs it was*

revealed that women faced hardships because of widespread water borne diseases and the related expensive treatment.”

- *“The vast majority of the FGD participants expressed their willingness to contribute to this project implementation by organizing the group of women leaders, who will inform the local residents about project activities and ensure the households will get access to water supply.”*

The key outcomes of the consultations conducted during the ESMPF phase are provided in [Table 7.2: Key Suggestions and Comments Received during Consultations](#).

4.5. ESIA and LRP Phase Engagement Activities

During the preparation of the ESIA, further site visits were undertaken by the project team, which included some stakeholder engagement activities. A preliminary list of subproject stakeholders was identified prior to the site visits. Stakeholders identified included individuals, groups, and organizations ([Table 6](#)) that may be affected by or may influence project development, either positively or negatively.

Table 6: Stakeholder Groups Engaged During ESIA Site Visit

Stakeholder Group	Stakeholder
Government Representatives	<ul style="list-style-type: none"> ▪ Deputy Khokim on Investments of Bukhara Regional Administration ▪ Head of Administration Department of Bukhara Regional Administration ▪ Head of Construction Department of Bukhara Regional Administration ▪ Bukhara Regional Public Health and Wellbeing Service ▪ Bukhara Regional Environmental Protection Committee ▪ Deputy Khokim of Karaulbazar District Administration
Client	<ul style="list-style-type: none"> ▪ Bukhara Suvtaminot LLC ▪ Local Project Coordinator in Bukhara Province
Implementers	<ul style="list-style-type: none"> ▪ Tumas-Seureca Consortium and Global Business Service
Community Representatives	<ul style="list-style-type: none"> ▪ Chairman of Buzochi Community ▪ Chairman of Navbahor Community ▪ Chairman of Jarqoq Community ▪ Head of Buzochi community’s women committee ▪ Head of Navbahor community’s women committee ▪ Head of Jarqoq community’s women committee
Community Members	<ul style="list-style-type: none"> ▪ Teachers at Schools in Buzochi, Navbahor, Jarqoq ▪ Personnel of kindergartens in in Buzochi, Navbahor, Jarqoq ▪ Local medical point doctors ▪ Communities men and women

Public consultation is an essential part of the social safeguard planning process to involve local stakeholders in the subproject development and implementation phases of the subproject cycle. In this process, the local population can provide input and engage themselves in identifying

measures to minimize and avoid impacts and mitigation measures based on local needs and conditions.

At the start of each engagement session a brief overview of the subproject was provided and the rationale for engaging with the specific stakeholders was explained. The primary approach used in public consultations was to provide sufficient relevant information in a form that is easily understood by non-experts without being simplistic or insulting, allow adequate time for stakeholders to read, discuss, and consider the data and its implications, and present their views. The format of the engagement varied depending on the number of stakeholder's present and the environment (i.e. on the project site or in a meeting room). The selected engagement methodologies included:

- **Key Informant Interviews:** this methodology was used to engage one-to-one with local government representatives who are used to engaging with in this manner. This methodology was also used to engage with specific land users who would be impacted by the project in different ways.

Key informant interviews were qualitative interviews with people who know what is going on in the community. These interviews aimed to collect information from a wide range of people, including community leaders (head of makhalla committee), representatives of women's committees, or residents, who have first-hand knowledge about the community. These community representatives, with their particular knowledge and understanding, provided insight into the nature of problems and gave recommendations for solutions. The face-to-face interview technique was used in this type of interview in the subproject settlements to (1) get information about a family informally living in Jarkok WDU, (2) to understand the perceptions of community residents on the existing water supply services, (3) to get information from people with diverse backgrounds (school principals, teachers, health workers, other residents) about living conditions, quality of the drinking water, water sources used for drinking water and food preparation, etc.

- **Focus Group Discussions:** this methodology was used to engage with specific groups of stakeholders who were likely to have similar concerns, priorities, and perceptions of the project and its likely impacts. This included community members, women, community leaders, and teachers. FGDs were conducted in the secondary schools of the Buzochi, Navbahor, and Jarqoq settlements, outpatient, and kindergarten per subproject settlement discussing exiting water supply, water quality, water sources, and impact of water on living conditions, etc.
- **On-site-discussions:** On-site interviews were conducted with representatives of neighboring households to WDU to get information on farmers who informally cultivated crops and keeps its machinery inside WDUs. The neighbors (1) assisted to find out these communities members and (2) provided additional information on WDU, water supply, water quality, and residents living in the area. Random field interviews conducted with communities' residents to inform them about the subproject activities and to get information on water quality, water supply, water sources used for drinking water, food preparation and other purposes.

- Workshops were provided with Karaulbazar Local Administration (khokimiyat) and representatives of local mass media, representatives of district public health department, etc.

Potential impacts of the subproject were disclosed and discussed in stakeholders' meetings with the people living around the WDUs area. In the consultation process, the stakeholders got involved in discussing the subproject design and its impact on their lives. The local population shared their problems, needs, and aspirations in a participatory way. In this process, stakeholders' views and feedback on the proposed interventions and perceptions of the probable changes likely to happen in the future within the subproject area were obtained and considered during the preparation of the LRP.

The public/community consultation, discussion, and participation processes were started by identifying the stakeholders of the subproject. The stakeholders of the subproject were identified by their mapping during the field survey. The institutional stakeholders identified included the public representatives, local government administration, the executing agency, financing institutions, consultants, etc.

4.5.1. Institutional stakeholder consultations

Institutional stakeholder consultations were carried out in December 2022 and May 2023 through meetings and workshops covering the subproject design and resettlement issues. Institutional stakeholder consultations included meetings with representatives of the Local Administration of Karaulbazar District, Karaulbazar District Department of Health, and Bukhara Province Branch of the Ministry of Natural Resources, Bukhara Province Public Health and Wellbeing Service, and Karaulbazar Branch of the Water Utility. During these meetings, the main concern was the resettlement of the family informally living in Jarkok WDU. After several discussions and correspondence exchange, the stakeholders finally agreed to assist in relocating this family to a new place ([Appendix 1](#)).

4.5.2. Local stakeholder consultations

Consultations with the project-affected persons were conducted in December 2022 and May 2023. Community meetings were conducted in small and medium groups, facilitated by a water utility representative. Three consultations were carried out at the community-based centers (makhalla committees) in each of the four settlements. The objectives of these meetings were (a) inform affected communities about the proposed subproject activities, (b) obtain the viewpoints of residents on their livelihood, and (c) provide an opportunity to present their views on the upcoming subproject activities and (d) provide better transparency and accountability in decision-making, creating a sense of ownership with the stakeholders. The primary approach used in community consultations was to provide sufficient relevant information in a form that is easily understood by non-experts without being simplistic or insulting, allowing adequate time for stakeholders to read, discuss, and consider the data and its implications, and present their views. During these meetings, the grievance redress mechanism and information on entitlements and local communities were disclosed, along with opportunities to express their concerns and expectations. [Table 7](#) summarizes information on the conducted consultations.

Table 7: Community consultations in Karaulbazar district

No.	Settlement	Meeting place	Date	Register	Participants	
					Male	Female
1.	Buzochi	Community center, school, kindergarten, and rural medical station	May 2, 2023	Appendix 2	7	6
2.	Navbahor	Community center, school, kindergarten, and rural medical station	May 3, 2023	Appendix 2	5	35
3.	Jarkok	Community center, school, kindergarten, and rural medical station	May 4, 2023	Appendix 2	2	10

The specific issues, concerns, and choices of particular occupations and gender-based groups within the primary stakeholders were obtained from the focus group discussions conducted in December 2022 and May 2023. Several focus group discussions were conducted at different locations in the subproject area with various occupational groups, including farmers, teachers, day laborers, medical personnel, service holders, and shopkeepers. The focus group discussions were conducted in schools, kindergartens, and rural medical stations. Details of the consultation meetings are also provided in www.sreda.uz²¹ (website's author is a member of the field group).

4.5.3. Subproject and resettlement issues raised during consultations

The objectives of the subproject, its preliminary design, entitlements, GRM, and probable subproject impacts were shared with the affected people at the beginning of each stakeholder consultation meeting session. The major issues included in the discussions were (i) subproject details and alignment, (ii) benefits and impacts of the subproject, (iii) compensation against losses, (iv) GRM, (v) resettlement assistance, and other questions. The stakeholders participated actively in all discussions and shared their views, needs, and aspirations about the subproject. [Table 8](#) summarizes the key concerns emerging from community consultations and explains how each concern is addressed in the LRP.

Table 8: Summary of concerns expressed and measures recommended

No.	Concerns Expressed by Stakeholders	How they are Addressed
1.	Most of the participants were not aware of the subproject. Only some institutional stakeholders were informed about the upcoming subproject activities. The local	The subproject will bring many positive benefits to the local communities. The subproject will provide sustainable and safe water supply in four

²¹ <https://sreda.uz/rubriki/voda/pitevaya-voda-dlya-karaulbazarskogo-rajona-buharskoj-oblastibuzachi/>, <https://sreda.uz/rubriki/voda/pitevaya-voda-dlya-chetyreh-poselkov-karaulbazarskogo-rajona-buharskoj-oblasti/>, <https://sreda.uz/rubriki/voda/pitevaya-voda-dlya-poselkov-karaulbazarskogo-rajona-buharskoj-oblasti-edem-v-zharkuduk/>

No.	Concerns Expressed by Stakeholders	How they are Addressed
	stakeholders asked whether the newly constructed water stations would be put into operation, as this would be the second attempt to construct a water supply system in the subproject settlements.	settlements and create more livelihood opportunities and employment for people.
2.	Some participants were concerned that the water in schools and kindergartens is salty, and they asked what the water taste would be after subproject implementation.	The subproject design foresees that the treated water will comply with the drinking water requirements.
3.	The local population buys bottled water for cooking. A 20L-bottle costs UZS 9,000. So, they were worried about how much the water tariff would be after commissioning the new system.	The water tariff is the same for the whole Bukhara Province.
4.	People are afraid to drink tap water because the water contains sediment. Participants have asked what the water quality would be and whether the subproject design provides for the water treatment.	The subproject design provides two-stage water treatment, including mechanical treatment through sand filters and chemical disinfection by sodium hypochlorite. The water utility will conduct regular water quality tests per local regulations to make the water safe for drinking.
5.	Some stakeholders are concerned that no studies have been conducted on the district's air and water pollution levels. They raised whether air and water quality tests would occur during and after the subproject.	The subproject design includes an environmental monitoring plan requiring regular air quality monitoring around the subproject sites and drinking water tests upon installing and commissioning the new water system.
6.	Local communities worried about a burning smell from the local dumpsites (for example, there is a dumpsite on the other side of WDU in Buzochi settlement) and other odors. People asked for regular monitoring of dumpsites and overall improving the level of public health in the region.	The subproject design includes an environmental monitoring plan requiring regular air quality monitoring around the subproject sites and drinking water tests upon installing and commissioning the new water system. However, the project's primary purpose is to provide safe, sustainable, and well-treated drinking water for the population of Bukhara province.
7.	Please clarify whether any jobs will be provided for the local population during the subproject implementation.	The bidding documents will include requirements to engage the local population in jobs not requiring specific skills, particularly women, for non-construction work.
8.	Some participants were worried whether the subproject would need more land for the new water treatment infrastructure during civil works: usually, the scope and design change when construction starts, and the subproject may need more land.	Once the subproject is approved, no additional land acquisition is allowed. The subproject's detailed design has been approved by the water utility, Uzsuvtaminot JSC, AIIB, and local regulators. Supervision will be established for the construction, ensuring the contractor does not deviate from the subproject documents. Supervisors will be present daily at each construction site.
9.	People in Tashkuduk asked who would pay for the construction work and how this would affect the population. Currently, the population pays UZS 50,000 per ton of water brought by truck. Participants were concerned about how much	All construction and associated works will be implemented within the AIIB loan, which will be paid by the government. The water supply services will be paid by customers following established tariffs in Bukhara Province.

No.	Concerns Expressed by Stakeholders	How they are Addressed
10.	<p>water would cost after the water station construction.</p> <p>The participants expected that new water treatment stations would contribute to improved settlement and household water supply and a stable supply of water to irrigate crop cultivation, construction of intra-settlement roads, and increasing business and employment opportunities to some extent.</p>	<ul style="list-style-type: none"> ▪ The economic and social development will be increased in the subproject settlements. New businesses will be constructed due to the availability of water supply. Local people will get jobs in those industries and economic benefits. ▪ Due to the construction of three water stations, new investments in different economic sectors will be increased as the available water supply is mandatory for establishing development entities. ▪ The subproject will make a strong recommendation to the contractors to engage local labor on a priority basis for civil works, and specifically to employ women in positions not associated with heavy physical labor. ▪ No intra-settlement roads will be constructed within the subproject activities. The pipe-laying will be conducted along the existing roads. The subproject does not provide for demolishing the roads but will improve the conditions upon completion of the pipe laying.

