

Stakeholder Engagement Plan DRAFT

Off-Grid Solutions (last-mile connections) in Khatlon Region, Tajikistan



OSHC "Barqi Tojik"



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Acronyms and Abbreviations

<i>Acronym</i>	<i>Description</i>
BT	Barqi Tojik
CLO	Community Liaison Officer
E&S	Environmental & Social
EMF	Electromagnetic Field
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard of the 2018 World Bank ESF
GBAO	Gorno-Badakhshan Autonomous Region (VMKB in Tajik)
GRC	Grievance Resolution Committee (1 and 2)
GRM	Grievance Redress Mechanism
HSE	Health and Safety, Social, and Environment
kV	Kilovolt
masl	Meters above sea level
NGO	Non-Governmental Organization
PAP	Project-Affected Person (or Project-Affected Party)
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SEP	Stakeholder Engagement Plan
WB	World Bank

1. Introduction

1.1. Background

The World Bank is considering providing support to the Tajikistan Rural Electrification Project (TREP), whose purpose is to provide electricity access to selected settlements in Khatlon and Gorno-Badakhshan Autonomous Oblast (GBAO) regions of Tajikistan (Figure 1) and to improve the reliability of electricity supply in GBAO. The total value of the project is US\$ 70.0 million, with US\$ 20.0 million to be financed by the World Bank. TREP is part of the Risk Mitigation Regime (RMR) that is included in the upcoming World Bank Country Partner Framework for the Republic of Tajikistan for fiscal years 2019-2023.



Figure 1. Location of Khatlon and GBAO Regions

The TREP is being prepared under the World Bank's new Environment and Social Framework (ESF), which came into effect on October 1, 2018, replacing the Bank's Environmental and Social Safeguard Policies. Under the ESF, projects such as TREP must comply with ten Environmental and Social Standards (ESS) in investment project lending financed by the Bank.

TREP includes several components:

- Construction and operation of a run-of-river 10.5-megawatt (MW) Sebzor hydropower plant (Sebzor HPP) on the Shokhdara River and an associated 6.6/35kiloVolt (kV) substation (implemented by Pamir Energy)
- Construction and operation of a 63km 110kV transmission line between Khoroq substation and a new 35/110kV substation near Qozideh (implemented by Pamir Energy)

- **Off-grid solutions for electrification** of at least 44 settlements located in **Khatlon**, comprising provision of electricity services to target settlements through construction of “last mile grid connections” which will involve constructing short distances of low-voltage distribution lines to connect currently unelectrified settlements in Khatlon and to the national grid (implemented by Barqi Tojik).

The World Bank is also providing financing for environmental and social assessments and other planning documentation needed for these projects to meet the requirements of the World Bank’s ESF and other requirements related to environmental and social performance. The various assessments will include:

- *Environmental and social impact appraisals.* The off-grid solutions projects will have preliminary assessments in Environmental and Social Management Frameworks (ESMFs) that will establish criteria for future evaluations of individual electrification projects.
- *Stakeholder Engagement Plans.* Each project component will have a tailored program to engage affected people and other stakeholders
- *Resettlement Policy Frameworks.* Each project component will require the temporary and permanent use of land that is currently allocated to other people and so will result in physical and/or economic displacement of some households. Each will require one or more separate Resettlement Action Plans in the future, but the principles and objectives of the program will be the same for all subprojects. For that reason, a single RPF has been prepared to cover all subprojects.

This report presents the *Stakeholder Engagement Plan (SEP)* for the **Off-grid solutions (last-mile grid connections) in Khatlon** region of Tajikistan. Documents required for each component are identified in Table 1.

Table 1. Environmental and social documentation for TREP and subprojects

Document	Sebzor HPP & substation	18km Sebzor-to-Khorog 110kV t-line	63km Khorog-to-Qozideh t-line	GBAO off-grid solutions	Khatlon last-mile solutions
ESIA	✓	✓	✓		
ESMF				✓	✓
SEP	✓			✓	✓
RPF	✓				
ESIA: Environmental & Social Impact Assessment ESMF: Environmental and Social Management Framework SEP: Stakeholder Engagement Plan RPF: Resettlement Policy Framework ✓ indicates separate E&S document to be prepared to meet ESF and other applicable requirements ✓ identifies present document					



Barqi Tojik (BT) will be responsible for implementing Khatlon last-mile solutions. Barqi Tojik is the state-owned company responsible for power generation and transmission in several provinces of Tajikistan.

1.2. Project Summary

In Khatlon Province, over 28,000 people in 5,633 households in 136 villages currently are not served by electricity (Figure 2). This subproject will include so-called “last-mile connections” for households in selected villages. It will finance household connections and basic wiring costs to alleviate consumer affordability barriers. Household consumers whose connection and internal wiring costs are prefunded by the project may be required to repay the full cost over time.

At present, the World Bank intends to provide financing for connecting at least 44 of the unserved villages (Table 2), including over 12,000 people in 2,436 households, to the national grid, specifically including those villages in Shamsiddin Shohin, Fahrur, and Hamadoni Regions, which all border Afghanistan. The subproject may also finance last-mile connection costs for social and public facilities (e.g. hospitals, schools, kindergartens), but will not finance such costs for commercial and industrial users. As noted earlier, the subprojects will be implemented by Barqi Tojik.

In general, these last-mile connections will include construction of 10kV and 4kV distribution lines from the existing grid to the villages of concern and then to houses in the villages. The work will involve digging holes for single wooden or concrete poles and then placing the poles in the holes and stringing wires between poles and between the last pole and the house. Poles will be 5-7 meters high and all work except stringing wires will be done manually, with little or no mechanized equipment.

Altogether, there will be about 65 kilometers of 10kV line and the same of 4kV line. Planning is not yet sufficiently advanced to know the number of poles, but it is likely they will be an average of about 100 meters apart, so the project will include erection of about 1,300 poles (650 for 10kV and 650 for 4kV). The only land that will be required will be for the poles themselves. Pole locations, except for house connections, will be selected so the line does not pass over or within two meters (horizontal distance) of any houses, schools, or other occupied buildings. No land will be needed for permanent use except of the poles themselves, which will occupy an area somewhat less than one square meter and will not restrict any activities or future land use. The contractors will require some small amounts of land for temporary use for storage and preparation. Work crews would come predominantly from the local communities, with only a few supervisory and technical personnel coming from outside; construction in any community would not last more than a few days or weeks.

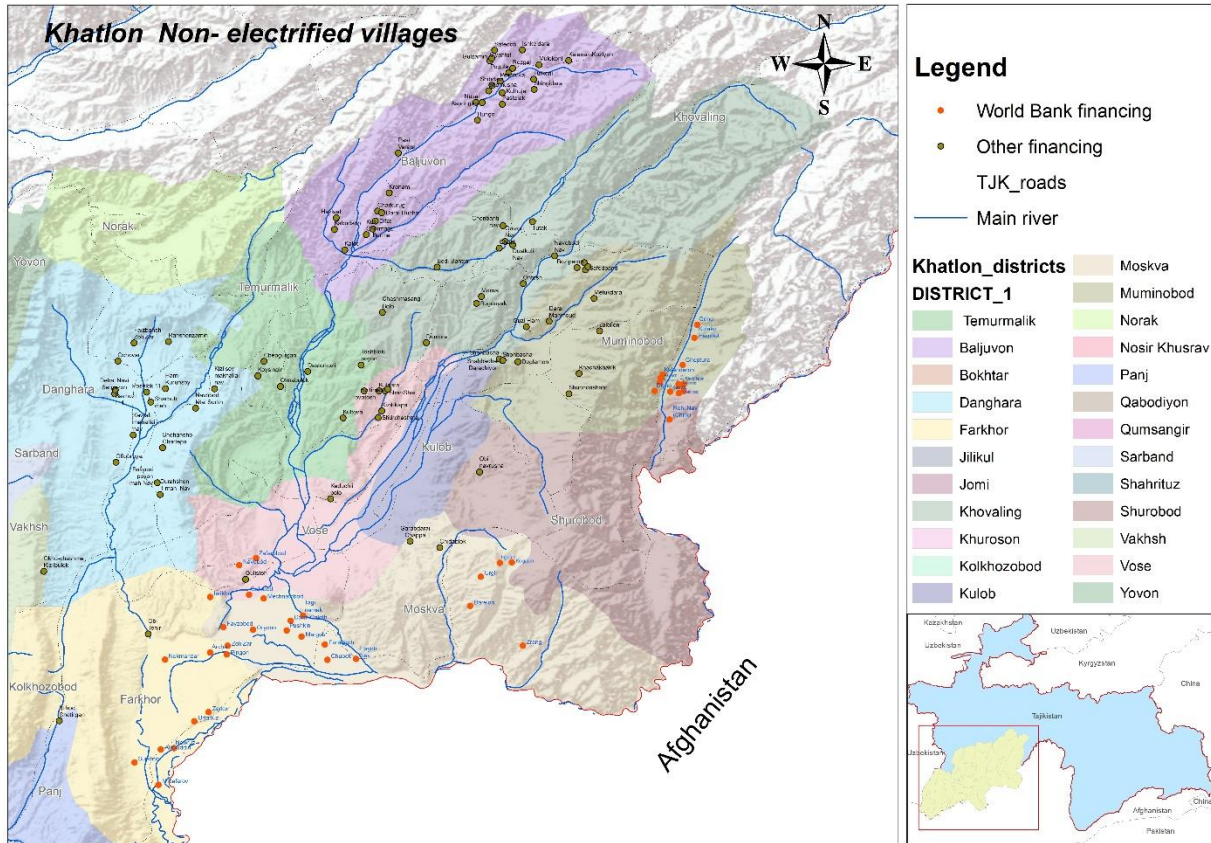


Figure 2. Non-electrified villages in Khatlon Province

Table 2 Villages to be electrified in selected districts

No	Village	Number of households	Population
Shamsiddin Shohin Region			
1	Gring	13	80
2	Kavluch	28	227
3	Diyho	20	186
4	Rohi Nav (Chirk)	12	103
5	Kumrog	22	188
6	Shahriston	10	91
7	Kulako Hambel	12	88
8	Urgli	14	97
9	Korgaron	2	15
10	Safedob	25	192
11	Sheli bolo	6	47
12	Bogi Mullo	2	15



<i>No</i>	<i>Village</i>	<i>Number of households</i>	<i>Population</i>
13	Sari reg	9	61
14	Hami mahlab	6	68
15	Kalandaron	5	26
16	Darelon	6	38
17	Zrang	2	10
18	Irgailuk	11	68
19	Cheptura	1	10
	Region total: 19 villages	206	1,610
Farhor Region			
1	Zarkor	30	200
2	Pingon	60	480
3	Archa	35	185
4	N.Safarov	38	300
5	Alovuddin	35	210
6	Surkhob	40	320
7	Nowruz	35	210
8	Zoli Zar	10	70
9	Nekmanzar	40	300
10	Istiklol	70	250
11	Mavzei Urtabuzi chamoati Dehot Farhor	150	1200
Region totals		543	3,725
Hamadoni Region			
1	Tojikiston	242	968
2	Chubek	136	544
3	Margob	180	730
4	Pushkin	136	560
5	Zafarobod	50	217
6	Hayoti Nav	70	305
7	Oryono	140	571
8	Tagi namak	64	266
9	Darai Caloth	104	427
10	Mechnatobod	162	661
11	Navobod	160	666
12	Gulobod	156	637
13	Fayzobod	48	201
14	Furudgoh	40	127



No	Village	Number of households	Population
	Region totals	1,688	6,880
	Totals for 44 villages	2437	12215
	Grand totals for all non-electrified villages	5,633	28,872

1.3. Objectives of Stakeholder Engagement Plan

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the construction and operation of the proposed projects. The SEP outlines the ways in which Barqi Tojik and contractors will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about Barqi Tojik, the contractors, and the project(s) themselves.