Some photographs of the community consultation meeting and focus group discussions are provided in [Appendix 2](#) and [Appendix 3](#).

4.6. Future Consultation and Participation

The stakeholder consultation will continue throughout the project implementation. The consultation process will be scheduled regularly with the stakeholders, including but not limited to the concerned government departments, local administration, and community representatives from the subproject area, with a specific focus on women's empowerment. Visits will be undertaken in all the subproject communities twice or more, depending on the number of concerns raised under each consultation. Stakeholder engagement will provide stakeholders with opportunities to express their views on subproject risks, impacts and mitigation measures and will involve appropriate consideration of the views and responses by the PMC and PCU.

The overarching goal of consultations and community engagement will be to support and facilitate the subproject, maintain friendly relationships with the communities, reduce conflicts and project opposition, and effectively address grievances. Stakeholder consultation and participation will be carried out during implementation through the following:

- Grievance Redress Mechanism
- Mass media awareness campaign for all stakeholders
- Informal consultations during subproject implementation

Formal interactions through periodic workshops and consultation sessions with wider stakeholders, especially institutional ones such as the women's committee, makhalla committee, and other relevant non-government organizations (NGOs) at the district and regional levels. PMC/PCU will carry out consultations with a broad range of institutional stakeholders to address any outstanding issues of the subproject and concerns of the communities. For further detail of the consultations to be carried out during the subproject implementation see Stakeholder Consultation and Participation Plan provided in ESIA Report.

4.7. Information Disclosure

AIIB requires the borrower to provide relevant resettlement planning information in a timely manner, in an accessible place and in a form and language(s) understandable to affected people and other stakeholders. As part of information disclosure with the brief information on the subproject design was prepared in Uzbek and disseminated during the public consultations along with the GRM mechanism.

Online disclosure allows for quick and free access to documents for all stakeholders that have Internet. ESIA and LRP will be disclosed online at AIIB and Uzsuvtaminot websites upon clearance. Upon approval by AIIB, the LRP will be translated into the local language and will be available at the district level.

4.8. Grievance Redress Mechanisms

4.8.1. Objectives

A project-level GRM has been established to allow affected persons to appeal any disagreeable decision, practice, or activity arising from land or other asset compensation or any issues related to the environment. Affected persons have been fully informed of their rights and the procedures for addressing complaints verbally or in writing during consultation, survey, and compensation time. The project-level grievance redress mechanism shall not impede access to the country's judicial or administrative remedies. Affected persons can approach a court anytime, independent of the project-level grievance redress process. Along with the AIIB requirements on the development and approval of grievance redress mechanism by the implementation of investment projects, grievance redress procedure in Uzbekistan is regulated by Law No.378 "On the Appeals of Individuals and Legal Entities", December 3, 2014. Uzsuvtaminot JSC established a project-level GRM and published it on its website²².

4.8.2. Approach and methodology

The affected persons have the right to file complaints and queries on any aspect of land acquisition compensation and resettlement. "Uzsuvtaminot" ensures that grievances and complaints about any part of the land acquisition, compensation, and resettlement are addressed

²² Operational Procedures for Grievance Management within the Bukhara Region Water Supply and Sewerage Project, <https://uzsuv.uz/ru/ongoing-projects>

promptly and satisfactorily. The affected households may appeal any decision, practice, or activity connected with assessing or valuing land or other assets, acquisition, and compensation.

The proposed GRM will be based on two-tier grievance redress committees – at the settlement and project levels. The settlement-level grievance redress committee (GRC) will be established to engage settlement-level community members/leaders (makhalla committee) to participate in the decision-making processes and to have “voices” of the aggrieved person/communities in the grievance redress procedures. This will also enhance local ownership of the subproject. Having members based in the settlement, the settlement-level GRC will help resolve the grievances quickly. The local participation will further build local capacity in dispute resolution and decision-making and provide leadership support in the implementation of the subproject. Cases which are not satisfactorily resolved or affected persons remain aggrieved, the case will then be forwarded to the project-level GRC as the prime floor for resolution of the grievances.

The purpose of the GRM is to facilitate resolving disputes without going into litigation. In this regard, the decision of the project level GRC will be final within the GRM. However, if any disputant remains dissatisfied with the GRC outcome, the disputant can seek redress from a court of law. Both tier GRMs are supported by Law on Appeals of Individuals and Legal Entities²³.

Following publication of the [Uzsuvtaminot JSC²⁴](#), PCU has established GRM at the project level and adopted “Operating procedures for grievance management of the Bukhara Region Water Supply and Sewerage Project”. A detailed description of the GRM procedure is provided in [Appendix 4](#). PCU’s personnel specified in the procedure are changed, and the current specialist list is provided in [Table 9](#).

Table 9: PCU composition as of 01 May 2023

No.	PCU personnel	Name
1.	PCU Head	Mr. Erkin Iskandarov
2.	PCU Environmental and Social Specialist	Ms. Sayyora Tillyakhodjaeva
3.	PCU Water Supply Engineer	Mr. Laziz Rajabov
4.	PCU Coordinator in Bukhara Province	Mr. Ravshan Khakimov

The project GRM was disseminated during consultation meetings in December 2022 and May 2023 in Buzochi, Navbahor, Jarkok and Tashkuduk settlements.

4.8.3. Grievance redress committees

The Grievance Redress Committees (GRCs) are to ensure accessibility, fairness, and independence of the procedures. The GRCs will be established at two levels:

²³Law on Appeals of Individuals and Legal Entities, amended by law No.ZRY-445 dated 11.09.2017, <https://lex.uz/docs/3336171>

²⁴ Operating procedures for grievance management of the Bukhara Region Water Supply and Sewerage Project, <https://uzsuv.uz/en/ongoing-projects>

- (1) Settlement-level GRC with the scope limited to subproject activities in the specific settlement
- (2) Project-level GRC, covering all subproject-affected settlements and subproject activities.

The project-level GRC besides PCU staff ([Table 9](#)) comprises two representatives of Bukhara Province Administration (khokimiyat) responsible for land acquisition and compensation and a representative of Bukhara Suv Taminoti Ltd.

The settlement-level GRC includes the following members:

1. Head of the community (makhalla)
2. Head of the community's women's committee
3. PMC Environmental and Social Specialists
4. PCU Coordinator
5. Head of Karaulbazar District Branch at Bukhara Suv Taminoti Ltd.
6. Contractor's representative.

[Table 10](#) specifies composition of the settlement-level GRC in Buzochi, Navbahor, and Jarkok.

Table 10: Settlement-level GRC Composition

No.	GRC members	Buzochi	Navbahor	Jarkok
1.	Head of the community (makhalla)	Ms. Gulnora Narzieva	Mr. Nodir Vakhidov	Mr. Tursinkhan Khudaibergenov
2.	Head of community's women committee	Ms. Mokhichekhra Karimova	Ms. Mavjuda Ravshanova	Ms. Sadokat Sharipova
3.	PMC Environmental and Social Specialists	Mr. Jamshid Tursunov		
4.	PCU Coordinator	Mr. Ravshan Khakimov		
5.	Head of Karaulbazar District Branch of Bukhara Suv Taminoti Ltd	Mr. Sherali Salimov		
6.	Contractor's representative	To be determined upon international competitive bidding		

The settlement-level GRC composition shall be available on the dashboard of the subproject-affected settlements. At this level, a complaint should be resolved within two weeks. If the grievance was not redressed in the first stage or the complainer is not satisfied with the decision made/solution, s/he can submit the grievance directly to the project-level GRC in Tashkent. The project-level GRC composition will be available at the office of Bukhara Suv Taminoti and the PCU Coordinator's office in the water utility.

Grievances may be channeled through letters, emails, text messages (SMS), verbal narration, grievance boxes, and registers. However, the printed Complaint Registration Forms will be available at the community center (makhalla committee) and complaints will be registered on the Grievance Log.

4.8.4. GRC's scope of work

The GRC scope of work will include the following:

- (1) The settlement-level GRC will ensure that all project-related grievances are registered, formally recorded, reviewed, resolved, and the concerned person is informed on time.
- (2) The project-level GRC will monitor the work of the settlement-level GRC and will act as a forum for appeals against the decision of the settlement-level GRC.
- (3) Both tier GRCs will not consider complaints related to the procurement or any matters pending in court.
- (4) In resolving the disputes, the GRCs will consider the following:
 - Merit of the complaints/case received for consideration;
 - Evidence to decide on the complaint;
 - Witness statements;
 - Plausibility of the case in the light of related project activity;
 - Applicable laws, environmental guidelines of Pakistan, initial environmental examination and environmental review document of the project, and AIB ESP;
 - Observations made on the field; and
 - Available information on previous complaints of similar nature.

4.8.5. Hearing and resolution of the cases by settlement GRC

The procedure for hearing and resolution of the complaint will be as follows:

On receipt of a complaint:

- The head of the community committee (head of the makhalla committee) will log the complaint in a register called the Complaint Register.
- Contact other members of the GRC to conduct a meeting within 14 calendar days of the complaint's logging.
- If needed, request that the complainant or his representative to meet the settlement GRC on the appointed date to discuss his complaint.
- Prepare all the relevant information and documents relevant to the complaint prior to the meeting and provide copies to all members.

The settlement GRC will meet on the appointed date during which it may:

- Deliberate on the nature and circumstances of the complaint;
- Investigate the complaint based on the evidence provided by the complainant;
- Meet with the complainant and other persons;
- Make a decision.

If the GRC needs extra time to investigate or deliberate on the complaint, the head of the makhalla (community committee) will inform the complainant of the time when a decision is expected. In any case, all complaints should be resolved within one month. Once the complaint is resolved, the PMC will document the decision and prepare full documentation on the process, including minutes of meetings, photographs of visits, documents reviewed, and reasons for the decision. It will share this documentation and the complaint management report with all GRC members, the complainant, and the PCU. The GRC will ensure that the complainant is fully informed of the

decision and is also informed about the right to appeal to the Project GRC and to a court of law. In case follow-up actions are required, the PMC will ensure that the actions are taken and documented and will share this information with the head of the community committee, other GRC members, and the PCU.

4.8.6. Hearing and resolution of the cases by Project GRC

The procedure for hearing and resolution of the complaint by Project GRC will be as specified in the [Uzsuvtaminot JSC²⁵](#).

The GRM will provide an accessible forum for receiving and facilitating resolution of affected persons' grievances related to the project. Every grievance will be registered with careful documentation of the process adopted for each grievance handled, as explained below.

PCU and PMC will have the overall responsibility for timely grievance redress on environmental and social safeguard issues. The Project Coordinator in Bukhara Province will be the focal person for facilitating grievance redress at the local level.

Public awareness campaigns will be conducted on a regular basis as per the communication strategy of the project to ensure awareness of the subproject's progress and its GRM.

4.8.7. Court of law

At any stage of the two-tier GRM process, if an issue is not resolved or the complainer is not satisfied with the decision, the aggrieved person may submit his grievance to a Court at his own cost, where decisions will be made following applicable national legislation.

²⁵ Operating procedures for grievance management of the Bukhara Region Water Supply and Sewerage Project, <https://uzsuv.uz/en/ongoing-projects>

5. SOCIO-ECONOMIC PROFILE BASELINE

5.1. Approach and Methodology

A socio-economic survey of the affected persons was conducted in December 2022 and May 2023. The following section presents the main socio-economic characteristics of the subproject's affected households: demographic information, livelihood engagement, income and expenditures, land use and tenure, household assets, access to infrastructure and public services, social network and cohesion, and levels of vulnerability. The information for this section was collected through Key Informant Interviews (KII) with relevant stakeholders, including livelihoods groups, women's groups, local authorities, youth, and healthcare personnel.

5.2. Affected Persons

The total number of subproject-affected persons is five, as described in [Table 11](#). All these people belong to one family headed by a woman, Ms. Nasiba Burieva.

Table 11: Summary on subproject affected persons

No.	Settlement	Affected-Persons	Relation to Household	Type of Impact
1.	Jarkok	Nasiba Burieva	Household head	permanent
2.	Jarkok	Ikrom Umarov	Son	permanent
3.	Jarkok	Dilrabo Khudaiberdieva	Daughter-in-law	permanent
4.	Jarkok	Rozigul Umarova	Daughter	permanent
5.	Jarkok	Madina Rakhimova	Granddaughter	permanent

Four other children of the household head live in different places:

- Bakhrom Umarov, , a son living in the Karaulbazar district;
- Ilkhom Umarov, , a son living in the Karaulbazar district;
- Nodira Umarova, , a daughter married and living in the husband's house;
- Sunatillo Buriev, a son living in Russia.

The subproject activities are also foreseen to have temporary impacts during pipe laying for no more than one month per settlement. These impacts will likely include restricted access to the facilities, shops, businesses, and houses, disturbance to the traffic. To mitigate these temporary impacts, the contractor will perform the following:

- Fence the construction site(s)
- Install visible signs and lights in the open trenches and install paths over the trenches,
- Arrange bypasses for pedestrians and vehicles and inform the community of a new temporary route before the construction
- Prepare and implement traffic Management Plan as part of its Site-Specific Environmental and Social Management Plan.

5.3. Demographic Profile

Affected household in Jarkok is run by a woman. Gender disaggregation of affected persons is provided in [Table 12](#).

Table 12: Demographic profile of affected household

No.	Settlement	Name	Relation to Household	Household composition	
				men	women
1.	Jarkok	Nasiba Burieva	Household head	-	√
2.	Jarkok	Ikrom Umarov	Son	√	-
3.	Jarkok	Dilrabo Khudaiberdieva	Daughter-in-law	-	√
4.	Jarkok	Rozigul Umarova	Daughter	-	√
5.	Jarkok	Madina Rakhimova	Granddaughter	-	√
Total				1	4

Census has covered affected household members, where 80% are females and 20% are males. As was mentioned, the household has one more male who lives in Russia and one more female living in another place due to marriage.

5.4. Age and Marital Status of Affected Persons

[Table 13](#) provides information on age of the affected persons.

Table 13: Household members' age

No.	Settlement	Name	Relation to Household	Birth year
1.	Jarkok	Nasiba Burieva	Household head	June 06, 1962
2.	Jarkok	Ikrom Umarov	Son	1991
3.	Jarkok	Dilrabo Khudaiberdieva	Daughter-in-law	2000
4.	Jarkok	Rozigul Umarova	Daughter	1989
5.	Jarkok	Madina Rakhimova	Granddaughter	2016

Segregation per age group is provided in [Table 14](#). The average age of the affected persons is 31.4.

Table 14: Age profile of affected persons

No.	Age group	Age profile		Total, %
		male	female	
1.	0-5	-	-	-
2.	6-15	-	1	20%
3.	16-25	-	1	20%
4.	26-35	1	1	40%
5.	36-45	-	-	-

No.	Age group	Age profile		Total, %
		male	female	
6.	56-65	-	1	20%
7.	66 and older	-	-	-
Total:		1	4	100%

The head of the household in Jarkok is divorced. The summary of the marital status of all the affected persons is provided in [Table 15](#).

Table 15: Marital status of heads of affected households

No.	Name	Affected Household Members			
		Married	Single	Widow(er)	Divorced
1.	Nasiba Burieva	-	√	-	-
2.	Ikrom Umarov	√	-	-	-
3.	Dilrabo Khudaiberdieva	√	-	-	-
4.	Rozigul Umarova	-	-	-	√
5.	Madina Rakhimova	-	√	-	-

5.5. Education Level

The level of education of affected persons is provided in [Table 16](#).

Table 16: Education level of affected persons

No.	Affected persons	Education				
		Illiterate	Primary	Secondary	Vocational	Higher
1.	Nasiba Burieva	-	-	-	√	-
2.	Ikrom Umarov	-	-	√	-	-
3.	Dilrabo Khudaiberdieva	-	-	√	-	-
4.	Rozigul Umarova	-	-	√	-	-
5.	Madina Rakhimova	-	√	-	-	-
Total			1	3	1	-

Only the household head has a vocational education level, while other family members only graduated from secondary school, and one family member is a primary school student. However, household literacy is 100%. The educational level in gender segregation is presented in [Table 17](#), where 60% of the affected persons have secondary education, 20% of affected persons have vocational education, and 20% of family members have vocational education.

Table 17: Educational level in gender disaggregation context

No.	Education	Male		Female		Total	
		q-ty	%	q-ty	%	q-ty	%
1.	Illiterate	-	-	-	-	-	-

No.	Education	Male		Female		Total	
		q-ty	%	q-ty	%	q-ty	%
2.	Primary	-	-	1	20%	1	20%
3.	Secondary	1	20%	2	40%	3	60%
4.	Vocational	-	-	1	20%	1	20%
5.	Higher	-	-	-	-	-	-
Total:		1	20%	4	80%	5	100%

5.6. Employment and Income

The main type of employment for the affected persons is agriculture: livestock, poultry, crop planting, and gardening. Detailed information about the occupation of affected persons is provided in [Table 18](#).

Table 18: Occupation of affected persons

No.	Affected persons	Occupation					
		Retired	Oil refinery	Private business	Housewife	Student	Unemployment
1.	Nasiba Burieva	√	-	-	-	-	-
2.	Ikrom Umarov	-	√	-	-	-	-
3.	Dilrabo Khudaiberdieva	-	-	-	√	-	-
4.	Rozigul Umarova	-	-	-	-	-	√
5.	Madina Rakhimova	-	-	-	-	√	-
Total:		1	1	-	1	1	1

The minimum monthly wage in Uzbekistan is 980,000 UZS, effective May 1, 2023; this amount is equal to \$85.47. The main monthly income of the household is provided in [Table 19](#).

Table 19: Income of affected persons

No.	Affected persons	Occupation	Main monthly income
1.	Nasiba Burieva	Retired	UZS535,000
2.	Ikrom Umarov	Labour	UZS3,000,000
3.	Dilrabo Khudaiberdieva	Housewife	-
4.	Rozigul Umarova	Unemployed	-
5.	Madina Rakhimova	Student	-
Total:			UZS3,535,000

The monthly income of the affected household is UZS3,535,000, which is US\$308.33. The supplemental monthly income includes revenue from the household head's son in Russia and the sale of own agricultural products. This amount is at least half of the main household income.

6. ASSESSMENT OF RESETTLEMENT IMPACTS

6.1. Approach, Methodology, and Impact Evaluation

6.1.1. Applied principles

The primary goal of the LRP is to ensure that the persons negatively affected by project activities, through temporary or permanent losses and impacts, are not worse off after the project implementation, that they are compensated on a participatory and timely basis, and that any mitigating activity is carried out systematically and beneficially.

The following principles will apply to the subproject activities:

- Resettlement impacts will be minimized. If any resettlement impact is identified during the detailed design, alternatives shall be considered to avoid or minimize resettlement.
- Project-affected persons (affected persons) will be defined inclusively. The affected persons are defined as those whose livelihoods and standards of living are adversely affected by subproject activities, whether through the loss of assets or access to assets, being deprived of resources, loss of income sources or means of livelihood, physical relocation, or other losses that may be identified during the process of resettlement planning.
- Conducting consultation with affected persons and communities. The affected persons and impacted communities have the right to:
 - Receive information on the subproject's progress;
 - Be consulted on issues related to them, such as resettlement, compensation, possible measures to restore their livelihoods, and participation in the selection and design of mitigation measures;
 - Get information on the subproject activities and implementation schedule, such as land acquisition dates;
 - Access to relevant safeguard documents in an understandable form, manner, and language.
- All adverse project impacts will be identified before implementation, and losses will be recorded appropriately. The following information should be recorded to facilitate the planning, implementation, and monitoring of impacts:
 - Develop an inventory of impacted landholdings and immovable/non-retrievable improvements (buildings and structures) to determine fair and reasonable levels of compensation or mitigation;
 - A census detailing affected people's composition, demography, and other relevant socioeconomic characteristics.
- The affected persons are entitled to compensation and rehabilitation measures. Payment will be sufficient, at a minimum, to maintain pre-project living standards. The project should seek to leave the affected persons with improved conditions through the inclusion of affected persons in the project benefits. All affected persons will be equally eligible for the

entitlement, irrespective of social or economic standing, tenure status, or any other discriminating factor.

- Vulnerable groups will receive special attention. Particular attention will be paid to adverse impacts on groups/social categories such as the elderly, the physically disabled, women-headed households, child/orphan-headed households, and households below the poverty line who, because of their social position, may be vulnerable to changes brought about by project activities or excluded from project benefits. Members of these groups often cannot make their voices heard, which will be considered in the consultation and planning process and the establishment of grievance procedures.
- Resettlement planning, budgeting, and implementation will be integral to the project. Any resettlement-associated cost is an upfront investment. All restorative activities and compensation identified as part of the LRP should be completed before the project implementation.
- GRM, monitoring, and evaluation procedures will verify the effectiveness of resettlement measures. The client is responsible for monitoring the adequate implementation of this LRP. This requires that a practical and accessible GRM is in place. All project activities must comply with the AIIB policy (ESS2).

6.1.2. Impact evaluation

To assess the impacts of temporary and permanent assets resettlement, the following activities have been undertaken:

- Identification of Affected Lands: The subproject design area was reviewed on Google Maps to determine the lands and their delineation, including quantification within the defined location. Ownership status and land type data were collected during the consultation with the water utility and local authorities (khokimiyat). The data was verified directly at the WDUs during the measurement and census.
- Loss Inventory/Detailed Measurement Survey: These works included measuring area, land type, and other assets and identifying farms affected by temporary and permanent land acquisition. The affected crops and trees were identified based on direct inventory observation and a detailed measurement survey at the site. The compensation calculations are carried out by the local administration.
- Census of affected people: A census of affected people was conducted to collect information on the socio-economic status of the project-affected people, including their number, social characteristics, ethnicity, gender, education, livelihoods, and sources of income.
- Consultations: consultations were conducted with the subproject stakeholders, including affected persons, community-based committees (*makhalla*), local administration, water utility, regional public health service, etc.

6.2. Identifying Ownership of the Concerned Lands

The subproject implementation requires land to rehabilitate and construct three WDUs in Buzochi, Navbahor, and Jarkok. The existing WDUs territories are legally owned by the Bukhara Suv Taminoti LLC (water utility). The WDUs plots have some structures related to the water distribution system. These facilities were constructed in the late 1980s and early 1990s but have been out of operation since then. Therefore, the legal title for all three concerned lands has only Bukhara Water Company.

6.3. Identifying Any Leaseholders

Currently there are no legal leaseholders in the concerned lands in Buzochi, Navbahor, and Jarkok. So, there is no impact identified on leaseholders.

6.4. Other Informal Land Use

The WDU in Jarkok is informally occupied by a family headed by Ms. Nasiba Burieva, who moved into the Jarkok WDU some twenty years ago. During consultations in December 2022, May 2023, the household head acknowledged that the land the family occupies does belong to the water company and that they are living in the WDU informally. The affected persons accept that they must relocate elsewhere since the water utility will need the land soon for construction. The Bukhara Province Administration provided a letter to Bukhara Suv Taminoti LLC confirming assistance in relocating this family from the Jarkok WDU territory ([Appendix 1](#)).

The local population also used two other WDUs informally for various agricultural and household activities, such as planting crops and vegetables, livestock, poultry, fodder storing, parking agricultural machinery, etc. These conditions were observed during the survey and consultations in December 2022. However, the situation changed in May 2023, when locals moved all their belongings from WDUs to a new place. They also confirmed that they left all trees to the water utility free of charge, of their own will. Signed by farmers, certificates confirming their willingness to leave trees are provided in [Appendix 5](#).

6.5. Losses Due to the Subproject

6.5.1. Loss of lands

The subproject activities would be implemented mainly inside the WDU's territory. Therefore, no land acquisition is foreseen within the subproject activities, except for the temporary disturbance of road traffic during the connection of the WDU with the water network. The sole owner of these three concerned lands is Bukhara Suvtaminot LLC.

As stated above, one family informally lives in Jarkok WDU and needs to be resettled. The site is classified as secure facilities following Uzbekistan legislation²⁶. The construction in Jarkok WDU requires demolishing two existing buildings of the pumping station to build new drinking water facilities and establishing a sanitary buffer zone for drinking water infrastructure, requiring a 30 m distance from the WDU wall to drinking water reservoirs and 10-15 m from the WDU wall to other water supply facilities. Therefore, the family residing on the Jarkok WDU land is subject to resettlement. The Bukhara Province Administration provided a letter to Bukhara Suv Taminoti LLC confirming the assistance in relocating this family from the Jarkok WDU territory ([Appendix 1](#)).