The involvement of the local population is essential to the success of the project(s) in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project(s).

2. Regulatory Context

2.1. Tajikistan requirements for stakeholder engagement

Public participation in decision making, which follows from the legislation of the Republic of Tajikistan and obligations under international agreements, is a new phenomenon in Tajikistan that requires the necessary legal regulation. The tradition of closed or limited information about decisions that affect the state of the environment have left a definite imprint on the attitude of society to environmental issues. More than twenty years ago, public participation in the decision-making process was difficult even to imagine. Now, there are a number of environmental and other requirements and acts that to some extent regulate public participation in the EIA process in Tajikistan. These acts include:

- The Environmental Protection Law establishes the right of citizens to live in a favorable environment and to be protected from negative environmental impacts (Article 12). Citizens also have the right to environmental information (Article 13) as well as to participate in developing, adopting, and implementing decisions related to environmental impacts (Article 13). The latter is assured by public discussion of drafts of environmentally important decisions and public ecological reviews. Public representative bodies have an obligation to take into consideration citizens' comments and suggestions.
- The Law on Environmental Expertise (art. 7) also provides the rights to citizens to conduct a Public Environmental Expertise (that is, a public environmental review). This law also empowers local authorities to facilitate public hearings, questionnaires, and referendums regarding planned activities that are subject to ecological expertise. On 17 July 2001, Tajikistan acceded to the 1998 Aarhus Convention, the provisions of which have priority

over domestic law that stipulates the rights for Public Environmental Expertise. The element of public participation in the EIA procedure is described in detail in the Procedure (Order) for Conducting an EIA of 2018. Public participation procedures are envisaged for all categories of projects, although in practice they are mainly applied to major projects. The Procedure (Order) for Conducting the EIA of 2014 changed the focus and timing of public discussions, as the previous version (2006) provided for the participation of the public at an early stage of the process (i.e., after submitting a draft declaration of intent to the competent environmental authority) and it was indicated that comments and suggestions from the public be taken into account in drafting the technical task for carrying out the EIA. In fact, this ensured the participation of the public at the stage of defining the range of EIA tasks (scoping). The Procedure for Conducting the EIA of 2018 assumes public discussions only after the preparation of the EIA report by the project developer.

2.2. World Bank requirements for stakeholder engagement

The World Bank's Environmental and Social Framework (ESF) came into effect on October 1, 2018. The Framework includes Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

As defined by the 2018 ESF and ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. Key elements of ESS10 include:

- "Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project."
- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts."
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with



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

- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not."

Borrowers are required to develop a Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts (paragraph 13). Stakeholders have to be identified and the SEP has to be disclosed for public review and comment as early as possible, before the project is appraised by the World Bank. ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.

3. Stakeholder Identification, Analysis and Communication Methods

3.1. Project stakeholders

Project stakeholders are 'people who have a role in the Project, or could be affected by the Project, or who are interested in the Project'. Project stakeholders can be grouped into primary stakeholders who are "...individuals, groups or local communities that may be affected by the Project, positively or negatively, and directly or indirectly"... especially... "those who are directly affected, including those who are disadvantaged or vulnerable" and secondary stakeholders, who are "...broader stakeholders who may be able to influence the outcome of the Project because of their knowledge about the affected communities or political influence over them".

Thus, Project stakeholders are defined as individuals, groups or other entities who:

- (i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as 'affected parties'); and
- (ii) may have an interest in the Project ('interested parties'). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

Cooperation and negotiation with the stakeholders throughout the Project development often also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the groups' interests in the process of engagement with the Project.

Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. The legitimacy of such representatives may stem both from their official elected status and their informal and widely

supported standing within the community that allows them to act as focal points of contact in Project's interaction with its stakeholders. Examples of legitimate stakeholder representatives include and are not limited to:

- elected officials of regional, local, and village councils and self-governance bodies;
- leaders of informal or traditional community institutions such as village headpersons or chiefs of the communes;
- non-elected leaders that have wide recognition within their community, such as chairpersons of local initiative groups, committees, local cooperatives etc.;
- leaders of community-based organizations, local NGOs and women's groups;
- the elders and veterans within the affected community;
- religious leaders, including those representing traditional faiths;
- teachers and other respected persons in the local communities, etc.

Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders. Legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on who can be representing their interests in the most effective way.

3.2. Methodology for Stakeholder Engagement

3.2.1. Main Principles

In order to meet best practice approaches, Barqi Tojik will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach*: public consultations for the project(s) will be arranged during the whole life-cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- *Informed participation and feedback*: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- *Inclusiveness and sensitivity*: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects(s) is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, elderly including diverse ethnic groups.

3.3. Stakeholder Identification and Analysis

Stakeholder engagement process for the off-grid electrification solutions in Khatlon has started from identification, mapping and analysis. It is anticipated that this Stakeholder Engagement Plan (SEP) will

help clarify the stakeholder identification procedure at the national level for the forthcoming stages. This will guide Barqi Tojik and allow complying with above cited commitments (national and international). The following criteria, adjusted to take account of local specific conditions, are proposed to be used for the identification of stakeholders:

- **Liability:** project implementation or on-going operations may result in legal, financial or other liabilities of the proponent to a social group;
- **Influence:** a social group may be able to substantially influence project implementation or on-going operations ;
- **Partnership:** there are opportunities for building partnership relations between the project developer and a given social group in the framework of the project implementation or on-going operations;
- **Dependency:** project implementation may significantly affect a given social group, in particular, it may affect vital interests of its representatives if they are dependent on the project on-going operations in economic or financial terms;
- **Representation:** a social group may have a right to represent interests with regard to a project or on-going operations, and this right is legitimated through legislation, custom and and/or cultural specifics;
- **Expressed interest:** a social group and/or individual may express interest to a project or on-going operations, and this group is not necessarily directly affected by the planned or current activities

A general list of stakeholder groups identified is presented in **Table 3** below.

Table 3 Stakeholder groups and interest in engagement

Stakeholder group	Interest/cause in engagement
International level	
Environmental and societal NGOs	Scientific understanding of the range or problems associated with the project(s).
National level	
Administration	Legislative and executive authorities. Functions of supervision and monitoring
NGOs	Represents the interests of different interested parties and vulnerable groups
Mass media	They are intermediaries for informing the general public about the planned activities of the project developer(s) and for information disclosure in connection with the proposed project(s).
Scientific structures	Scientific understanding of the range or problems associated with the proposed project(s). Scientific approach to the relevant issues. Possible specialists' provision for further activity in project implementation.
Business community	Economically interested business entities (conclusion of



Stakeholder group	Interest/cause in engagement
	contracts, economic damage due to competition, etc.); they can be also potential customers of the project developer.
Project employees and Project's sub-contractors	Technical understanding of the range or problems associated with the proposed project(s) including H&S issues.
Regional and district level	
Administration of Khatlon Region	Legislative and executive authorities. Functions of supervision and monitoring
Administrations of 3 districts of Khatlon region (for WB financed projects)	Legislative and executive authorities. Functions of supervision and monitoring
Local NGOs	Represents interests of different interested parties and vulnerable groups
Mass media	They are intermediaries for informing the general public about the planned activities of the project developer and for information disclosure in connection with the proposed project.
Business community	Economically interested business entities (conclusion of contracts, economic damage due to competition, etc.); they can be also potential customers of the project developer.
Local communities	Interested parties living in regions of seismic activities that could be indirectly affected by the realization of the projects
Local level	
Chairpersons of Jamoats	Represents interests of affected communities (land users) and vulnerable groups
Local land users and other local population	Potential vulnerable groups, affected communities and other interested parties living in the close vicinity to seismic study activity

3.4. Stakeholder Categorisation

For the purposes of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

- **Affected Parties** – persons, groups and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable



status¹, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project(s).

Engagement with all identified stakeholders will help ensure the greatest possible contribution from the stakeholder parties toward the successful implementation of the project(s) and will enable the project(s) to draw on their pre-existing expertise, networks and agendas. It will also facilitate both the community's and institutional endorsement of the project(s) by various parties. Access to the local knowledge and experience also becomes possible through the active involvement of stakeholders.

A description of the aforementioned stakeholder groups is provided in the **Annex 1**.

3.4.1. Affected Parties

Affected Parties include local communities, community members and other parties that may be subject to direct impacts from the Project during electrification activities. Specifically, the following individuals and groups fall within this category:

- Communities in the vicinity of the project's planned activities;
- The local population and local communes;
- Residents, business entities, and individual entrepreneurs in the area of the project that can benefit from the employment, training and business opportunities;
- Government officials, including Municipal Administration of the in the project area, village administrations, environmental protection authorities;
- Community-based groups and non-governmental organizations (NGOs) that represent local residents and other local interest groups, and act on their behalf; and
- Barqi Tojik employees and contractors.

Local NGOs and initiative/advocacy groups represent the considerable capacity that the project(s) may tap for disseminating the information and raising awareness of the planned activities among the potentially affected communities in the project area. NGOs typically have well established interaction with the local communities, are able to propose the most effective and culturally appropriate methods of liaising based on the local customary norms and prevailing means of communication, and possess the facilitation skills that may be utilized as part of the project's consultations. In addition, NGOs may lend assistance in disseminating information about the proposed project(s) to the local communities, including in the remote areas (e.g. by placing information materials about the project in their offices, distributing the project information lists during events that they are organizing), and provide venues for the engagement activities such as focus-group discussions.

3.4.2. Other Interested Parties

The projects' stakeholders also include parties other than the directly affected communities, including:

¹ Vulnerable status may stem from an individual's or group's race, national, ethnic or social origin, color, gender, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.



- Residents of the other rural settlements within the project area, who can benefit from employment and training opportunities stemming from the project;
- Civil society groups and NGOs on the regional, national and local levels, that pursue environmental and socio-economic interests and may become partners of the project . Organizations within this group are likely to be located outside the project's Direct Area of Influence;
- Business owners and providers of services, goods and materials within the project area that will be involved in the project's wider supply chain or may be considered for the role of project's suppliers in the future;
- Government of the Tajikistan – government officials, permitting and regulatory agencies at the national and regional levels, including environmental, technical, social protection and labor authorities.
- Mass media and associated interest groups, including local, regional and national printed and broadcasting media, digital/web-based entities, and their associations.

3.4.3. Vulnerable Groups

A significant factor in achieving inclusiveness of the engagement process is safeguarding the participation of vulnerable individuals in public consultations and other engagement forums established by the project. The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g. minorities or fringe groups), dependence on other individuals or natural resources, etc.

Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

Within the Project Area of Influence, the vulnerable groups may include and are not limited to the following:

- Elderly people and veterans of war;
- Persons with disabilities and their careers;
- Low-income families dependent on state support;
- Women-headed households or single mothers with underage children;
- The unemployed persons.

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program



This section describes stakeholder engagement activities that will be implemented by Barqi Tojik going forwards, including activities tailored to the specific project phases/developments as well as the on-going routine engagement.