The other two WDUs, Buzochi and Navbahor, have no residents. Still, the land and structures were used for various agricultural activities, which were discontinued after the first consultations in December 2023, when the farmers were informed about moving their assets to the new place before the construction works.

6.5.2. Loss of plants and crops

There are informally planted fruit trees inside Jarkok WDU by an informally living family. The affected trees were calculated during inventory observation (detailed measurement survey). Compensation calculations will be carried out by the local administration – Karaulbazar District Khokimiyat. [Table 20](#) details the affected plants and their owners.

Table 20: Subproject-affected lands (gardens)

No.	Settlement	Affected Person	Plant		
		Name	Species	Age	Quantity
1	Jarkok	Nasiba Burieva	apricot tree	18-20	40
			cherry tree	18-20	9
			apple tree	18-20	17
			vines	20	4

During the survey, the household head clarified that the greenhouse plants and some ten fruit trees were damaged by frost last winter. The greenhouses can be dismantled and moved out to a new place. So, the household will lose some 55 trees and four vines due to the subproject activities.

6.5.3. Affected structures

The Jarqoq WDU was built in 1988, constructed by Soviet design and construction organization and currently consists of the following structures:

²⁶ [Regulation of the Cabinet of Ministers of Uzbekistan No. 981 "On the procedure for establishing water protection zones and sanitary buffer zones of water bodies in Uzbekistan," 11.12.2019](#)

- Fencing (a precast reinforced concrete wall with an average height of 2.2 m along the perimeter; has severe destruction of some fence sections and violation of the wall's vertical position; the racks with rust)
- Gates (made of thin reinforcement covered with rust) and have a lock
- Pumping station
 - The station is two one-story rectangular buildings of 18.0x6.0 m, without a basement, and with walls made of precast reinforced concrete panels of 300 mm.
 - Exterior plaster walls and finishing have fallen into disrepair, the structures have critical deformations, cracks, and destruction.
 - Wooden doors and windows are dry, lopsided and unable to retain heat in the winter.
 - The roofs are made of rubberoid and in unsatisfactory condition. The drain system was not constructed properly.
 - The electric and lighting system in the building is in poor condition.
 - There is no heating, water supply and sewerage systems and no fire alarm system in the buildings.
 - There is no concrete pavement along the building perimeter, which leads to flooding of the foundations by precipitation and meltwater.
- Water reservoirs
 - There are two water reservoirs of 12.20 x 12.0 m each.
 - Reinforced concrete slabs, columns, and crossbars are generally in an unsatisfactory condition: there are longitudinal cracks, roughness, chips, and small voids; the structures have no protective concrete layer.
- Filtration facilities
 - Filtration facilities are made in the form of metallic container and located outside of WDU, i.e. inside the Jarkok village.
- Sanitary facility (toilet)
 - The facility is presented in the form of one pit latrine with top structure made of adobe clay. There is a textile curtain instead of a door.

Engineering assessment of the Jarkok WDU revealed that the existing infrastructure and facilities do not meet the basic requirements of Uzbek construction standards set for water stations and living conditions.

A summer shed for sheep, cows, and chickens is built by a family informally living in the Jarkok WDU (Figure 9). The structure is made of branches and old tree pieces after pruning which can be dismantled and reconstructed at other place.

For housing, the family used two pumping station buildings. No house was constructed by the family during their live in the water station.

Considering above, there are no structures built by the family which could be affected by the subproject. As stated above, the lands were used as water distribution stations but were out of operation for some twenty years for various reasons.



Figure 9: Shed for sheep, cows, and chickens
(Source: Field visit to Jarkok WDU, May 04 2023)

6.5.4. Affected businesses

According to the inventory observation and field visits, the subproject will have no negative impact on the businesses in the subproject settlements as the main activities will be inside the WDUs.

6.5.5. Temporary impact

The water pipes connecting WDUs with the water network will be laid out along the existing roads. The land where construction will be carried out belongs to the state. These roads are used by the local population, and the subproject activities will temporarily affect the population's movements, although the roads are not expected to be destroyed during the subproject activities. The expected duration of the pipe installation for the whole subproject is around three months: one month of work in each settlement. The contractor must minimize the subproject's effect on the people in the subproject settlements. The affected lands and roads must be restored and made fully available to the local population upon the completion of construction work. No crop and income loss will be due to the temporary impact resulting from pipe installation.

7. ELIGIBILITY AND ENTITLEMENT

7.1. Eligibility

Eligible parties (covering individuals, persons, groups of persons, families, institutions, or any other entity) may make claim for compensation or livelihood restoration for the temporary or permanent losses which is directly related to the subproject activities.

The affected people who have the right to receive compensation under the subproject are a family in the Jarkok settlement. The family is entitled to receive replacement value for trees.

7.2. Cut-off Date

Eligibility is determined with regards to the “cut-off date”, which will be the final day of the detailed measurement survey of the subproject. The survey was conducted on December 14-16, 2022 and May 02-05, 2023. Therefore, the cut-off date for the subproject is May 05, 2022. As there is only one affected family (non-titled holder) on the subproject, there will be one cut-off date in this subproject. The information about the cut-off date was informed to subproject affected persons orally during the detailed measurement survey.

All affected persons identified as of the cut-off date will be entitled to compensation for affected assets. Any persons who encroach on the proposed subproject area after the cut-off date will not be entitled to compensation and assistance under the subproject, provided the cut-off date has been clearly established and made public.

7.3. Entitlement Matrix

The subproject entitlement matrix is presented in [Table 21](#). It is based on the entitlement matrix provided in ESMPF²⁷, requiring to address only the specific impacts caused by the subproject.

Table 21: Subproject entitlement matrix

Affected persons	Impact category	Entitlement
NON-TITLE HOLDERS – squatters / encroachers	Loss of house	Cash compensation at market value for the structures or provision of comparable alternative structures
		Right to salvage the affected materials
		Assistance in the legalization of title (transaction cost, including valuation fee, stamp duty, and registration charges)
	Relocation	One-time subsistence allowance of equivalent to three months minimum wage income for project affected family

²⁷ https://www.aiib.org/en/projects/details/2020/approved/download/Uzbekistan/EN_BRWSSP_ESMPF.pdf

Affected persons	Impact category	Entitlement
		One-time allowance of moving costs for the affected family
	Loss of Structure	1-month notice to demolish the encroached structure
		Compensation at market value for structures without depreciation for the affected portion of the structure
		Salvage materials owned by the family are bringing to a new house
	Loss of Standing Crops	Two-month notice to harvest standing crops and market value of compensation for fruit trees in consultation with the Karaulbazar District Agriculture Department.
NON-TITLE HOLDERS – users of common area	Temporary disturbance to traffic	Two-week notice to the communities' residents before the start of the physical works on the connection of WDU to the network to use other routes during the civil works. No compensation is provided.
Unforeseen Impacts	Any unanticipated impacts identified during subproject implementation will be compensated at replacement cost and the entitlement matrix will be revised.	

In addition to above listed entitlement, the Bukhara Province Administration together with Karaulbazar District Administration would like to provide a land plot with a house for affected family in the same village, Jarkok. The house to be connected to public utilities, gas, power supply and water.

Any temporary land use restriction or impact on private or public assets during the period of implementation of construction works under the project will be compensated by the side of the contractor equivalent to the cost of facilities, rent costs, cost of crops and tree replacement as per the Entitlement Matrix specified in the ESMFPF.

8. LIVELIHOOD RESTORATION AND COMMUNITY BENEFITS

The entitlement matrix details the affected people entitled to livelihood restoration in accordance with the impacts on them as described in [Section 6](#). The target recipients of these activities will be residents of Jarkok village.

The types of livelihood restoration initiatives are detailed below in [Table 22](#).

Table 22: Livelihood restoration activities

Livelihood Restoration	Description	Risks and Mitigation Measures	Responsibility
Training on fruit trees native to the subproject area	Training should be provided to the affected household members. The training will focus on the growing fruit trees and shrubs tolerant to winter frost and summer drought and heat.	The training is not attended by family because they do not see the value of it, or they are busy with household activities	The PMC/PCU will (a) develop a scope of each training course, (b) develop training materials, (c) consult with the family to arrange suitable dates and venue, and (d) deliver a training in the form understandable to the affected persons and at a venue accessible by the family.
Training on how to use a greenhouse in winter	Training should be provided to the affected household members. The training will focus on (a) how to heat the greenhouse in winter and (b) cultivation of plants with the ability to withstand cold temperature.	The training is not attended by family because they do not see the value of it, or they are busy with household activities	The PMC/PCU will (a) develop a scope of each training course, (b) develop training materials, (c) consult with the family to arrange suitable dates and venue, and (d) deliver a training in the form understandable to the affected persons and at a venue accessible by the family.

9. IMPLEMENTATION AND MONITORING

9.1. Institutional Arrangement

Uzsuvtaminot JSC is the Executive Agency (EA) for the Project, and Bukhara Suv Taminoti LLC acts as the Implementing Agency. A Project Coordinating Unit (PCU) created under the Uzsuvtaminot JSC, together with Bukhara Suv Taminoti LLC, is responsible for overall project implementation, including land acquisition and resettlement activities. The PCU has a designated social and environmental specialist accountable for ensuring that all the activities related to land acquisition and involuntary work are being followed and implemented per Uzbekistan legislation and AIIB policies. The PCU will be supported by a Project Management Consultant (PMC), who has a Social and Resettlement Specialist in its contract to support the PCU in livelihood restoration and resettlement activities. SU-YAPI Engineering and Consulting Inc. (Turkey) is the PMC for the Project.

[Table 23](#) summarizes stakeholders and their roles and responsibilities in the implementation of the LRP.

Table 23: Institutional arrangements

Stakeholder	Responsibility
Project Coordinating Unit under Uzsuvtaminot JSC	<ul style="list-style-type: none"> ▪ Availability of specialists for resettlement activities; ▪ Facilitate coordination with the relevant government agencies on resettlement activities; ▪ Finalizing entitlements, finalizing/updating the LRP, and obtaining the government's and AIIB's approval for the LRP; ▪ Ensuring compliance in terms of complete payment of compensation to affected persons before the start of construction; ▪ Monitoring RP implementation.
Project Management Consultant	<ul style="list-style-type: none"> ▪ Assistance to PCU in project management; ▪ Supervision of the LRP implementation, including finalizing entitlements, compensation disbursement, monitoring, and other resettlement activities related to the project; ▪ Monitoring of LRP implementation and preparation of a monitoring report; ▪ Ensure that the subproject LRP is implemented smoothly and timely; ▪ Close work with the relevant government agencies to ensure affected people are compensated before construction works; ▪ Continue stakeholder consultation throughout the project implementation; ▪ Supervision of grievance redress; ▪ Updating the LRP, if needed.
District Local Government (khokimiyat)	<ul style="list-style-type: none"> ▪ Compensation disbursement and other resettlement activities related to the subproject; ▪ Close work with affected persons ensuring smooth and timely resettlement activities.
Contractor	<ul style="list-style-type: none"> ▪ Restoration of roads and access if disturbed during construction.
Bukhara Suv Taminoti LLC	<ul style="list-style-type: none"> ▪ Assistance in the project implementation; ▪ Provision of support during interactions with local government authorities related to resettlement activities; ▪ Close work with affected persons ensuring smooth and timely implementation of the LRP provisions and the project.

9.2. Implementation

The LRP implementation time will be scheduled as per the overall project implementation schedule. All activities related to the resettlement will be planned to ensure that compensation is paid before the commencement of civil works. Public consultation, monitoring, and grievance redress will be undertaken intermittently throughout the subproject's duration. Construction can only start once all the compensation and resettlement are done.

This LRP will be sent to AIIB for review and approval, after which the LRP will be published on the AIIB and Uzsuvtaminot JSC websites. Construction of this subproject is supposed to begin in Q4 2023.

The LRP will be discussed, updated, and approved by Uzsuvtaminot JSC and AIIB. Upon AIIB's concurrence, the LRP will be disclosed on the AIIB and Uzsuvtaminot JSC websites. The LRP activities during the finalization of the LRP will include the following:

- Finalizing and updating the LRP;
- Updating the budget for resettlement activities;
- Confirmation of compensation amounts;
- Approval of LRP by AIIB and Government;
- Publication of the LRP on AIIB and Uzsuvtaminot JSC websites.

Upon the approval of the finalized subproject LRP, all arrangements for fixing the compensation and the disbursement need to be made, which include the payment of all eligible compensation and assistance, initiation of the land development process (if applicable), site preparation (if applicable), and finally the commencement of the civil works. The activities during LRP implementation will include the following:

- Continuous consultations;
- Grievance (if any) redress;
- Payment of compensation and allowances;
- Compensation completion report
- Handover of land to the contractor.

9.2.1. Implementation schedule

The implementation schedule is provided in [Table 24](#).

Table 24: LRP implementation schedule

No.	Activities	2023/Months							
		5	6	7	8	9	10	11	12
A.	Finalizing the Subproject LRP								
A1.	Finalizing and updating the LRP								
A2.	Updating of the budget for resettlement activities								
A3.	Confirmation of compensation amounts								
A4.	Approval of LRP by AIIB and Government								

No.	Activities	2023/Months							
		5	6	7	8	9	10	11	12
A5.	Publication of the LRP on AIB and Uzsvtaminot JSC websites								
B.	RP Implementation								
B1.	Continuous consultations								
B2.	Grievance (if any) redress								
B3.	Payment of compensation and allowances								
B4.	Compensation completion report								
B5.	Handover of land to the contractor								
C.	Monitoring								
C1.	Monitoring on LRP implementation								
C2.	Ensure smooth and timely the LRP implementation								
C3.	Preparation of quarterly social monitoring report								

9.2.2. LRP implementation cost

The following table provides costs for LRP implementation where:

- Compensation and assistance to the project affected people will be provided from the Government funds
- Training activities will be delivered by PMC
- Monitoring and evaluation activities will be conducted by PMC and PCU.

Table 25: LRP cost estimates

Cost item	Quantity	Unit cost	Total cost	Comments
Compensation and assistance				
One-time allowance of moving costs for the affected family	technical assistance in the form of transportation			Government funds
Land with house for affected family as livelihood restoration	Land with house in value of US\$10,570 to be provided to the affected family			Government funds
Training				
Training on fruit trees native to the subproject area	1	300	300	costs are included in the PMC contract
Training on how to use a greenhouse in winter	1	300	300	costs are included in the PMC contract
Monitoring and evaluation activities		1,000	4,000	costs are included in the PMC/PCU contract

Cost item	Quantity	Unit cost	Total cost	Comments
Subtotal	-	-	4,600	-
<i>Miscellaneous</i>	-	-	460	<i>10% of Subtotal</i>
Total	-	-	5,060	-

9.3. Monitoring

AIIB ESS2 requires to monitor and report the implementation of the resettlement by following the guidelines below:

- Monitor and assess resettlement outcomes, their impacts on the standards of living of the displaced persons, and whether the objectives of the LRP have been achieved;
- Take into account the baseline conditions and the results of resettlement monitoring;
- Disclose monitoring reports in accordance with the Information Disclosure requirements of this standard
- Consider the use of suitably qualified and experienced third parties to support monitoring programs.

Implementation status will be monitored by PMC and reviewed by PCU on a quarterly basis until all resettlement activities are completed. Pending issues and corresponding follow-up actions will be included in the PMC's social monitoring reports. As part of the quarterly monitoring, a community perception survey will be conducted by PMC/PCU. The Bank will focus its monitoring and review on main indicators, including among others: (a) consultation process; (b) eligible project-affected persons; (c) relocation and resettlement assistance; (d) delivery of assistance; (e) the implementation and effectiveness of livelihood restoration plans; and (f) the effectiveness of grievance redress mechanisms (number and type of grievances and their follow ups). The data is to be disaggregated by gender where possible. Monitoring results will be reported to AIIB once every quarter.

Table 26: Monitoring

No.	Monitoring indicator	Data to be collected
1.	Consultation (process indicator)	Consultation meetings to discuss resettlement compensation calculated and fixed by the district authorities
		Consultation meetings to discuss the logistics of relocation
		Consultation meetings to discuss the living conditions in a new place
2.	Eligible project-affected persons (outcome indicator)	List of eligible project-affected persons who received resettlement assistance
		Amount of compensation disbursed
3.	Compensation (impact indicator)	Number of persons who received compensation and assistance
		Type of compensation received
		Amount of paid compensation
4.	GRM effectiveness	Number of grievances logged and resolved and time taken for grievance management (disaggregated by gender)

No.	Monitoring indicator	Data to be collected
5.	Subproject-affected persons perception	Perception of PAPs regarding resettlement activities, compensation, grievance and conflict resolution

9.4. Reporting

Both internal and external monitoring will be conducted to provide feedback for the Uzsuvtaminot JSC and assess the effectiveness of the LRP policy and implementation.

On behalf of Uzsuvtaminot JSC, PCU is responsible for managing and maintaining the affected person database, documenting the affected person's census, resettlement activities, relevant grievances and actions taken, compensations provided, monitoring results, and other details. Monitoring reports documenting the progress of the LRP implementation will be prepared by PMC, reviewed by PCU, and approved by AIIB. The PMC will monitor LRP implementation and report on a quarterly basis to the PCU on the progress of resettlement activities covering monitoring activities.

The following monitoring reports will be prepared by PMC/PCU and submitted to AIIB.

Table 27: Reporting arrangements and requirements

No.	Type of Report	Content	Frequency
1.	Quarterly Progress Report	<ul style="list-style-type: none"> ▪ Progress on resettlement activities, progress on indicators, results, issues affecting performance, constraints, variation from LRP (if any), reason for the same and corrections recommended. ▪ Status of compensation disbursement against applicable entitlements. ▪ Stakeholder consultation meeting minutes. ▪ Grievance redress management. 	Quarterly
2.	Semi-annual Livelihood Restoration Monitoring Report	<ul style="list-style-type: none"> ▪ Progress on land acquisition and resettlement activities, indicators, and variations, if any, with explanation and outcome, and recommended corrective actions 	Semi-annual
3.	Livelihood restoration Completion Report	<ul style="list-style-type: none"> ▪ Overall narrative of the land acquisition and resettlement process, outputs and outcomes of indicators from baseline, key variations/changes, and lessons learned. 	Upon completion of subproject

10. APPENDICES

Appendix 1. Bukhara Province Administration's Letters

Bukhara Province Administration confirms by this Letter No.3/483 (dd. 29.12.2022) to provide assistance with the relocation of the family living informally in the Jarkok WDU



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2022-yil «29» dekabr

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Qorovulbozor t.

**“Бухоро сув таъминот” МЧЖ
раҳбари Ш.Садиллаевга**

Сизнинг 2022 йил 28 ноябрь кунидаги 1931-сонли хатингизда “Бухоро сув таъминот” МЧЖнинг Қоровулбозор тумани Жарқок МФЙда жойлашган сув иншооти ҳудудида истиқомат қилиб келаётган оилани кўчиришда амалий ёрдам беришни сўрагансиз.

Юқоридагиларни инобатга олиб, Осиё тараққиёт банкининг маблағлари ҳисобидан Жарқок МФЙ ҳудудида қурилиши режалаштирилаётган сув иншоотининг лойиҳалаштириш ишларини олиб борилиши мумкинлигини, қурилиш ишлари бошлангунга қадар ушбу жойда яшовчи оилани кўчириш масаласи кўриб чиқилишини маълум қиламиз.

Туман ҳокимининг ўринбосари

А.Холиқов

Figure 10: Bukhara Province Administration on relocation assistance

Letter No. 10-2499 (dd. 09.06.2023) of Bukhara Regional Administration to Karaulbazar District Administration to review the issue in proper procedure



**BUXORO VILOYATI
HOKIMI**

N.N.HAMDAMOVga

Qorovulbozor tumani hokimligiga

“O‘zsuvta‘minot” AJning xatini (09.06.2023 y. 1/9-1567-sonli) belgilangan tartibda ko‘rib chiqing.

Muddat: 19 Iyun 2023

№10-2499
9 Iyun 2023

B.K.ZARIPOV
Viloyat hokimi



Figure 11: Letter of Bukhara Regional Administration on resettlement issue

Letter No. 1/9-1567 (dd.09.06.2023) of Uzsvtaminot JSC to Bukhara Regional Administration to assist with resettlement activities in Jarkok WDU



O'ZSUVTA'MINOT
AKSIYADORLIK JAMIYATI



09 JUN 2023 № 1/9-1567

Бухоро вилояти ҳоқими
Б. Зариповга

Ҳурматли Ботир Комилович,

Ўзбекистон Республикаси Вазирлар Маҳкамасининг 2020 йил 12 августдаги 482-сон қарорига асосан “Бухоро вилоятининг сув таъминоти ва канализация тизимларини ривожлантириш ва модернизация қилиш” лойиҳаси амалга оширилмоқда.

Бугунги кунда маслаҳатчилар томонидан лойиҳа доирасида кўзда тутилган Қоровулбозор туманида батафсил лойиҳалаш ишлари якунланиб, тендер ҳужжатлари ишлаб чиқилмоқда. Келгусида тендер ҳужжатлари асосида пудрат ташкилотлари танлаб олинди қурилиш ишлари олиб борилади.

Маслаҳатчилар томонидан лойиҳалаш ишларини амалга ошириш мобайнида Қоровулбозор туманидаги “Жарқоқ” сув тарқатиш иншооти ҳудудида ноқонуний равишда бир оила яшаб келаётганлиги аниқланди.

Ушбу ҳолат “Ўзсувтаъминот” АЖнинг масъул ходимлари томонидан ўрганилганидан сўнг, юқоридаги қайд этилган оиланинг яшаш жойи ҳамда турмуш тарзи қурилиш ва санитария меъёрларига мос эмаслиги ва зудлик билан бошқа ҳудудга кўчирилиши зарурлиги аниқланди.

Юқоридагиларни инобатга олган ҳолда ҳамда қурилиш ишларини кечикишига сабаб бўладиган омилларни қисқа фурсатда бартараф этиш мақсадида, Сиздан “Жарқоқ” сув тарқатиш иншооти ҳудудида истиқомат қилиб келаётган оилани бошқа ҳудудга кўчирилишида амалий ёрдам беришингизни сўрайман.

Ҳурмат билан,

Бошқарув раиси

С. Саифназаров

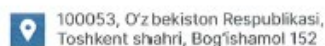


Figure 12: Letter of Uzsvtaminot JSC to Bukhara Regional Administration on resettlement

Appendix 2. Public Consultations



Figure 13: PCU Letter on upcoming public consultations

Проект развития водоснабжения в Бухарской области при финансировании Азиатским Банком Инфраструктурных Инвестиций

Дата: 2 мая 2023
 Населённый пункт: Караулбазарский р-н

Лист регистрации участников

№	Ф.И.О. участника	Контакты		Подпись
		Адрес проживания	Телефон	
	Хошиков Амиер	Зам. хоким		
1.	Давлатова С.К.	Мин. дом. к.к	93 546 072 *	
2	Жебраев С	Горсураб	91-407-8572	
3	Исоров М.	С.Т.С. хок. н	91 242 2414	
4	Ш. Рахмонов	Кот. к. Кочон	91-244-11-66	
5	А. Рахмонов	Кочинский	99-700 06 03	
6.	Дулматов Р.	Водоканал Бухара	91-416-32-54	
7	Гуломсалимова	Завед. детсад		
8	Рахимова	медсестра детсад		
9	Хабдуллоев С.	Зам. дир. р/о шайх Р	90 299 4240	
10	Пардаева Д	Зав. СВП	91 408 8001.	
11.	Рахимова Д.	Зам. шера		
12.	Дурова Д.	сестра-поздкова		
13	Зайкиев Мурзах	Зем. оф. вахити		

Figure 14: Register from the public consultations in Buzochi, May 02, 2023

Проект развития водоснабжения в Бухарской области при финансировании Азиатским Банком Инфраструктурных Инвестиций

Дата: 3 мая 2023

Населённый пункт: Навбахор

Лист регистрации участников Школа



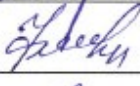

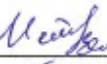













№	Ф.И.О. участника	Контакты		Подпись
		Адрес проживания	Телефон	
1	Тоджиева О	direktor		
2	Хусенова И			
3	Ғайзуллаева N			
4	Ismailova E			
5	Ismailova A			
6	Avezova M			
7	Ismailova Z			
8	Yuldashewa N			
9	Tumaturdiyeva			
10	Turdiyeva D			
11	Yavanturdiyeva R			
12	Murqubova D			
13	Barotova O			
14	Raxmonova			
15	Yeldiyev sh			
16	Akkiyeva N			

Figure 16: Public consultations in Navbahor, meeting no. 2, May 03.2023


3 мая 2023


Навбахор СВП

ФУО

1. Нурмаатов Умар	УАА	
2. Деганова Дилшода	халмишра	
3. Ражабтурдуба маржона	халмишра	
4. Эргачева Гулнора	халмишра	

1. МФУ раиси:
У. Вохидов.