4.1. Engagement Methods and Tools

The project(s) intend to utilize various methods of engagement that will be used by as part of its continuous interaction with the stakeholders. For the engagement process to be effective and meaningful, a range of various techniques need to be applied that are specifically tailored to the identified stakeholder groups. Methods used for consulting with statutory officials may be different from a format of liaising with the local communities (focus group discussions, displays and visuals with a lesser emphasis on technical aspects).

The format of every consultation activity should meet general requirements on accessibility, i.e. should be held at venues that are easily reachable and do not require long commute, entrance fee or preliminary access authorization, cultural appropriateness (i.e. with due respect to the local customs and norms), and inclusiveness, i.e. engaging all segments of the local society, including disabled persons, the elderly, minorities, and other vulnerable individuals. If necessary, logistical assistance should be provided to enable participants from the remote areas, persons with limited physical abilities and those with insufficient financial or transportation means to attend public meetings scheduled by the project.

Ensuring the participation of vulnerable individuals and groups in project consultations may require the implementation of tailored techniques. Since their vulnerable status may lead to people's diffidence and reluctance or physical incapacity to participate in large-scale community meetings, visiting such individuals/ families at their homes or holding separate small group discussions with them at an easily accessible venue is a way for the project to reach out to the groups who, under standard circumstances, are likely to be insufficiently represented at community gatherings.

4.1.1. Description of Engagement Methods

Various methods of engagement will be used as part of the project's interaction with the stakeholders, to ensure that different stakeholder groups are successfully reached and are involved in the process of consultation, decision-making and the development of impact management solutions.

International standards increasingly emphasize the importance of a consultation being 'free, prior and informed', which implies an accessible and unconstrained process that is accompanied by the timely provision of relevant and understandable information. In order to fulfil this requirement, a range of consultation methods are applied that specifically focus on this approach.

Information that is communicated in advance of public consultations primarily includes an announcement thereof in the public media – local, regional and national, as well as the distribution of invitations and full details of the forthcoming meeting well in advance, including the agenda. It is crucial



that this information is widely available, readily accessible, clearly outlined, and reaches all areas and segments of the target community.

These parameters can be achieved by implementing the following approach:

- Advance public notification of an upcoming consultation meeting follows the same fundamental principles of communication, i.e. it should be made available via publicly accessible locations and channels. The primary means of notification may include mass media and the dissemination of posters/ advertisements in public places. The project keeps proof of the publication (e.g. a copy of the newspaper announcement) for the accountability and reporting purposes. Existing notice boards in the communities may be particularly useful for distributing the announcements, such as boards adjacent to the widely visited public premises – village councils, post offices, stores, transport links, and offices of the local NGOs. When the notifications are placed on public boards in open air, it should be remembered that the posters are exposed to weather, may be removed by bypassers or covered by other advertisements. The project's staff will therefore maintain regular checks in order to ensure that the notifications provided on the public boards remain in place and legible.
- Another critical aspect of the meeting preparation process is selecting the methods of communication that reach the potential audience with lower levels of literacy or those who are not well-versed in the technical aspects of the proposed. Oral communication is an option that enables the information to be readily conveyed to such persons. This includes involving the selected community representatives/ village leaders/ local NGOs and initiative groups to relay up-to-date information on the project and consultation meetings to other members of the community, particularly to those in remote areas of the Khatlon region for a larger part of the year. Advertising the project and the associated meetings via radio or television and making direct calls (in case fixed-line or mobile phone communication is available) is another method that allows reaching out to the remote audiences. The announcement of a public meeting or a hearing is made sufficiently in advance, thereby enabling participants to make necessary arrangements, and provides all relevant details, including date, time, location/venue and contact persons.
- Placement of the project materials in the public domain is also accompanied by making available a register of comments and suggestions that can be used by any member of the affected community and general public to provide their written feedback on the contents of the presented materials. As a rule, the register is made available for the entire duration of the requisite disclosure period. Where necessary, a project representative or an appointed consultant should be made available to receive and record any verbal feedback in case some stakeholders experience a difficulty with providing comments in the written form.
- Drafting an agenda for the consultation meeting is an opportunity to provide a clear and itemized outline of the meeting's structure, sequence, chairpersons, a range of issues that will be discussed and a format of the discussion (e.g. presentation/ demonstration followed by a Questions & Answers – Q&A session, facilitated work in small groups, feature story and experience sharing, thematic sessions with a free speaking format enabling the exchange of ideas). A clearly defined scope of issues that will be covered at the meeting gives the prospective participants an opportunity to prepare their questions and comments in advance. It is essential to allocate a sufficient amount of time for a concluding Q&A session at the end of



any public meeting or a hearing. This allows the audience to convey their comments and suggestions that can subsequently be incorporated into the design of the project. Keeping a record of all public comments received during the consultations meetings enables the project's responsible staff to initiate necessary actions, thereby enhancing the project's overall approach taking onto consideration the stakeholders' priorities. The recorded comments and how they have been addressed by the project becomes an appropriate material for inclusion in the project's regular reporting to the stakeholders.

- Distribution of targeted invitations to the consultation meeting or a hearing is an important element of the preparation process and is based on the list of participants that is compiled and agreed in advance of the consultation. Invitations may be sent both to certain individuals that have been specifically identified as relevant stakeholders (e.g. representatives of authorities, leaders of local NGOs and initiative groups, village chairpersons) and as public invites (e.g. addressed to initiative and professional bodies, local organizations, and other public entities). Text of individual invitations can be tailored to reflect the specifics of an invitee and their role in the process, whereas the text of public invitations normally indicates general details. Means of distributing the invitations should be appropriate to the customary methods of communication that prevail locally in the Project Area of Influence (PAI). Depending on the availability and technical feasibility, the following means of distribution can be used: direct mail (post); as an inclusion with other existing public mailings, utility bills, or circulates from a local authority. The invitation should typically contain a clear request for confirmation of the participation, also specifying a date by which the confirmation is expected. All invitations that were sent out are tracked in order to determine and manage the response rate. If no response has been received, the invitation can be followed up by a telephone call or e-mail where possible.

Barqi Tojik will use a range of techniques to fulfill the main purpose of its consultation activities aimed at raising the community's and stakeholder awareness about the planned and current activities undertaken by the project, as well as to solicit public feedback that can subsequently be input into the project's mitigation and enhancement measures. As discussed above, due consideration will be given to the cultural appropriateness and inclusiveness of the consultation settings as well as gender and other sensitivities that may prevail in the local communities. Knowledge and advice of the community representatives and local NGOs are invaluable to ensure that these aspects are fully observed. If deemed necessary, separate meetings and focus group discussions will be held, as described above.

An attendance list is made available at the commencement of the consultation/hearing in order to record all participants who are present at the meeting and their affiliation. Wherever possible, attendees' signatures should be obtained as a proof of their participation. Details of the attendees who were not initially on the list (e.g. those participating in place of somebody else, or general public) should be included in addition to those who have registered for the meeting in advance.

In most cases and as a general practice, the introductory initial part of the meeting or a hearing should be delivered in a format that is readily understandable to the audience of laypersons and should be free of excessive technical jargon. If necessary, preference should be given, whenever possible, to the oral and visual methods of communication (including presentations, pictorials, illustrations, graphics and



animation) accompanied by hand-out materials imparting the relevant information in understandable terms rather than as text laden with technical intricacies. Where technical specifics of the project's particular activities or solutions are required to be delivered in a greater level of detail, it will be ensured that the information conveyed remains comprehensible to all members of the audience and that the description of complex technicalities is adapted to their level of understanding, thereby enabling productive feedback and effective discussion.

If a large audience is expected to attend a public meeting or a hearing, necessary arrangements will be made to ensure audibility and visibility of the presentation and any demonstrations involved. This includes provision of a microphone, proper illumination, projector, places allocated for the wheelchair users, etc.

Taking records of the meeting is essential both for the purposes of transparency and the accuracy of capturing public comments. At least three ways of recording may be used, including:

- taking written minutes of the meeting by a specially assigned person or a secretary;
- audio recording (e.g. by means of voice recorders); and
- photographing.

The latter should be implemented with a reasonable frequency throughout the meeting, allowing notable scenes to be captured but at the same time not distracting or disturbing the audience excessively. Where feasible, the video recording may also be undertaken. Combination of these methods assures that the course of the meeting is fully documented and that there are no significant gaps in the records which may result in some of the important comments received from the stakeholder audience being overlooked.

As a possible option in addition to the Q&A session nearer the close of the public meeting/hearing, evaluation (feedback) forms may be distributed to participants in order to give them an opportunity to express their opinion and suggestions on the project. This is particularly helpful for capturing individual feedback from persons who may have refrained from expressing their views or concerns in public.

Questions provided in the evaluation form may cover the following aspects:

- Participant's name and affiliation (these items are not mandatory if the participant prefers to keep the form confidential)
- How did they learn about the Project and the consultation meeting?
- Are they generally in favour of the Project?
- What are their main concerns or expectations/hopes associated with the Project or the particular activity discussed at the meeting?
- Do they think the Project will bring some advantages to their community as a whole?
- Is there anything in the Project and its design solutions that they would like to change or improve?



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- Do they think that the consultation meeting has been useful in understanding the specific activities of the Project, as well as associated impacts and mitigation measures? What aspects of the meeting they particularly appreciated or would recommend for improvement?

Bearing in mind that some of the participants might find completion of the evaluation form challenging due to the literacy constraints or concerns about their confidentiality, the distribution of the feedback forms should always be explained that filling the form is optional. Some persons may be willing to express their feedback verbally and in this case a member of Project staff will be allocated to take notes. A summary description of the engagement methods and techniques that will be applied by project developer is provided in Table 4 below. The summary presents a variety of approaches to facilitate the processes of information provision, information feedback as well as participation and consultation.

Table 4 Methods, Tools and Techniques for Stakeholder Engagement

Method / Tool	Description and Use	Contents	Dissemination Method	Target Groups
Information Provision				
Distribution of printed public materials: leaflets, brochures, fact sheets	Used to convey information on the Project and regular updates on its progress to local, regional and national stakeholders.	<p>Printed materials present illustrative and written information on Project activities, facilities, technologies and design solutions, as well as impact mitigation measures.</p> <p>Presented contents are concise and adapted to a layperson reader. Graphics and pictorials are widely used to describe technical aspects.</p> <p>Information may be presented both in Russian and Tajik for local and national stakeholders, and in English for international audience.</p>	<p>Distribution as part of consultation meetings, public hearings, discussions and meetings with stakeholders, as well as household visits in remote areas.</p> <p>Placement at the offices of local administrations and NGOs, libraries and other public venues.</p>	<p>Households in Project Area of Influence.</p> <p>Residents of Khatlon Region, as well as wider stakeholders in Tajikistan.</p>
Distribution of printed public materials: newsletters/ updates	A newsletter or an update circular sent out to Project stakeholders on a regular basis to maintain awareness of the Project development.	Important highlights of Project achievements, announcements of planned activities, changes, and overall progress.	<p>Circulation of the newsletter or update sheet with a specified frequency in the Project Area of Influence, as well as to any other stakeholders that expressed their interest in receiving these periodicals.</p> <p>Means of distribution – post, emailing, electronic subscription, delivery in person.</p> <p>The mailed material can be accompanied by an enclosed postage-paid comment/feedback form that a reader can fill in a</p>	<p>Households in Project Area of Influence.</p> <p>Public venues in Project Area of Influence – local administrations, libraries.</p> <p>Residents in project area</p>