2. Котик-кизиар фаоми:
М. Равшанова 

3. Шуман АБКМ инспектори:
У. Андаева 


Ш. Назаров  Назаров Ш. судга
сотрудник водоканала Караулбазара

Figure 17: Public consultations in Navbahor, meeting no. 3, May 03.2023

Проект развития водоснабжений в Бухарской области при финансировании Азиатским Банком Инфраструктурных Инвестиций

Дата: 4 мая 2023

Населённый пункт: Жаркок

Лист регистрации участников

№	Ф.И.О. участника	Контакты		Подпись
		Адрес проживания	Телефон	
1	Курбанова Д	Жаркок 9-01177	99-386-03-57	
2	Нуридолова М		99-990-18-48	
3	Халилова Ш			
4	Воронцова Т			
5	Абдулова Ш			
6	Фаруканова Ф			
7	Шавриддинов А	Жаркок ОМТ	999607531	
8	Раззоков В Ф	Жаркок ОМТ	999607531	
9	Максумов М	Жаркок ОМТ	999571906	
10	Курбанова Г.	Зам. дир. школы №5		
11	Бохоров Ш.	Охранник школы №5		
12	Исраилов Куркиш	водоканал Караулбазар.		

Figure 18: Public consultations in Jarkok, meeting no. 3, May 03.2023



Figure 19: Public consultation on 29.03.2023

Public consultation meeting with public representatives, representatives of local district administration, Bukhara Suv Taminoti, PCU, Tumas-Seureca Consortium's design engineers, and other consultant conducted on 29.03.2023.

Mass media narratives about subproject activities



Qorovulbozor tumani hokimligi matbuot xizmati is in Qorovulbozor, Bukhoro, Uzbekistan. ...

March 30 at 12:26 AM · 🌐

⚡️ Qorovulbozorda ichimlik suvi taъminoti va kanalizatsiya tizimida йирик лойиҳа амалга оширилади.

Бугун, туман ҳокимлиги мажлислар залида “Qorovulbozor туманида сув таъминоти ва канализация тизимини ривожлантириш ва модернизация қилиш” лойиҳаси доирасида жамоатчилик муҳокамаси бўлиб ўтди.

Муҳокамада туман ҳокимининг ўринбосари, Халқ депутатлари туман Кенгаши депутатлари, “Бухоро сувтаъминот” корхонаси директорининг ўринбосари ҳамда ҳорижлик экспертлар гуруҳи иштирок этишди.

Муҳокамада қайд этилишича, Туркиянинг “TUMAS-SEURECA” Консорциуми томонидан туманимизда ичимлик суви тизимини реконструкция ва модернизация қилиш бўйича лойиҳа қидирув ишлари амалга оширилмоқда.

Лойиҳа асосида, “Навбахор”, “Бўзачи” ҳамда “Жарқоқ” маҳаллаларидаги 3 та сув тақсимлаш иншоотлари реконструкция қилинади ва 68,3 км масофада ичимлик суви тармоқлари қуриш белгиланган. Дастлабки ҳисоб-китобларга кўра 3,3 млн АҚШ доллари миқдорида қурилиш-монтаж ишлари амалга оширилади.

Яна бир лойиҳага асосан туманнинг канализация тармоғи тубдан янгиланади.

5 донa канализация насос станцияси қурилиб, 49 км канализация тармоғи тортилади. Бундан ташқари суткалик қуввати 2,1 минг м/куб бўлган канализация тозалаш иншооти қуриш режалаштирилган. Ушбу ишларни амалга оширишда 10 млн АҚШ доллари миқдорида маблағ йўналтирилиши белгиланмоқда.

Бугунги муҳокамада ушбу жараёнлар ҳақида батафсил маълумотлар бериб ўтилди.

Депутатлар ўзларини қизиқтирган барча саволларга мутахассислар томонидан керакли жавобларни олишди.

👉 Qorovulbozor tumani hokimligi matbuot xizmati

Figure 20: Subproject design narrative in local mass media (in Uzbek)
(Source: Face Book page of Local Administration of Karaulbazar Administrative District, <https://www.facebook.com/qorovulbozor.uz/>)



Figure 21: Public consultations in Navbahor settlement
(Source: Field visits, May 02-05, 2023)



Figure 22: Community consultations in Jarkok settlement
(Source: Field visits, May 02-05, 2023)



Figure 23: Public consultations in Buzochi settlement, office of local administration
(Source: Field visits, May 02-05, 2023)



Figure 24: FGD and Key Informant Interviews in Jarkok settlement, May 2023,



Figure 25: Random field interviews with residents, Tashkuduk settlement



Figure 26: FGD in the Secondary School in Navbahor settlement, May 2023



Figure 27: FGD in Kindergarten, Navbahor settlement, May 2023



Figure 28: Women Committee head in Navbahor settlement, May 2023

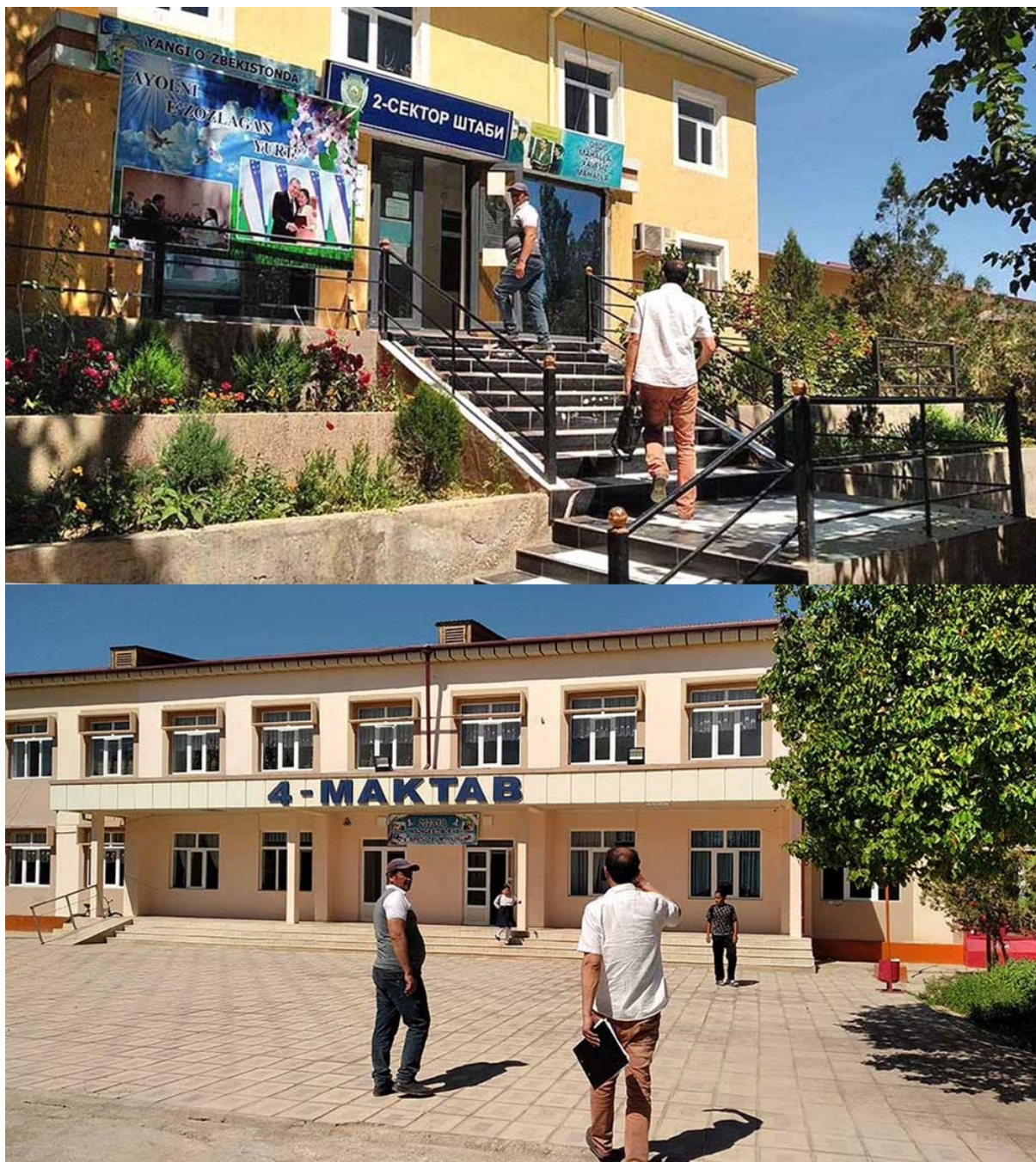


Figure 29: FGD in Buzochi settlement, May 2023

Appendix 3. Consultations with Affected Household



Figure 30: Consultation with affected household head in Jarkok settlement
(Source: Field visit, December 15, 2022)



Figure 31: Consultation with affected family in Jarkok settlement
(Source: Field visit, May 02-05, 2023)

Appendix 4. Project-level GRM

Below is a GRM procedure Uzsvtaminot JSC adopted within the Bukhara Region Water Supply and Sewerage Project.

JSC "Uzsvtaminot"

Operating procedures for grievance management

of the Bukhara Region Water Supply and Sewerage Project

I. General Provisions

1. This operating procedure has been adopted by the JSC "Uzsvtaminot" as a guidance in resolving appeals and complaints of people associated with implementation of the Bukhara Region Water Supply and Sewerage Project (BRWSSP) financed with the loan of the Asian Infrastructure Investment Bank (AIIB)¹. The project will be implemented in two cities- Bukhara and Kagan, and nine districts of Bukhara region: Bukahara, Zhondor, Kagan, Karaul bazar, Peshku, Rometan.
2. The "Uzsvtaminot" is an Implementing Agency (IA) for the BRWSSP. Under the IA, a Project Coordination Unit (PCU) is established at the central level for the project implementation. The PCU, with support of the LLC "Bukhoro suvtaminoti", will coordinate the project implementation at two cities and nine project districts of Bukhara region. The PCU has a social and environmental specialist. The IA will engage contractors and a supervision engineer to support implementation of the BRWSSP, who will also be involved in resolution of complaints within their roles and duties. The Contractors and supervision engineer will also have staff responsible for safeguards monitoring and compliance, including for receiving people's complaints and/or inquiries, reporting to the PCU and facilitating their resolution.

II. Objective and scope of the GRM

3. The PCU has set up a project-level Grievance Redress Mechanism (GRM) following the policy requirements of AIIB² and laws of the Republic of Uzbekistan³. The GRM shall respond to the inquires, and resolve appeals and complaints of people who believe they have been or are likely to be adversely affected by social and environmental impacts of the project activities, and/or have complaints about the project's information disclosure and public consultation process.
4. The project-level GRM shall respond to the inquiries and resolve appeals and complaints of people in prompt, impartial and mutual consensus manner at the project level. This will help to response to the issues of citizens, to track a problem and avoid

¹ AIIB Loan Number L0314A approved on 3 April 2020. Project Effectiveness on November 26, 2020 and expected close date 30 December 2025.

² AIIB's Environmental and Social Framework, Approved February 2016 (Amended February 2019); AIIB Policy on the Project-affected people's mechanism, 7 December 2018.

³ The Law of the Republic of Uzbekistan "On Appeals of individuals and legal entities" No. LRU-378 dated December 3, 2014 (No. LRU-445 as amended from 09 November 2017).

potential escalation of project affected people's complaints, and risks for delay and complaint related to the costs in the project implementation⁴.

5. The appeals/complaints eligibility for handling through the project-level GRM shall meet the following criteria: (i) issues related to the project's social, involuntary resettlement and environmental impacts and performance outcomes, and (ii) issues, related to the project's information disclosure and public consultations process. Appeals/complaints, related to crime, fraud and corruption issues, will be registered in the grievance logbook, however they are not eligible for handling under the project-level GRM and shall be handled as defined by laws of the Republic of Uzbekistan and relevant policies of the AIIB.
6. The project-level GRM does not override the complainants' rights to demand grievance redress as defined by national legislation. The complainant at one's discretion may choose to seek the complaint consideration through the judicial system of the Republic of Uzbekistan at any time of the grievance redress process provided hereby.