Method / Tool	Description and Use	Contents	Dissemination Method	Target Groups
			return to the Project's specified address.	
Printed advertisements in the media	Inserts, announcements, press releases, short articles or feature stories in the printed media – newspapers and magazines	Notification of forthcoming public events or commencement of specific Project activities. General description of the Project and its benefits to the community.	Placement of paid information in local, regional and national printed media, including those intended for general reader and specialised audience	Residents in project area
Radio or television entries	Short radio programmes, video materials or documentary broadcast on TV.	Description of the Project, Project development updates, solutions for impact mitigation. Advance announcement of the forthcoming public events or commencement of specific Project activities.	Collaboration with media producers that operate in the region and can reach local audiences.	Residents in project area
Visual presentations	Visually convey Project information to affected communities and other interested audiences.	Description of the Project and related solutions/impact management measures. Updates on Project development.	Presentations are widely used as part of the public hearings and other consultation events with various stakeholders.	Affected communities in in the project area, participants of the public hearings, consultations, rounds tables, focus group discussions and other forums attended by Project stakeholders. Authorities and other governmental bodies.
Notice boards	Displays of printed information on notice boards in public places.	Advance announcements of the forthcoming public events, commencement of specific Project activities, or changes to the scheduled process.	Printed announcements and notifications are placed in visible and easily accessible places frequented by the local public, including libraries, village cultural centres, post offices, shop, local administrations.	Directly affected communities in the project area
Information Feedback				
Information	Placement of Project-related	Various Project-related materials,	Deposition of materials in publicly	Directly affected communities in the



Method / Tool	Description and Use	Contents	Dissemination Method	Target Groups
repositories accompanied by a feedback mechanism	information and printed materials in dedicated/designated locations that also provide visitors and readers with an opportunity to leave their comments in a feedback register.	ESMF documentation, environmental and social action plans.	available places (offices of local NGOs, local administrations, libraries) for the duration of a disclosure period or permanently. Audience are also given free access to a register of comments and suggestions.	project area
Dedicated telephone line (hotline)	Setting up a designated and manned telephone line that can be used by the public to obtain information, make enquiries, or provide feedback on the Project. Initially, telephone numbers of Project's specialised staff can be shared with the public, particularly staff involved in stakeholder engagement, public relations and environmental protection.	Any issues that are of interest or concern to the local communities and other stakeholders.	Telephone numbers are specified on the printed materials distributed to Project stakeholders and are mentioned during public meetings. Project's designated staff should be assigned to answer and respond to the calls, and to direct callers to specialist experts or to offer a call-back if a question requires detailed consideration.	Local communities within the Project Area of Influence. Any other stakeholders and interested parties.
Internet/Digital Media	Launch of Project website to promote various information and updates on the overall Project, impact assessment and impact management process, procurement, employment opportunities, as well as on Project's engagement activities with the public. Web-site should have a built-in feature that allows viewers to leave comments or ask questions about the Project. Website should be available in two languages – Russian for the	Information about Project operator and shareholders, Project development updates, health and safety, community relations, community updates, employment and procurement, environmental and social aspects.	A link to the Project web-site should be specified on the printed materials distributed to stakeholders. Other on-line based platforms can also be used, such as web-conferencing, webinar presentations, web-based meetings, Internet surveys/polls etc. Limitation: Not all parties/stakeholders have access to the internet, especially in the remote areas and in communities.	Affected communities, Project stakeholders and other interested parties that have access to the internet resources.



Method / Tool	Description and Use	Contents	Dissemination Method	Target Groups
	local and national audience, and in English for international stakeholders.			
Surveys, Interviews and Questionnaires	The use of public opinion surveys, interviews and questionnaires to obtain stakeholder views and to complement the statutory process of public hearings.	Description of the proposed Project and related solutions/impact management measures. Questions targeting stakeholder perception of the Project, associated impacts and benefits, concerns and suggestions.	Soliciting participation in surveys/interviews with specific stakeholder groups or community-wide. Administering questionnaires as part of the household visits.	Directly affected households in the Project Area of Influence. Other communities within the Project Area of Influence.
Feedback & Suggestion Box	A suggestion box can be used to encourage residents in the affected communities to leave written feedback and comments about the Project. Contents of the suggestion box should be checked by designated Project staff on a regular basis to ensure timely collection of input and response/action, as necessary.	Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during public meetings.	Appropriate location for a suggestion box should be selected in a safe public place to make it readily accessible for the community. Information about the availability of the suggestion box should be communicated as part of Project's regular interaction with local stakeholders.	Directly affected households in the Project Area of Influence. Other communities within the Project Area of Influence.
Consultation & Participation				
Public hearings	Project representatives, the affected public, authorities, regulatory bodies and other stakeholders for detailed discussion on a specific activity or facility that is planned by the Project and which is subject to the statutory expert review.	Detailed information on the activity and/or facility in question, including a presentation and an interactive Questions & Answers session with the audience.	Wide and prior announcement of the public hearing and the relevant details, including notifications in local, regional and national mass media. Targeted invitations are sent out to stakeholders. Public disclosure of Project materials and associated impact assessment documentation in	Directly affected communities in the Project Area of Influence. Other communities within the Project Area of Influence. Residents of in the Project Area of Influence



Method / Tool	Description and Use	Contents	Dissemination Method	Target Groups
			advance of the hearing. Viewers/readers of the materials are also given free access to a register of comments and suggestions that is made available during the disclosure period.	
Household visits	Household-level visits can be conducted to supplement the statutory process of public hearings, particularly to solicit feedback from community members and vulnerable persons who may be unable to attend the formal hearing events.	Description of the Project and related solutions/impact management measures. Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during formal community-wide meetings.	Visits should be conducted by Project's designated staff with a specified periodicity. Limitation: logistical challenges in reaching households in remote locations.	Directly affected in the Project Area of Influence.
Focus Group Discussions and Round Table Workshops	Used to facilitate discussion on Project's specific issues that merit collective examination with various groups of stakeholders.	Project's specific activities and plans, design solutions and impact mitigation/management measures that require detailed discussion with affected stakeholders.	Announcements of the forthcoming meetings are widely circulated to participants in advance. Targeted invitations are sent out to stakeholders.	Directly affected households in the Project Area of Influence, youth, elderly, women, and other vulnerable groups.
Information centres and field offices	Project's designated venue for depositing Project-related information that also offers open hours to the community and other members of the public, with Project staff available to respond to queries or provide clarifications.	Project-related materials. Any issues that are of interest or concern to the local communities and other stakeholders.	Information about the info centre or a field office with open hours for the public, together with contact details, is provided on the Project's printed materials distributed to stakeholders, as well as during public meetings and household visits.	Directly affected communities in the Project Area of Influence and any other stakeholders and interested parties.
Site Tours	Visits to Project Site and facilities organised for local communities, authorities and the media to	Demonstration of specific examples of Project's design solutions and approaches to	Targeted invitations distributed to selected audience offering an opportunity to participate in a	Local communities within the Project Area of Influence. Elected officials.



Method / Tool	Description and Use	Contents	Dissemination Method	Target Groups
	demonstrate Project solutions. Visitors are accompanied by the Project's staff and specialists to cover various aspects and to address questions arising from the public during the tour.	managing impacts.	visit to the Project Site. Limitation: possible safety restrictions on the site access during active construction works.	Media groups. NGOs and other initiative groups.



4.1.2. Description of Information Disclosure Methods

As a standard practice, the Project materials (ESMF, ESMP, SEP, RFP or RAP) released for disclosure are accompanied by making available the registers of comments and suggestions from the public that are subsequently documented by the project developer in a formal manner.

The project developer will continue applying the similar approach to disclosure for any additional E&S appraisal materials that will be prepared as part of the project development.

The ESMF report (together with the associated environmental and social management plan – ESMP) in Russian, and English will be made available for public review for the period of 60 days in accordance with the international requirements. Subject to the disclosure will also this Stakeholder Engagement Plan. The SEP will be released in the public domain simultaneously with the ESMF and ESMP reports and will be available for stakeholder review during the same period of time, i.e. 60 days.

Distribution of the disclosure materials will be through making them available at venues and locations frequented by the community and places to which public have unhindered access. Free printed copies of the ESMF/ESMPs and the SEP in Russian and Tajik will be made accessible for the general public at the following locations:

- The Project office in Dushanbe;
- Village administrations in several districts (tbd);
- Municipal administrations of the Districts affected by the Project;
- Regional administrations
- Local NGO offices in Dushanbe and Khatlon regions; and
- Other designated public locations to ensure wide dissemination of the materials.

Electronic copies of the ESMF, ESMP, NTS, RFP, RAP (as required) and SEP will be placed on the project web-site <http://www.barqitojik.tj/en/>. This will allow stakeholders with access to Internet to view information about the planned development and to initiate their involvement in the public consultation process. The web-site will be equipped with an on-line feedback feature that will enable readers to leave their comments in relation to the disclosed materials.

The mechanisms which will be used for facilitating input from stakeholders will include press releases and announcements in the media, notifications of the aforementioned disclosed materials to local, regional and national NGOs as well as other interested parties.

4.1.3. Timetable for Disclosure

The disclosure process associated with the release of project E&S appraisal documentation, as well as the accompanying SEP will be implemented within the following timeframe:

- Placement of the ESMF (including ESMP and RPF), and SEP in public domain – Dates to be confirmed by Barqi Tojik
- 60-day disclosure period – Dates to be confirmed by Barqi Tojik

- Public consultation meetings in project affected communities and with other stakeholders to present and discuss findings of the ESMF and measures proposed in the ESMP - Dates to be confirmed by Barqi Tojik
- Addressing stakeholder feedback received on the entire disclosure package - Dates to be confirmed by Barqi Tojik.

The SEP will remain in the public domain for the entire period of project development and will be updated on a regular basis as the project progresses through its various phases, in order to ensure timely identification of any new stakeholders and interested parties and their involvement in the process of collaboration with the project. The methods of engagement will also be revised periodically to maintain their effectiveness and relevance to the project’s evolving environment.

The outline presented in the table below summarizes the main stakeholders of the project, types of information to be shared with stakeholder groups, as well as specific means of communication and methods of notification. Table 5 below provides a description of stakeholder engagement and disclosure methods recommended to be implemented during stakeholder engagement process.

Table 5 Stakeholder Engagement and Disclosure Methods

Stakeholder Group	Project Information Shared	Means of communication/ disclosure
Local population in the Project Area of Influence	International ESMF, ESAP/ESMP, and Stakeholder Engagement Plan; Public Grievance Procedure; Regular updates on Project development.	Public notices. Electronic publications and press releases on the Project web-site. Dissemination of hard copies at designated public locations. Press releases in the local media. Consultation meetings. Information leaflets and brochures. Separate focus group meetings with vulnerable groups, as appropriate.
Non-governmental and community-based organizations	ESMF, ESMP, RFP, RAP (if triggered), and Stakeholder Engagement Plan; Public Grievance Procedure; Regular updates on Project development.	Public notices. Electronic publications and press releases on the project web-site. Dissemination of hard copies at designated public locations. Press releases in the local media. Consultation meetings. Information leaflets and brochures.
Government authorities and agencies	ESMF, ESMP, Executive Summary, and Stakeholder Engagement Plan; Regular updates on Project development; Additional types of Project’s information if required for the purposes of regulation and	Dissemination of hard copies of the ESMF, ESMP, RFP package, and SEP at municipal administrations. Project status reports. Meetings and round tables.