III. Guiding principles

7. The followings shall guide the grievance redress process:
 - (i) **Impartiality:** The receipt and resolution of grievances shall be guided by the key principles of impartiality. The decision ought to be based on objective criteria, rather than on bias and prejudice. The parties reviewing the grievance shall be impartial and free of conflict of interest in relation to the grievance and / or the parties involved; in case of any interest, such members shall inform their relations to the case or the complainant, and be replaced for the subject case.
 - (ii) **Awareness:** The customers and public shall be made aware of the Project-level GRM, the process of the grievance resolution and members of the Grievance Redress Committee. The IA shall disseminate such information for public attention through its website, newspapers and media, as well as project disclosure and public consultations activities.
 - (iii) **Accessibility:** The GRM shall be easily accessible including in terms of physical location, language, and culturally appropriate to people. The appeals and complaints of project affected people, or any other entities, can be received in various modes. The informational documents and announcements shall be non-technical and in language understood by people.
 - (iv) **Timeliness:** All appeals and grievances, irrespective of their nature and size shall be resolved, and corrective actions should be taken within a reasonable and shortest timeline.

⁴ E.g., unresolved complains escalated to the court may pose risk to project works suspension, delays and costs as well as reputation risks to the project implementing unit.

- (v) **Participation:** The complainants and / or their representatives shall be part of the resolution process, and be provided opportunities to be heard, and informed about the grievance process. All process should be documented.
- (vi) **Feedbacks:** Provide timely feedback to inquiries and the complainant in each phase of grievance redress process including the basis of the decision; the parties involved in the grievance redress process; information and documents collected and reviewed; and the next steps in case of accepting or rejecting the proposed resolution.
- (vii) **Gender and social inclusiveness:** The grievance redress process shall consider social and gender roles, needs and constraints of men and women. The project staff shall be trained and aware of the gender-sensitive approaches. Confidentiality and discretion are particularly important in gender-sensitive cases.

IV. Forms of lodging grievances / appeals

8. The following include the forms of lodging grievances / appeals:
 - (i) Grievances and appeals can be submitted orally or in written, or in electronic forms;
 - (ii) Grievances and appeals, received by contact numbers, as well as by telephone "hotline" are taken into account, registered and considered as oral messages;
 - (iii) Grievances and appeals, received from the Telegram messenger, through the official website or to the official e-mail address are registered in the form of electronic appeals and are considered in the prescribed manner;
 - (iv) Grievances and appeals can be in the form of statements, suggestions and complaints.
 - (v) Individuals and legal entities can apply individually or collectively.
 - (vi) Grievances and appeals can be submitted in the state official language and other languages.
9. In the grievance or appeal of an individual and / or legal entity, should indicate the surname, name (patronymic, if available) of the individual, information of his / her place of residence and the essence of the appeal, contact person and his/her contact information must be indicated.
10. If the complainant wishes to remain anonymous, and grievance or appeal received anonymously, such cases shall be registered and verified. The GRC at Tier 1 evaluates, if it is legitimate according to situation presented in the anonymous grievance or appeal, and act on behalf of the complainant, evaluate and resolve the issue. If the arguments stated in the grievance are not confirmed, a conclusion is drawn up about this, where the reasons of terminating the redress of the current grievance are stated. A conclusion of terminating the grievance redress is confirmed by GRC members, after that the complaint is removed from control.

11. It is possible, that anonymous grievances or appeals may become more difficult to consider, resolve the issue and protect the interest of the complainant. Therefore, the complainants, raising anonymous grievances or appeals shall provide sufficient facts and data to enable the GRC to investigate the case. The feedback and decision made, the actions planned and implemented regarding the anonymous grievances and appeals, shall be (i) printed and posted on the information boards of the regional "Suvtaminot" and relevant Khokimiyat, and (ii) send back to the same source, where the anonymous grievance or appeal has been received from (e.g. unknown media account), if applicable.
12. The GRC members, involved in implementing the GRM, make sure, that confidentiality / anonymity is respected.
13. Outcomes of all grievances and appeals, and their resolution process will also be documented in the grievance database and reflected in the project periodic progress reports.

V. Institutional Structure of the GRM

14. The JSC "Uzsuvtaminot", as an Implementing Agency will be responsible for effective operation of the project-level GRM, will establish a data base of all received grievances and ensure monitoring of its consideration, analysis and reporting in the project implementation, social and environmental safeguards reports. Other stakeholders of the project, as the LLC "Bukhoro suvtaminoti", contractor(s), supervision and project management consultants shall take an active part in resolving grievances and appeals.
15. Contractor(s), supervision and project management consultants, and district "Suvtaminot" shall register and report each case of grievance they received from complainants, to the PCU under the "Uzsuvtaminot", who will have a general database of all grievances and monitoring their status, as described below.

5.1. Grievance Focal Persons

16. The Grievance Focal Persons (GFP) at the district level: Each of the district level of "Suvtaminot" will assign one of its staff as a coordinator (GFP) for the subject district. The district level coordinator (GFP) shall ensure that all received grievances are registered and shall facilitate their resolution at the district level (GRM Tier 1). They will provide information about each received grievance and their resolution process and status to the coordinator (GFP) at the PCU level.
17. The coordinator (GFP) at the PCU level: the Social and Environmental Specialist of the PCU will act also as a GFP at the central level at PCU. The GFP at the PCU level will have the general database of all received and redressed grievances both at Tier 1 and Tier 2 of the GRM. The GFP at the PCU level will coordinate the redress of

grievances at Tier 2, monitor and report on grievance redress both in Tier 1 and Tier 2.

18. Contact details of the coordinators (GFPs) at the district level, as well as contact information of the GRCs at the district level and central level at PCU will be indicated in the websites of "Uzsuvtaminot" and LLC "Bukhoro suvtaminoti", as well as in the project information dissemination materials for public consultation during all stages of the project implementation.
19. The coordinators (GFPs) of the district level, contractor and PCU staff if relevant shall respond directly to the appeals, inquiries, and grievances promptly with use of informal approaches and within business ethics to resolve the issues promptly. This includes, as possible, discuss with complainant their inquiries, concerns and / or grievances and to provide them responses or find solution informally at the source of the problem. As required, they can transfer the complainant and the case to the district level GFP.
20. If required, the district level GFP shall coordinate with the project team including the contractor(s), construction supervision consultant and the PCU, to respond to the inquiries, appeals or grievance regress of the citizens promptly. If the matter cannot be responded by district level GFPs, it will be handled through the two-tier project-level GRM as follows.
21. A two-tier project-level GRM has been established on 26 November 2020.

5.2. Tier-1: Local Grievance Redress Committee

22. The Tier 1 Grievance Redress Committee (GRC) will comprise of:

- supervision engineer (with E&S staff in charge);
- representative of the contractors (member);
- head of the makhalla foundation (member);
- representative of district "Suvtaminot".

Representative of district "Suvtaminot" as a GFP for the subject district

23. If necessary, appropriate specialists may be involved to consider applications for appeals, or the GRC will send an appeal to the relevant party to resolve the issue raised in the prescribed manner. In particular, depending on the nature of the appeal, it can be submitted for consideration to state authorities and local authorities (khokimiyat, meeting of citizens of the mahalla), contracting and water supply organizations (LLC "Bukhoro suvtaminoti"), as well as specially authorized state bodies (Goskomekologiya, CSSEN, Goskomzemgeodezkadastr, etc.).

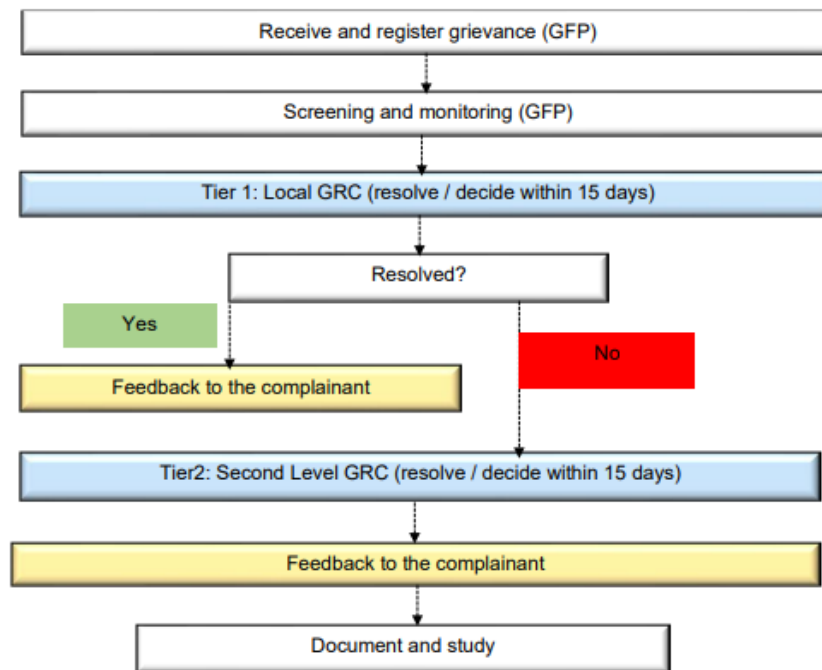
24. The aggrieved persons (complainant) can contact with any GRC representative and they will be responsible for receiving, hearing and resolving the grievances at this level.
25. GRG will consider and make a decision on the grievance within fifteen (15) days from the date of receipt and when additional study is required, a request for additional documents - within a period of up to one month.
26. The grievance is considered within fifteen days from the date of receipt, with the exception of those proposals, that require additional study, about which communicated in written form to the individual or legal person who made the proposal. In some cases, JSC "Uzsuvtaminot" or PCU may shorten the period for considering the appeal.
27. If the complaint cannot be considered and / or decision cannot be made at this level, or if the complainant is not satisfied with the proposed resolution, the GRC should forward the case to the PCU at central "Uzsuvtaminot" level.

5.3. Tier-2: Second Level Grievance Redress Committee

28. The Tier-2 includes the GRC at the PCU central level at "Uzsuvtaminot" that was formed on 1 April 2021 and include the followings⁵:
 - Project Coordinator, PCU (Mr. Iskandarov E.), Chairperson
 - social and environmental specialist, PCU (Mr. Karabaev A.), member
 - chief specialist of Bukhara region khokimiyat department (Zhumaev T.), member
 - head of the department for the coordination of works on land acquisition and compensation of the Bukhara region khokimiyat (Toirov A.), member
 - staff of the information service of LLC "Bukhoro suvtaminoti" (Sharipov D.), member
29. In necessary cases, appropriate experts shall be involved to consider appeals following the procedures envisaged in national laws and regulations.
30. The GRC at this level considers the appeals and complaints within fifteen (15) days upon the receipt. If the appeal / complaint cannot be resolved at this level, or if the complainant is not satisfied with the proposed solution, the case may be brought to the court as defined by jurisdiction of the Republic of Uzbekistan. The court is outside of the project-level GRM's jurisdiction.
31. Figure 1. presents the complaints resolution process in sequential order.

⁵ The exact GRC members for each subproject will be specified in the ESIA/ESMP/RAP for that subproject.

Figure 1. Grievance redress in sequential order



VI. Grievance Redress Actions

32. The grievance redress process, depending on the complexity of the issue, includes the following actions:
33. Receiving grievances. The GFP at the district level shall receive appeals and complaints directly from the complainant or made through any staff of the project, members of the GRC at the local level or second level GRC at PCU. In case a complaint is lodged through the project staff members, members of the GRC at the local level or GRC at PCU central level, or other respective agencies, they shall forward it to the subject district GFP to register, coordinate, and document the complaint resolution process. Attachment 1 has a sample of a complaints lodging template.
 - (i) **Registration of grievances.** The district level GFPs should register a grievance in appeals / complaint registry logbooks for their respective districts. The GFP at PCU level should maintain an electronic database of all the received grievances and appeals. A simple excel sheet can be used for this purpose, which also allows sorting, filtering, and conditional formatting (Attachment 2. provides a sample of a grievance logbook).

- (ii) **Screening and confirmation.** The district level GFPs should assess the received appeals / grievances, if it is related to the project's operations and eligible for the redressal through the Project's GRM.
- If the appeal / grievance is eligible for this GRM scope, the district level GFP shall inform the complainant accordingly. Within five (5) days of receipt of the appeals / grievances, the district level GFP shall:
 - Send acknowledgment of receiving a complaint to the complainant, informing about accepting it for consideration, the next steps, and expected date of response to the complainant; and / or
 - Request the complainant to provide clarifications / information, if required.
 - If the appeal /grievance is ineligible for this GRM scope, the district level GFP shall inform the complainant accordingly that the subject grievance cannot be considered through the project GRM, and
 - within a period not later than five days from the date of receipt by letter, it shall be sent to the relevant authorities with a message about this to the applicant, in writing or in electronic form⁶.
- (iii) **Grievance / problem statement formulation.** Clarify the claims of the complainant(s) and formulate a clear, precise and comprehensive problem / grievance statement including information such as:
- who, how many are affected;
 - what happened, when, and where;
 - what is a claim / resolution is expected by the complainant.
- (iv) **Data collection and analysis.** Collect and analyze information, document the appeals / grievances through relevant approaches such as:
- collection and review of documents, background information (e.g. documents, photos, video materials, meeting notes);
 - meetings with the complainant, any other relevant stakeholders, and conduct joint site visits; if the appeals / grievances contain circumstances that require study on the spot, as well as in other necessary cases, considering the appeals/grievance, must ensure that the appeals / grievance is considered on-site;
 - subject to the nature of the case, engage the relevant government and independent experts, hold meeting with the experts and complainant, seek further clarifications, and prepare records of meetings;
 - at this stage, when more information is collected and analyzed, check if the grievance/problem formulation is the same or need to make changes, if necessary.
- (v) **Document process.** The GFPs both at the district level and the PCU level should document the appeals / grievances and information collected for each case and submit to the GRCs at the local / regional level and second level at PCU, if relevant.

⁶ It is prohibited to unreasonably transfer an appeal for consideration to others or send it to those bodies or officials whose decisions or actions (inaction) are being appealed. If the requests do not contain the necessary information to send them to the relevant authorities, then they are returned to the applicant with a reasoned explanation no later than five days.

- (vi) **Hearing the grievance and identifying resolution options.** Based on collected and analyzed information, conduct the grievance hearing with participation of the complainants and / or their representative(s) to consider grievance resolution options⁷.
- (vii) **Develop and select resolution options.** Develop options and select the one, that is feasible to implement and accessible / acceptable for all in consensus manner.
- To assess feasibility these questions can be used:
 - Can it be implemented in a reasonable time?
 - Can it be done within cost limits?
 - Will it work reliably?
 - Will it use staff and equipment efficiently?
 - Is it flexible enough to adapt to changing conditions?
 - To assess accessibility / acceptability, these questions can be used:
 - Do the implementers support the solution, perceiving it as worth their time and energy?
 - Are the risks manageable?
 - Will the solution benefit the persons affected by the problem?
- (viii) **Get confirmation from the complainant.** Receive written consent or disagreement of the complainant with the proposed solution. Have a meeting, discuss the option and its outcome with the complainant.
- (ix) **Develop and implement a timebound action plan.** If the complainant agreed to the proposed solution, prepare timebound action plan, indicate required resources, and responsible parties to implement the decision made for the grievance resolution. An action plan shall indicate the necessary actions and consider the following questions:
- What actions or changes will occur?
 - Who will carry out these changes?
 - By when will they take place, and for how long?
 - What resources (e.g., money, staff) are needed to carry out these changes?
 - Communication (who should know what?)
- (x) **Complaint Closing and Reporting.** Upon execution of the timebound action plan:
- send a written confirmation to the complainant about the undertaken actions and outcomes; have a meeting with the complainant to ensure that complainant's claims have been addressed in full and no further action is required, confirmed through a meeting protocol with the complainant;
 - prepare the grievance closing report with all documents filed for the case. The essential components of a problem report include the following:
 - executive summary⁸;
 - background;
 - review and assessment;
 - course of action, recommendation, and schedule;
 - conclusion.

⁷ May consider using the negotiation and diplomatic approaches, especially when grievances turn into conflict management or cases are complicated.

⁸ No need to prepare an executive summary if it is a simple complaint.

6.1. AIIB's Project-affected People's Mechanism

34. AIIB has project-affected people's mechanism⁹. Two or more project- affected people, who believe, they have been or are likely to be adversely affected by AIIB's project activities, and their concerns cannot be addressed satisfactorily through project-level GRM or AIIB management processes, may file a complaint for an independent and impartial review by AIIB's Project-affected People's Mechanism (PPM). Refer for details about the process, time limits of filing complaint and types of complaints eligible for the PPM to the "Rules of procedure of the project-affected people's mechanism issued by the managing director, complaints-resolution, evaluation and integrity unit (CEIU) June 13, 2019"¹⁰. Below is summary:
35. The complaint may be sent to the PPM by mail, email, fax or hand delivered to PPM. The PPM can be contacted through a dedicated PPM website, via the AIIB homepage <https://www.aiib.org> or by contact information below:
- Managing director, complaints-resolution, evaluation and integrity unit
Asian Infrastructure Investment Bank (AIIB) Tower A, Asia Financial Center, No.1 Tianchen East Road, Chaoyang District, Beijing 100101
Tel: +86-10-8358-0187
Fax: +86-108358-0000
Email: ppm@aiib.org
36. Time limits for filing complaints in general are 24 months from the project closing date or last disbursement date depending on financial modality.
37. Complaints/appeals cannot be considered by the PPM, if (i) it does not relate to a project, that has been approved for AIIB funding or for which PSI has been disclosed;(ii) it is anonymous; (iii) it makes accusations of fraud, corruption or other prohibited methods or is related to procurement; and other situations.

VII. Monitoring and Evaluation

38. The PCU will carry out internal monitoring of the progress of grievance resolutions.
- Track and control grievance redress process to achieve their resolution, and implementation of the decisions and take remedial correction actions in midcourse as required.
 - The outcomes of the monitoring shall be presented in the social safeguards monitoring reports, quarterly progress report (QPR) and other reports as defined for each subproject.
 - Monitoring results will be used for GRM evaluation and lessons learned. The sample monitoring indicators may include:

⁹ AIIB Policy on the Project-affected People's Mechanism Dec. 7, 2018
https://www.aiib.org/en/policies-strategies/_download/project-affected/PPM-policy.pdf

¹⁰ https://www.aiib.org/en/policies-strategies/_download/project-affected/PPM-RoP.pdf

- No. of complaints received/redressed during the year;
- No. of complaints pending at the begin/end of the year;
- types of grievances (e.g., grouped by type of issues);
- time period required to resolve;
- complainant satisfaction level;
- adequacy of GRM and resources.

VIII. Disclosure and Public Awareness

39. The IA will disclose the GRM in its website for attention of public. The information to public should include the contact details of the GRC at the local level and the GRC at the Second level at the PCU and channels, through which the customers can lodge their grievances, and the list of members of the GRC.
40. Information, regarding the GRM, should be communicated to the affected community at the earliest stage of the project by IA, during public consultations for social / resettlement and environmental impacts assessments, and the project engineering design and safeguard documents preparation. During these activities, information brochures, as well as verbal communication and other relevant media can be used.

Attachment 1. Appeals and complaints lodging template

The grievance can be submitted in paper or digital format and include the following information on:

Information about the complainant/appeal/inquiry	
1.	Date and place
2.	Full name of the complainant (<i>surname, first name and patronic</i>)
3.	Contact information of the complainant (<i>address, phone number</i>)
4.	Gender and Age
Information about the complaint/appeal/inquiry (<i>underline the relevant one</i>)	
5.	Describe the details of the complaint/appeal/inquiry (<i>add additional page and documents, if relevant</i>)
6.	Whether you have already taken up with any other grievance solution measures (e.g., court, ombudsmen). Yes or No. If Yes, please specify
7.	Signature of complainant (if submitted by paper, in person)
8.	Signature of the GRC team member received the complaint/appeal/inquiry
9.	Any comment by the GRC team member received the complaint/appeal/inquiry

Attachment 2. Grievance/complaints and appeals logbook

Database on appeals and complaints of individuals and legal entities within the framework of the Bukhara Region Water Supply and Sewerage Project" (2021 year)

No.	Reg. number	Date received	Full name	Age	Man	Woman	Contact info <i>(address, phone number)</i>	Type of complaint /appeal	Content	Actions taken	Dates of actions taken	Status <i>(Resolved, Unresolved)</i>
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
11												
12												

Attachment 3. Sample Action Plan Template

Action Plan				
Goal: Resolve APs complain on ... <i>(Insert the subject of the complaint)</i>				
Activities	Responsible	Target Date	Resources Needed/budget	Reporting by

Attachment 4. Coordinators of GRCs Tier-1 (local GRC) and Tier-2

No	Regional water supply organization		Information (address, tel., e-mail)	Full name, responsible persons	Contacts of responsible persons
1.	Bukhara region	LLC "Bukhoro suv taminoti"	Bukhara city, st. Ibn Sino 111	Shodiev Khamza Khalimovich	+99899 702 00 33
2.	Bukhara city	LLC "Bukhoro suv taminoti" branch of Bukhara	Bukhara city, st. Ibn Sino 111	Kodirov Akmal	+99890 715 51 43
3.	Bukhara district	LLC "Bukhoro suv taminoti" branch of Bukhara district	Bukhara region, st. Faizullo Khuzhaev 188	Sadirov Nutfullo Amrillaevich	+99891 442 49 04
4.	Kagan city	LLC "Bukhoro suv taminoti" branch of the city of Kagan	the city of Kagan, st. Gazchilar 5	Nematov Ilyos Gulamdzhonovich	+99899 113 01 52
5.	Korovulbozor district	LLC "Bukhoro suv taminoti" branch of the Korovulbozor district	the city of Korovulbozor st. Buyuk Ipak Yuli 32	Tulaev Anvar Izatullaevich	+99891 400 55 88
6.	Ramitan district	LLC "Bukhoro suv taminoti" branch of the Ramitan district	the city of Rometan, st. Muhammad Samosy 27	Otaboev Maksud	+99897 305 10 11
7.	Peshku district	LLC "Bukhoro suv taminoti" branch of the Peshku district	Peshku district, st. H.Olimjon 4	Akhmedov Matyokub	+99899 966 70 10
8.	Zhondor district	LLC "Bukhoro suv taminoti" branch of the Zhondor district	Zhondor district, st. Khalkobod 30	Ismailov Furkat Aslonovich	+99893 455 93 62
9.	Gijduvon district	LLC "Bukhoro suv taminoti" branch of the Gijduvon district	Gijduvon district, st. Sharq 80	Ismoilov Ibragim	+99891 444 50 00
10.	Korakul district	LLC "Bukhoro suv taminoti" branch of Korakul district	Korakul district, st. Hasanak 5	Kholmurodov Khamza Normurodovich	+99897 238 38 78
11.	Olot district	LLC "Bukhoro suv taminoti" branch of the Olot district	Olot district, st. Dustlik 46	Akhadov Asqad	+99893 704 28 87

No	Contact details of implementing entity in Tashkent city		
1.	Tashkent city	JSC "Uzsuvtaminot"	Tashkent city, Niyozbek yuli street, 1 E-mail: uzst@exat.uz Phone: (55) 503-12-55
2.	Tashkent city	Project Coordination Unit "Development and Modernization of water supply and sewerage project in Bukhara region"	Tashkent city, Niyozbek yuli street, 1 E-mail: pcu.aiib.uz@gmail.com Phone: (90) 998-57-75
3.	Tashkent city	Social and environmental specialist of the AIIB PCU	Tashkent city, Ziyolilar street, 1 E-mail: a.karabaev@uzsuv.uz Phone: (90) 998-57-75

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No	Contact details of implementing entity in Bukhara region		
1.	Bukhara city	LLC "Bukhara suvtaminoti"	Bukhara city, Ibn Sino street, 111 E-mail: bukharavodokanal@gmail.com Phone: (65) 221-13-08
2.	Bukhara city	Khakimiyat of Bukhara region	Bukhara city, I. Muminova, 1 E-mail: Phone: (65) 224-34-85

Appendix 5. Certificates Signed by Farmers

Бухарская область
Караулбазарский район

"Бузачи" МФИ

_____ июня 2023г.

Заявление

Я, гражданин Саломов Фиёс Шонзарович
временно использовавший земли на территории УРВ "Бузачи" до 30 апреля 2023 года,
не имею никаких претензий и притязаний по отношению к высаженным деревьям
и урожаю, а также другим зелённым насаждениям непосредственно высаженным
на территории УРВ "Бузачи".

Гражданин Саломов
подпись

Бухарская область
Караулбазарский район

"Навбахор" МФИ

_____ июня 2023г.

Заявление

Я, гражданин Гурбанов Расул Рамазанович
временно использовавший земли на территории УРВ "Навбахори" до 30 апреля 2023 года,
не имею никаких претензий и притязаний по отношению к высаженным деревьям
и урожаю, а также другим зелёным насаждениям непосредственно высаженным
на территории УРВ "Навбахор".

Гражданин

Гурбанов
подпись