Stakeholder Group	Project Information Shared	Means of communication/ disclosure
	permitting.	
Related businesses and enterprises	Stakeholder Engagement Plan; Public Grievance Procedure; Updates on Project development and tender/procurement announcements.	Electronic publications and press releases on the Project web-site. Information leaflets and brochures. Procurement notifications.
Project Employees	Employee Grievance Procedure; Updates on Project development.	Staff handbook. Email updates covering the Project staff and personnel. Regular meetings with the staff. Posts on information boards in the offices and on site. Reports, leaflets.

4.2. Planned stakeholder engagement activities

Stakeholder engagement activities will need to provide stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. Table 6 presents the stakeholder engagement activities Barqi Tojik will undertake for their project(s). The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance.



Table 6 Planned stakeholder engagement activities

<i>Stage</i>	<i>Target stakeholders</i>	<i>Topic(s) of engagement</i>	<i>Method(s) used</i>	<i>Location/frequency</i>	<i>Responsibilities</i>
STAGE 1: PROJECT PREPARATION (PROJECT DESIGN, SCOPING, RESETTLEMENT PLANNING, ESMF/RPF/SEP/SEP DISCLOSURE)	Project Affected People: - People potentially affected by land acquisition - People residing in project area - Vulnerable households	- ESMF, ESMP, RPF, SEP, RAP (if triggered) disclosures - Land acquisition process - Assistance in gathering official documents for authorized land uses - Compensation rates, methodology - Compensation packages - Project scope and rationale - Project E&S principles - Resettlement and livelihood restoration options - Grievance mechanism process	- Public meetings, separate meetings for women and vulnerable - Face-to-face meetings - Mass/social media communication (as needed) - Disclosure of written information: brochures, posters, flyers, website Information boards or desks - In Jamoats - Grievance mechanism - Barqi Tajik monthly newsletter	- In Jamoats for disclosure of Drafts ESMF, RPF, SEP, RAP (if triggered) - In Jamoats at beginning of construction that would affect the area - Continuous communication through mass/social media and routine interactions - Throughout RAP development as needed	- Barqi Tojik HSE team - CLO - Specialists responsible for land acquisition - RAP consultant
	Other Interested Parties (External) - Jamoats and Khukumats in Khatlon - Representatives in villages	- ESMF, ESMP, RPF, SEP, RAP disclosures - Land acquisition process - Identification of land plots and uses - Resettlement and livelihood restoration options (if needed) - Project scope, rationale and E&S principles - Grievance mechanism process	- Face-to-face meetings - Joint public/community meetings with PAPs	- Throughout RAP development as needed - Project launch meetings in Jamoats - Quarterly meetings in affected villages and Jamoats - Disclosure meetings in Jamoats and Khatlon Khukumat	- Barqi Tojik E&S Team & management - CLO - Specialists responsible for land acquisition - RAP consultant
	Other Interested Parties (External) - Press and media - NGOs	- ESMF, ESMP, RPF, SEP, RAP disclosures - Grievance mechanism	- Public meetings, trainings/workshops (separate meetings specifically for women and	- Project launch meetings in Jamoats - Meetings in affected	- Barqi Tojik HSE team - CLO



Stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
	<ul style="list-style-type: none"> - Businesses and business organizations - Workers' organizations - Academic institutions - National Government Ministries - Khatlon Government Departments - General public, tourists, jobseekers 	<ul style="list-style-type: none"> - Project scope, rationale and E&S principles - 	<ul style="list-style-type: none"> vulnerable as needed) - Mass/social media communication - Disclosure of written information: Brochures, posters, flyers, website - Information boards or desks in Jamoats - Grievance mechanism - Notice board for employment recruitment 	<ul style="list-style-type: none"> villages and Jamoats as needed - Communication through mass/social media (as needed) - Information desks with brochures/posters in affected villages (continuous) 	
	<p>Other Interested Parties (External)</p> <ul style="list-style-type: none"> - Other Government Departments from which permissions/clearances are required; - Other project developers, donors 	<ul style="list-style-type: none"> - Legal compliance issues - Project information scope and rationale and E&S principles - Coordination activities - Land acquisition process - Grievance mechanism process - ESMF/ESMP/RPF/SEP disclosures 	<ul style="list-style-type: none"> - Face-to-face meetings - Invitations to public/community meetings - Submission of required reports 	<ul style="list-style-type: none"> - Disclosure meetings - Reports as required 	<ul style="list-style-type: none"> - Barqi Tojik HSE team - CLO
	<p>Other Interested Parties (Internal)</p> <ul style="list-style-type: none"> - Other Barqi Tajik staff - Supervision Consultants - Supervision contractors, sub-contractors, service providers, suppliers, and their workers 	<ul style="list-style-type: none"> - Project information: scope and rationale and E&S principles - Training ESMF/ESMP requirements and other management plans - Grievance mechanism process - E&S requirements - Feedback on consultant/contractor reports 	<ul style="list-style-type: none"> - Face-to-face meetings - Trainings/workshops - Invitations to public/community meetings 	<ul style="list-style-type: none"> As needed 	<ul style="list-style-type: none"> - Barqi Tojik HSE team and project management team - CLO



Stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
STAGE 2: CONSTRUCTION AND MOBILIZATION ACTIVITIES	Project Affected People <ul style="list-style-type: none"> - People potentially affected by land acquisition - People residing in project area - Vulnerable households 	<ul style="list-style-type: none"> - Grievance mechanism - Health and safety impacts (EMF, community H&S, community concerns) - Employment opportunities - Project status 	<ul style="list-style-type: none"> - Public meetings, open houses, trainings/workshops - Separate meetings as needed for women and vulnerable - Individual outreach to PAPs as needed - Disclosure of written information: brochures, posters, flyers, website - Information boards in Jamoats - Notice board(s) at construction sites - Grievance mechanism - Barqi Tojik monthly newsletter 	<ul style="list-style-type: none"> - Quarterly meetings during construction seasons - Communication through mass/social media as needed - Notice boards updated weekly - Routine interactions - Brochures in local offices 	<ul style="list-style-type: none"> - Barqi Tojik HSE team and project management team - CLO - Supervision and RAP consultants - Contractor/sub-contractors
	Other Interested Parties (External) <ul style="list-style-type: none"> - Governmental committees for land use and compensation (MBC) - Jamoats and representatives in villages 	<ul style="list-style-type: none"> - Project scope, rationale and E&S principles - Grievance mechanism - Project status - World Bank compensation requirements 	<ul style="list-style-type: none"> - Face-to-face meetings - Joint public/community meetings with PAPs 	As needed (monthly during construction season)	<ul style="list-style-type: none"> - Barqi Tojik HSE team - CLO - Supervision and RAP consultants - Contractor/sub-contractors
	Other Interested Parties (External) <ul style="list-style-type: none"> - Press and media - NGOs - Businesses and business organizations - Workers' organizations - Academic institutions - National Government Ministries - Khatlon Government Departments - General public, tourists, jobseekers 	<ul style="list-style-type: none"> - Project information - scope and rationale and E&S principles - Project status - Health and safety impacts - Employment opportunities - Environmental concerns - Grievance mechanism process 	<ul style="list-style-type: none"> - Public meetings, open houses, trainings/workshops - Disclosure of written information: brochures, posters, flyers, website, Information boards in Jamoats - Notice board(s) at construction sites - Grievance mechanism 	Same as for PAPs	<ul style="list-style-type: none"> - Barqi Tojik HSE team - CLO



Stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
	Other Interested Parties (Internal) <ul style="list-style-type: none"> - Other Barqi Tojik staff - Supervision Consultants - Contractor, sub-contractors, service providers, suppliers and their workers 	<ul style="list-style-type: none"> - Project information: scope and rationale and E&S principles - Training on ESMF/ESMP requirements and other sub-management plans - Worker grievance mechanism 	<ul style="list-style-type: none"> - Face-to-face meetings - Trainings/workshops - Invitations to public/community meetings 	Daily, as needed	<ul style="list-style-type: none"> - Barqi Tojik HSE team - Supervisors
STAGE 3: OPERATION AND MAINTENANCE	Project Affected People: <ul style="list-style-type: none"> - People residing in project area - Vulnerable households 	<ul style="list-style-type: none"> - Satisfaction with engagement activities and GRM - Grievance mechanism process - Damage claim process 	<ul style="list-style-type: none"> - Outreach to individual PAPs - Barqi Tojik website - Grievance mechanism - Barqi Tojik newsletter 	<ul style="list-style-type: none"> - Outreach as needed - Meetings in affected Jamoats and villages (as needed/requested) - Monthly (newsletter) 	<ul style="list-style-type: none"> - Barqi Tojik HSE team
	Other Interested Parties (External) <ul style="list-style-type: none"> - Press and media - NGOs - Businesses and business organizations - Workers' organizations - Academic institutions - Local Government Departments (Khuokumat, Jamoats) - General public, tourists 	<ul style="list-style-type: none"> - Grievance mechanism process - Issues of concern - Status and compliance reports 	<ul style="list-style-type: none"> - Grievance mechanism - Barqi Tojik website - Face-to-face meetings - Submission of reports as required 	As needed	<ul style="list-style-type: none"> - Barqi Tojik HSE team & management



5. Grievance redress mechanism

In compliance with the World Bank's ESS10, a project-specific mechanism is being set up to handle complaints and issues, and this will be in addition to the normal Jamoat-and village-level processes that are available to citizens. Dedicated communication materials (specifically, a GRM brochure or pamphlet) will be developed to help local residents become familiar with the grievance redress channels and procedures. Locked suggestion/complaint boxes will be posted in each village and at contractor offices and camps, and Barqi Tojik will maintain a grievance register in order to capture and track grievances from submission to resolution and communication with complainants. Barqi Tojik's website will include clear information on how feedback, questions, comments, concerns and grievances can be submitted by any stakeholder. It will also provide information on the way grievances will be handled, both in terms of process and deadlines.

The initial effort to resolve grievances to the complainant's satisfaction will be undertaken by Barqi Tojik. If that is not successful in resolving grievances, they will be referred to a committee at the Jamoat level.

The mechanism is described in detail in Chapter 5 below, which includes a form that can be used to submit grievances. Grievances may be submitted anonymously, but in that case it cannot be known if the complainant is satisfied with the resolution.

5.1.1. Project tours

At appropriate points during the construction phase, if there is sufficient interest, Barqi Tojik may organize site visits or demonstration tours for selected stakeholders from media organizations or local governments

5.1.2. Citizen/PAP perception survey

A perception survey examining citizen's experience and feedback about the project will be carried out twice during the project's lifecycle: once near the end of the first construction season and once during the second season. Results of these surveys will be reviewed carefully to identify refinements or changes in project methods and procedures that may be needed to reduce impacts or improve efficiency.

5.1.3. Trainings and workshops

Finally, trainings on a variety of social and environmental issues will be provided to Barqi Tojik and contractor staff and possibly to interested government or nongovernment service providers. Issues covered could include such topics as the worker code of conduct and the worker grievance mechanism. Barqi Tajik may also provide training to residents on various topics, including efficient use of electricity, electrical safety, and other relevant topics.



5.1.4. Vulnerable groups

Barqi Tojik will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. The deployment of the Community Liaison Officer (CLO) will help to ensure proactive outreach to all population groups, and they will make a special effort to engage with those identified as vulnerable or disadvantaged. If necessary, Barqi Tojik will provide transport to public meetings for vulnerable people, and will also deliver brochures and informational material to such households.

5.2. Information disclosure

The Barqi Tojik website (<http://www.barqitojik.tj/en/>) will be used to disclose project documents, including those on environmental and social performance. This will begin with disclosure of this draft SEP and the draft ESMF and RPF. Besides the draft disclosure documents (and the final documents in future), project brochures and updates will be posted. An easy-to-understand guide to the terminology used in the environmental and social reports or documents will also be posted on the website. In addition, the site will provide details about the Grievance Redress Mechanism and contact details for the Community Liaison Officer (CLO). Barqi Tojik will update and maintain the website regularly, at least quarterly.

6. Grievance Redress Mechanism

Project-affected-people and any other stakeholder may submit comments or complaints at any time by using the project's Grievance Redress Mechanism (GRM). The overall objectives of the GRM are to:

- Provide a transparent process for timely identification and resolution of issues affecting the project and people, including issues related to the resettlement and compensation program.
- Strengthen accountability to beneficiaries, including project affected people.

The GRM will be accessible to all external project stakeholders, including affected people, community members, civil society, media, and other interested parties. External stakeholders can use the GRM to submit complaints, feedback, queries, suggestions, or even compliments related to the overall management and implementation of the project, including the resettlement and compensation program. The GRM is intended to address issues and complaints in an efficient, timely, and cost-effective manner. A separate mechanism will be available to Barqi Tajik and contractor employees, who are internal stakeholders.

Barqi Tojik will be responsible for managing the stakeholder GRM, but many or most grievances are likely to result from actions of the construction contractors and so will need to be resolved by the contractors themselves, with Barqi Tojik oversight. Typical grievances for hydropower and construction projects could include issues related to:

- Land acquisition and compensation
- Construction damages to property, crops, or animals



- Traffic
- Environmental impacts such as erosion
- Nuisances such as dust or noise
- Worker misbehavior
- Reduction in water flows in the river

The GRM will be in place and operational before Barqi Tojik begins construction activities and will function until the completion of all construction activities and beyond, at least until the contractor's defect liability period ends. Initial compensation for land and property needed for the project will be completed before construction begins. People who reside near the line and others who may be affected will be informed, in meetings and with brochures, of the GRM's purpose, functions, procedures, timelines and contact persons. Additional measures will be taken to inform those who are determined to be eligible for compensation.

The project GRM will include three successive tiers of extra-judicial grievance review and resolution:

- The first tier will be the Barqi Tojik E&S team, including the Community Liaison Officer. They will deal quickly with issues that can be quickly resolved, and would always involve direct communication with the person(s) who submitted the grievance.
- The second tier will be a Grievance Resolution Committee (GRC1) that includes representatives of Barqi Tojik and of the complainant's village and Jamoat. The GRC1 will deal with issues that could not be resolved in the first tier.
- The third tier will be a Grievance Redress Commission (GRC2) that included one or more senior Barqi Tojik managers and one or more Jamoat and/or village leaders. GRC2 will resolve issues that could not be resolved by GRC1.

Grievances would be handled as described in the following subsection.

6.1. Grievance resolution process

Information about the GRM will be publicized as part of the initial disclosure consultations in the participating Jamoats and villages. Brochures will be distributed during consultations and public meetings, and posters will be displayed in public places such as in government offices, project offices, village notice boards, community centers, etc. Information about the GRM will also be posted online on the Barqi Tojik website (<http://www.bargitojik.tj/en/>)

he overall process for the GRM will include six steps, as shown on Figure 3 and described below. This builds on the way grievances are typically managed, which is illustrated in Figure 4 .



Figure 3 Schematic process of GCM mechanisms

Source: Agarwal, Sanjay and David Post. 2009. *Feedback Matters: Designing Effective Grievance Redress Mechanisms for Bank-Financed Projects – Part I*. SDV. World Bank.

- **Step 1: Uptake.** Project stakeholders will be able to provide feedback and report complaints through several channels: in person at offices (village/mahalla, jamaat, project, and Barqi Tojik offices) and at project sites, and by mail, telephone, and email.
- **Step 2: Sorting and processing.** Complaints and feedback will be compiled by the Community Liaison Officer and recorded in a register. Submissions related to the resettlement and compensation program will be referred to the HSE Department for processing and resolution. The Department will assign one individual to be responsible for dealing with each complaint, including following through within Barqi Tojik and with the complainant to arrive at a resolution, with the goal to resolve complaints within 15 days of receipt.
- **Step 3: Acknowledgement and follow-up.** Within seven (7) days of the date a complaint is submitted, the responsible person will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint. If complaints are not resolved within 15 days, the responsible person will provide an update about the status of the complaint/question to the complainant and again provide an estimate of how long it will take to resolve the issue. In addition, the HSE Department will report to the General Director every two weeks on grievances that have remained unresolved for 30 days or more.
- **Step 4: Verification, investigation and action.** This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint's validity, and then developing a proposed resolution, which could include changes of decisions concerning eligibility for compensation, additional compensation or assistance, changes in the program itself, other actions, or no actions. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue. It is expected that many or most grievances would be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register.

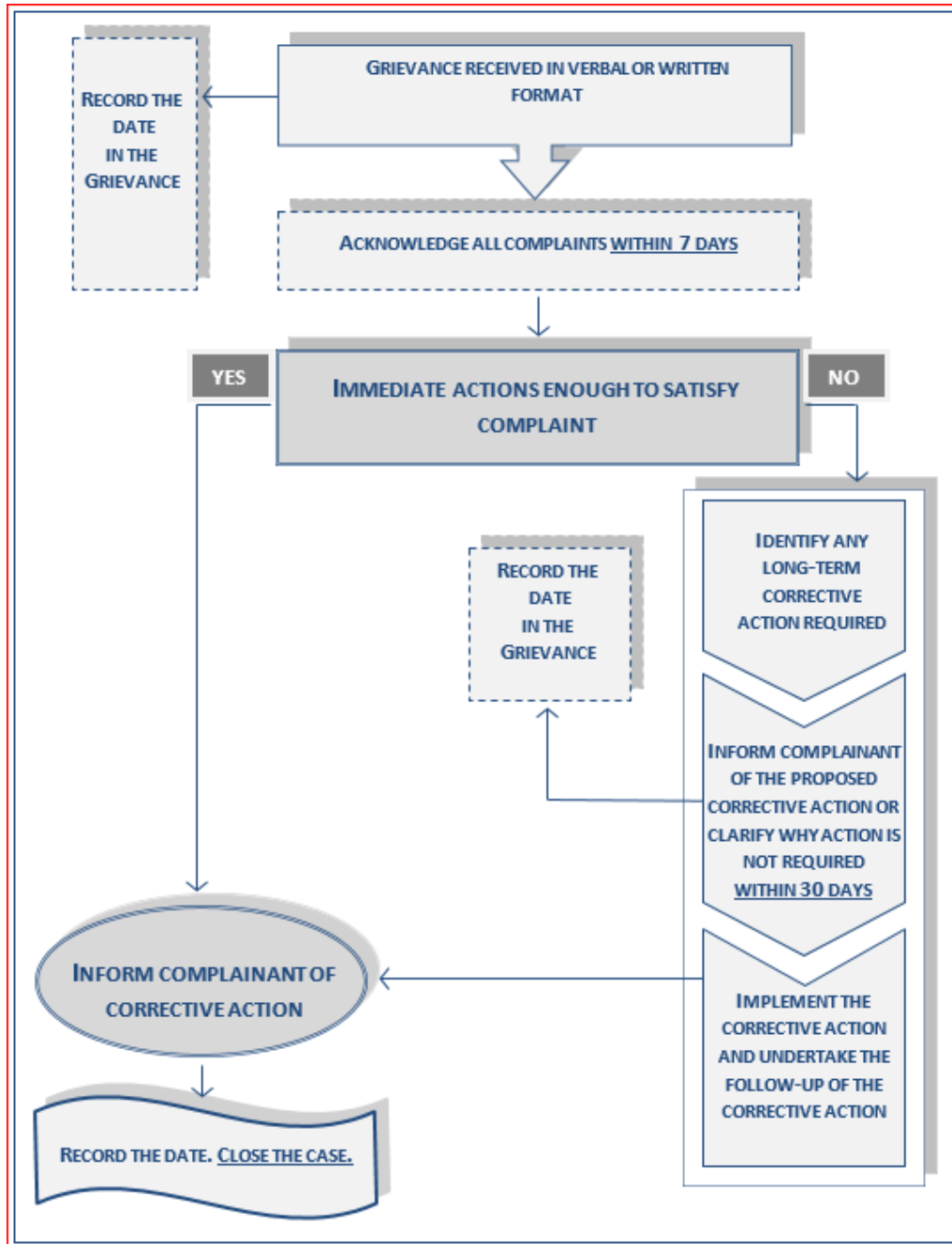


Figure 4 Typical grievance resolution process

Step 5: Monitoring and evaluation. Monitoring refers to the process of tracking grievances and assessing the progress that has been toward resolution. The HSE Department will be responsible for consolidating, monitoring, and reporting on complaints, enquiries and other feedback that have been received, resolved, or pending. This will be accomplished by maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions. Typical grievance resolution process is shown on Figure 4.



- **Step 6: Providing Feedback.** This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person. If the complainant is not satisfied with the resolution, he or she will be informed of further options, which would include pursuing remedies through the World Bank, as described below, or through avenues afforded by the Tajikistan legal system. On a monthly basis, the HSE Department will report to the General Director on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 30 days. Data on grievances and/or original grievance logs will be made available to World Bank missions on request, and summaries of grievances and resolutions will be included in periodic reports to the World Bank.

Barqi Tojik will be responsible for carrying grievances through all six steps. Step 4 (Verify, Investigate, and Act) could involve interviews of the aggrieved party, workers, or other stakeholders; review of records; consultation with authorities; and/or other fact-finding activities. If the grievance cannot be resolved to the satisfaction of all parties, it will be referred to GRC1, who would retrace Step 4 as needed. The steps following the initial investigation and proposed solution would proceed as follows:

- Determination of proposed resolution or referral to second tier:
 - If resolution is proposed: referral to E&S manager for review and approval (including refinements). Once approved, responsible person would communicate resolution to complainant and refer to corporate management for implementation.
 - If referred to second tier, GRC1 would consider facts determined by initial review and conduct such other fact-finding as needed, including interviews of complainant and others if necessary.
- GRC1 recommends resolution or refers to GRC2:
 - If resolution is proposed: referral to Barqi Tojik for implementation, including communication to complainant.
 - If referred to third tier, GRC2 to meet and discuss facts as determined by initial tiers and make determination of proposed resolution.
- GRC2-recommended resolution: referred to Barqi Tojik for communication to complainant and implementation of recommended actions (if any)
- Complainant would be asked to acknowledge acceptance (or rejection) of the resolution.
- Barqi Tojik would then implement actions that are part of the resolution (if any).

If a person who submits a grievance is not satisfied with the resolution at the first or second tiers, he or she may request it be elevated to the next tier. If they are not satisfied with the ultimate resolution, they may pursue legal remedies in court or pursue other avenues as described in section 5.6.

Throughout the entire process, Barqi Tojik will maintain detailed records of all deliberations, investigations, findings, and actions, and will maintain a summary log that tracks the overall process.



6.2. *Grievance processing*

Anyone who believes they are eligible for compensation can submit a grievance:

- By completing a written grievance form that will be available (a) in the Jamoat and in the villages crossed by the line, (b) at Barqi Tojik offices and on their website, and (c) from CLOs or other members of the HSE Department. An example of a grievance registration form is provided in **Annex 2**.
- By contacting the Barqi Tojik Community Liaison Officer or other member of the Barqi Tojik HSE Department team, either by telephone or in person. In addition, grievances may be communicated to contractor supervisors or to Barqi Tojik electrical inspectors, who will be briefed on receiving and reporting complaints. Grievances received verbally will be recorded by the Community Liaison Officer on a grievance registration form and logged into the Grievance Register. A copy of the logged grievance will be given to the complainant, giving them the opportunity to alert Barqi Tojik if the grievance has not been noted down correctly.

Barqi Tojik will explain to local communities the possibilities and ways to raise a grievance during consultation meetings organized in each village when this draft SEP and other draft documents are disclosed and then at quarterly meetings thereafter. The GRM procedures will be disclosed through the Project's website and will also be described in a brochure or pamphlet made available in Jamoat administration buildings.

The Barqi Tojik Community Liaison Officer team will be responsible for logging and tracking grievances. As noted above, one person will be assigned responsibility for investigating and recommending resolution to each grievance, or to recommend referral to GRC1.

Information to be recorded in the grievance log will include name and contact details of the complainant and a summary of the grievance and how and when it was submitted, acknowledged, responded to and closed out. All grievances will be acknowledged within 7 days and resolved as quickly as possible. If there has been no resolution within 30 days, the person assigned responsibility for the grievance will contact the complainant to explain the reason for the delay. A generic flow chart for registering and processing grievances is shown in Figure 4. The status, number, and trends of grievances will be discussed between the project team and Barqi Tajik senior management during meetings held at least monthly and more frequently as needed.

A grievance will be considered "resolved" or "closed" when a resolution satisfactory to both parties has been reached, and after any required corrective measures have been successfully implemented. When a proposed solution is agreed by the complainant, the time needed to implement it will depend on the nature of the solution. Once the solution is being implemented or is implemented to the satisfaction of the complainant, the complaint will be closed out and acknowledged in writing by both the complainant and Barqi Tojik.



In certain situations, it may not be possible to reach a satisfactory resolution. This could occur if a complaint cannot be substantiated or is proved to be speculative or fraudulent. In such situations, Barqi Tojik's efforts to investigate the grievance and to arrive at a conclusion will be well documented and the complainant advised of the situation. It is also possible that a complainant will not be satisfied with the proposed resolution. In such cases, if Barqi Tojik cannot do more, the complainant will be asked to acknowledge refusal of the proposed resolution in writing. Barqi Tojik will then decide whether to implement the resolution without the agreement of the complainant and the complainant will decide whether to pursue legal remedies.

6.3. Grievance logs

As noted previously, the HSE Department will maintain a grievance log. This log will include at least the following information:

- Individual reference number
- Name of the person submitting the complaint, question, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously)
- Details of the complaint, feedback, or question/her location and details of his / her complaint.
- Date of the complaint.
- Name of person assigned to deal with the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.)
- Details of proposed resolution, including person(s) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution
- Date when proposed resolution was communicated to the complainant (unless anonymous)
- Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution
- Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out
- If necessary, details of GRC1 and GRC2 referrals, activities, and decisions
- Date when the resolution is implemented (if any).

6.4. Monitoring and reporting on grievances

Details of monitoring and reporting are described above. Day-to-day implementation of the GRM and reporting to the World Bank will be the responsibility of the HSE Department. To ensure management oversight of grievance handling, the Internal Audit Unit will be responsible for monitoring the overall process, including verification that agreed resolutions are actually implemented.



6.5. Points of contact

Information on the project and future stakeholder engagement programs will be available on the project's website and will be posted on information boards in the villages crossed by the line. Information can also be obtained from Barqi Tojik offices in Dushanbe.

The point of contact regarding the stakeholder engagement program at Barqi Tajik:

<i>Description</i>	<i>Contact details</i>
Name and position	Habibov Ubaidullo, Head of PRG Energy Loss Reduction OSHC " Barqi Tojik"
Address:	To be provided
E-mail:	elrpbt@gmail.com
Telephone:	To be provided

<i>Description</i>	<i>Contact details</i>
Name and position	Nazar Nazarzoda - Head of Project Management Unit for energy sector (PMUES) OSHC " Barqi Tojik"
Address:	To be provided
E-mail:	pmu_tj@mail.ru
Telephone:	To be provided

6.6. World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complain directly to the Bank through the Bank's Grievance Redress Service (GRS) (<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A complaint may be submitted in English, Russian, Tajik, or Shugne, although additional processing time will be needed for complaints that are not in English.

A complaint can be submitted to the Bank GRS through the following channels:

- By email: grievances@worldbank.org
- By fax: +1.202.614.7313
- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
- Through the World Bank Tajikistan Country Office in Dushanbe: 48 Ayni Street, Business Center "Sozidanie", 3rd floor, Dushanbe, Tajikistan; Tel: +992 48 701-5810.

The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the complaint. Finally,



the complaint should identify the complainant(s) or assigned representative/s, and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

In addition, project-affected communities and individuals may submit complaints to the World Bank's independent Inspection Panel, which will then determine whether harm occurred, or could occur, as a result of the World Bank's non-compliance with its policies and procedures. Complaints may be submitted to the Inspection Panel at any time after concerns have been brought directly to the World Bank's attention, and after Bank Management has been given an opportunity to respond. Information on how to submit complaints to the World Bank Inspection Panel may be found at www.inspectionpanel.org.

7. Monitoring and Reporting

The Stakeholder Engagement Plan will be periodically revised and updated as necessary in the course of off-grid solutions project implementations in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the senior management of the project(s). The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
 - Number of public hearings, consultation meetings and other public discussions/forums conducted within a reporting period (e.g. monthly, quarterly, or annually);
 - Frequency of public engagement activities;
 - Geographical coverage of public engagement activities – number of locations and settlements covered by the consultation process, including the settlements in remote areas within the Project Area of Influence (PAI);
 - Number of public grievances received within a reporting period (e.g. monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
 - Type of public grievances received;
 - Number of press materials published/broadcasted in the local, regional, and national media;
 - Amount of Project's charitable investments in the local communities in the Project Area of Influence.



8. Training

Barqi Tajik will arrange necessary training associated with the implementation of this SEP that will be provided to the members of staff who, due to their professional duties, may be involved in interactions with the external public, as well as to the senior management. Specialized training will also be provided to the staff appointed to deal with community stakeholder grievances as per the Public Grievance Procedure.

Project contractors will also receive necessary instructions for the Grievance Procedure and in relation to the main principles of community relations.

Annex 1: List of Identified Stakeholders

STAKEHOLDER LIST FOR ELECTRIFICATION PROJECT (GENERAL)

National Stakeholders

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали	Description Описание
Environmental authority	Committee for environment protection under the Government of Tajikistan	<p><i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i></p> <p>Chair: Ibodzoda Hairullo 734034, Dushanbe, Shamsi street, house 5/1 Phone: (+992 37) 2364059 Fax: (+992 37) 2361353 Website: http://www.hifzitariyat.tj E-mail: muhit@hifzitariyat.tj</p> <p>Председатель: Ибодзода Хайрулло 734034, г. Душанбе, ул. Шамси 5/1 Тел: (+99237) 2364059, (+992 44) 6003541 Факс: (+992 37) 2361353 Вебсайт: http://www.hifzitariyat.tj Электронная почта: muhit@hifzitariyat.tj</p>	<p>The committee's major duty is the implementation of public policy in the field of environmental protection, protection of forestry, securing protected natural areas, hydrometeorology, rational resource use Besides, the committee has a function of control over environmental protection practice and use of natural resources.</p> <p>Главной функцией Комитета является проведение единой государственной политики в сфере охраны окружающей среды, особо охраняемых природных территорий, гидрометеорологии, рационального использования природных ресурсов и осуществляет государственный контроль охраны окружающей среды и природопользования.</p>
Environmental authority Природоохранный орган	Ministry of energy and water resources Министерство энергетики и водных ресурсов	<p><i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i></p> <p>First Deputy Chair: Sulton Rahimov 734012, Dushanbe, Rudaki avenue, house 22 Phone- 935282222 734012, г. Душанбе, ул.Шамси 5/1, . Вебсайт: http://www.minenergoprom.tj/</p>	<p>The ministry is in charge of developing and implementing policies in the field of energy and water resources.</p> <p>Министерство отвечает за формирование и реализацию политики в области энергетики и водных ресурсов.</p>
National authority Республиканский орган	Ministry of health Министерство здравоохранения	<p><i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full</i></p>	<p>Ministry of health is in charge of development and implementation of</p>

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали	Description Описание
		<p><i>and may be altered.</i></p> <p>Dushanbe, Shevchenko street, house 69 Phone: (+992 37) 221 12 48 44 600 60 02 (Press center) Website: www.health.tj E-mail: info@moh.tj Душанбе, ул. Шевченко, 69 Тел.: (+992 37) 221 12 48 (Общий отдел) 44 600 60 02 (Пресс-центр) Электронная почта: info@moh.tj Вебсайт: www.health.tj</p>	<p>public policy, regulations and norms in the field of public health.</p> <p>Министерство здравоохранения ответственно за разработку и реализацию единой государственной политики и регулирования норм деятельности в области охраны здоровья населения.</p>
National authority Республиканский орган	Министерство сельского хозяйства Ministry of agriculture	<p><i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i></p> <p>734025, г. Душанбе, пр. Рудаки 44. Факс: (+992 37) 221-16-28 E-mail: Kishovarz_2008@mail.ru 734025 Dushanbe, Rudaki avenue 44 Fax: (+992 37) 221-16-28 Электронная почта: ishovarz_2008@mail.ru</p>	<p>Ministry of agriculture develops and implements public policy in the field of agriculture.</p> <p>Министерство сельского хозяйства осуществляет разработку и реализацию единой государственной политики в сфере сельского хозяйства.</p>
National authority Республиканский орган	Ministry of education and science Министерство образования и науки	<p><i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i></p> <p>Nuriddin Saidovitch Saidov, minister Phone: (+992 37) 221 46 05 E-mail: mort@maorif.tj Website: http://maorif.tj/</p> <p>Саидов Нуриддин Саидович, министр Тел.: (+992 37) 221 46 05 Электронная почта: mort@maorif.tj Вебсайт: http://maorif.tj/</p>	<p>Реализация единой государственной политики в области образования и науки.</p> <p>Implementation of public policy in the field of education and science.</p>
National authority	Committee of women and family affairs	<i>Due to the recent changes in the government of the</i>	The committee is in charge of

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали	Description Описание
Республиканский орган	under the government of the Republic of Tajikistan Комитет по делам женщин и семьи при Правительстве Республики Таджикистан	<i>Republic of Tajikistan the information below is not full and may be altered.</i> Makhfirat Umarovna Khidirova, Chair Хидирова Махфират Умаровна, председатель	addressing gender issues and realization of family policy in the country. Комитет отвечает за формирование политики в области семьи и решение проблем, сопряженных с проявлениями гендерного неравноправия.
National authority Республиканский орган	State committee for land administration and geodesy Государственный комитет по земельному управлению и геодезии Республики Таджикистан	<i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i> Makhmadtoir Zokirov, chairman Махмадтоир Зокиров, председатель Начальник Отдела по кадастру – Мاستибек Кубодов (тел.+992935031816, +992903332090)	The committee is in charge of addressing gender issues and realization of family policy in the country. Комитет отвечает за формирование политики в области семьи и решение проблем, сопряженных с проявлениями гендерного неравноправия.
National authority Республиканский орган	Ministry of labour, migration and employment Министерство труда, миграции и занятости населения Республики Таджикистан	<i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i> Narullo Makhmadulloev, vice-minister Нарулло Махмадуллоев, заместитель министра	The ministry is responsible for affairs of employment, labour issues, migration practices and for developing government policy in the designated fields. Министерство отвечает за формирование государственной политики в области занятости и трудовых отношений, а также ответственно за проведение миграционной политики Таджикистана.
National authority Республиканский орган	Ministry of economic development and trade Министерство экономического развития и торговли	<i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i> Dushanbe, Bokhtar street, house 37	Ministry develops public policy in the field of social-economic sector, implements public policy, norms and regulations in the field of analysis and development of strategies of social-

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали	Description Описание
		<p>Shukhrat Yusufovitch Murodov, head of secretary department Phone: (+992 37) 221-51-32 Website: www.medt.tj</p> <p>Душанбе, улица Бохтар 37 Муродов Шухрат Юсуфович, Начальник Управления Секретариата Phone: (+992 37) 221-51-32 Вебсайт: www.medt.tj</p>	<p>economic development of the country.</p> <p>Министерство участвует в выработке государственной политики всех социально - экономических отраслей страны, осуществляет функции по выработке и реализации государственной политики и нормативно-правового регулирования в сфере анализа и разработки концепций и стратегий социально-экономического развития страны.</p>
National authority Республиканский орган	Committee of architecture and construction under the government of the Republic of Tajikistan Комитет по архитектуре и строительству при Правительстве Республики Таджикистан	<p>Mirzokhisayn Sultonov, vice-chairman</p> <p>Мирзозисайн Султонов, вице-председатель</p>	<p>The committee's duty is to manage the issues connected with construction activities and architecture matters.</p> <p>Комитет отвечает за управление деятельности и формирование политики в области строительства и архитектуры.</p>
National authority Республиканский орган	Committee of television and radio under the Government of the Republic of Tajikistan Комитет по телевидению и радио при Правительстве Республики Таджикистан	<i>Due to the recent changes in the government of the Republic of Tajikistan the information on the committee is not full and may be altered.</i>	<p>The committee takes part in managing public policy in the field of mass media by regulating the activities of television and radio.</p> <p>Комитет ответственен за проведение политики в области средств массовой информации через формирование государственной политики в сфере телевидения и радио.</p>
National authority Республиканский орган	Committee of youth, sports and tourism affairs under the government of the Republic of Tajikistan Комитет по делам молодежи, спорту и	<i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i>	The committee implements public policy in the field of youth affairs, sport and tourism activities.

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали	Description Описание
	туризму при Правительстве Республики Таджикистан	734003 Dushanbe, Sportivnaya street, house 6 Phone: (+992 37) 235-33-14 Fax: (+992 37) 235-10-24 E-Mail: pressa@youth.tj Website: www.youth.tj 734003, Таджикистан г. Душанбе, ул. Спортивная 6 Тел.: +992 (37) 235-33-14 Факс: +992 (37) 235-10-24 Электронная почта: pressa@youth.tj Вебсайт: www.youth.tj	Комитет участвует в выработке государственной политики в области спортивной жизни страны, развития туризма и стратегии развития молодежной политики.
National authority Республиканский орган	Service for state supervision for industrial safety and mining under the Republic of Tajikistan Служба по государственному надзору за безопасным ведением работ в промышленности и горному надзору при Правительстве Республики Таджикистан	<i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i> Sharifa Orusbekovna Khudobakhshева, vice-chairman Шарифа Орусбековна Худобахшева, заместитель главы	The service is responsible for developing the governmental policy in the sphere of industrial safety and mining sector of Tajikistan. Служба отвечает за формирование государственной политики в области промышленной безопасности и горной промышленности.
National authority Республиканский орган	Agency of social insurance and pensions under the government of the Republic of Tajikistan Агентство социального страхования и пенсий при Правительстве Республики Таджикистан	<i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i> Director: R. Damonov 734035 Dushanbe, Borbad avenue 71, 2 nd floor Phone: (992-37) 231-37-57 Директор: Дамонов Р. 734035, г. Душанбе, пр. Борбад 71, 2 этаж. Телефон: (992-37) 231-37-57	The governmental agency of social insurance and pensions is in charge of management of social insurance and pension funds. Государственное агентство социального страхования и пенсий является органом исполнительной власти, к компетенции которого относится осуществление функций по управлению средствами социального и пенсионного страхования.
National authority Республиканский орган	Agency of special property provision under the government of the Republic of Tajikistan	<i>Due to the recent changes in the government of the Republic of Tajikistan the information below is not full and may be altered.</i>	The agency is responsible for developing the policy in property sector, implementation of

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали	Description Описание
	Агентство по обеспечению специальным имуществом при Правительстве Республики Таджикистан	734025 Dushanbe, Shotemura Street, house 27 Phone: (992 372) 227 59 09 E-mail: amcu@gki.tj 734025 г. Душанбе, ул. Шотемура 27 Тел. (992 372) 227 59 09 Электронная почта: amcu@gki.tj	governmental investment projects, improvement of investment climate and promotion of entrepreneurship. Агентство ответственно за развитие государственной политики в сфере имущества, за внедрение государственных инвестиционных проектов и обеспечение развития предпринимательства.
National authority Республиканский орган	Head department of national secrets security under the government of the Republic of Tajikistan Главное управление по защите государственных секретов при Правительстве Республики Таджикистан	<i>Due to the recent changes in the government of the Republic of Tajikistan the information on the department is not full and may be altered.</i>	
National authority Республиканский орган	The committee of emergency situations and civil defense Комитет по чрезвычайным ситуациям и гражданской обороне	<i>Due to the recent changes in the government of the Republic of Tajikistan the information on the committee may be altered</i> 734013, Dushanbe, Lakhuti Street, house 26 Phone: (992 37) 227-95-09 (992 37) 223-13-11 (992 37) 236-94-74 E-mail: najot@rs.tj Website: www.khf.tj 734013, г. Душанбе, ул. Лахути 26 Тел.: (992 37) 227-95-09 (992 37) 223-13-11 (992 37) 236-94-74 Электронная почта: najot@rs.tj Вебсайт: www.khf.tj	The committee's functions include implementation of public policy in the field of emergency situations, civil defense, training and protection of population, economy and territory of the Republic of Tajikistan from the impacts of emergency situations during peacetime and periods of war. Комитет выполняет функции по проведению государственной политики в сфере управления чрезвычайными ситуациями и гражданской обороне, подготовки и защиты населения, объектов экономики и территории Республики Таджикистан от последствий чрезвычайных ситуаций мирного и

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали	Description Описание
			военного времени.
Academic institutions Академические структуры	Institute of geology, seismically resistant construction and seismology of the Academy of Science of the Republic of Tajikistan Институт геологии, сейсмостойкого строительства и сейсмологии АН Республики Таджикистан	734067, Dushanbe, S. Ayni Street, house 267 Phone: (+992 37) 2257769 E-mail: info@ingeos.tj Website: www.ingeos.tj 734067, г. Душанбе, ул. С. Айни 267 Тел: (+992 37) 2257769 Электронная почта: info@ingeos.tj Вебсайт: www.ingeos.tj	The institute is the leading entity in research of geological structure and natural resources, seismology and seismically resistant construction, which deals with both fundamental and applied research. Институт является ведущим научным учреждением по исследованию геологического строения и полезных ископаемых, сейсмологии и сейсмостойкого строительства, призванным решать как фундаментальные, так и прикладные задачи.
Academic institutions Академические структуры	Donish Institute of history, archeology and ethnography of the Academy of Science of the Republic of Tajikistan Институт истории, археологии и этнографии им. Дониша Академии наук Республики Таджикистан	734025, Dushanbe, Rudaki Avenue, house 33 Phone: (+992 37) 213742 (+992 37) 217210 (+992 37) 273531 734025, Душанбе, Пр. Рудаки 33 Тел.: (+992 37) 213742 (+992 37) 217210 (+992 37) 273531	The institute conducts fundamental researches and field investigations in the spheres of archeology; ethnography; ancient, medieval and modern history. Институт осуществляет фундаментальные и прикладные исследования в области археологии; этнографии; древней, средневековой и новой истории.
Academic institutions Академические структуры	Pavlovsky institute of zoology and parasitology of the Academy of science of the Republic of Tajikistan Институт зоологии и паразитологии им. Павловского Академии наук Республики Таджикистан	<i>The information on the institute is not full and is to be updated</i> Fax: (+992 37) 223-05-88 Phone: (992 37) 221-05-07 E-mail: zoologiya@mail.ru Website: http://www.izip.tj Факс: (+992 37) 223-05-88	The institute is in charge of researching on fauna and hydrofauna of Tajikistan, current state of various groups of animal life. The institute defines a role of animals in various biocoenoses, appraises causes of animal diseases, fundamentals of flora protection etc.

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали	Description Описание
		Тел.: (+992 37) 221-05-07 Электронная почта: zoologiya@mail.ru Вебсайт: http://www.izip.tj	Институт занимается научными исследованиями в области фауны Таджикистана, современного состояния различных групп животного мира. Функциями института являются определение роли животных в различных биоценозах, оценка природно-очаговой ситуации и заболеваний животных, основ защиты растений и др.
Academic institutions Академические структуры	Institute of botany, physiology and genetics of plants of the Academy of science of the Republic of Tajikistan Институт ботаники, физиологии и генетики растений Академии наук Республики Таджикистан	734017, Dushanbe, Karamova Street, house 27 <i>Different address is also present on the website of the institute:</i> 7340636 Dushanbe, Ayni street, 299/2 Phone: (+992 37) 225-80-83 (+992 37) 224-71-88 (+992 37) 225-80-54 (+992 37) 221-37-63 E-mail: asrtkarimov@mail.ru Website: www.ippg.tj 734017, Душанбе, ул. Карамова 27 <i>На вебсайте организации также предоставлен следующий адрес:</i> 734063, г. Душанбе, ул. Айни 299/2 Тел.: (+992 37) 225-80-83 (+992 37) 224-71-88 (+992 37) 225-80-54 (+992 37) 221-37-63 Электронная почта: asrtkarimov@mail.ru Вебсайт: www.ippg.tj	The institute develops theoretical bases and methods of use of physiology and biochemistry of plants, genetics and molecular biology in order to enhance the efficiency of photosynthesis and promote resistible crops for agriculture. К основным направлениям исследований института относятся: разработка теоретических основ и методов использования достижений физиологии и биохимии растений, генетики и молекулярной биологии для повышения эффективности фотосинтеза, создания высокоурожайных, устойчивых к действию неблагоприятных факторов сортов сельскохозяйственных культур

I. Regional Stakeholders/

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали
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Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали
Municipal Administration Администрация Муниципального образования	Хукаमत (правительство) Хатлонской области Hukumat (Government administration body) of Khatlon region	<i>Due to the recent changes in the government of the Republic of Tajikistan the information on hukumat is not full and may be altered.</i> Гайбулло Авзали, председатель Вебсайт: http://www.khatlon.tj/ (на данный момент недоступен) Gabullo Avzali, Website: http://www.khatlon.tj/ (is not available at the moment)
Environmental Authority Природоохранный орган	Department of environment protection of Khatlon region Департамент по охране окружающей среды Хатлонской области	<i>Due to the recent changes in the government of the Republic of Tajikistan the information on the department is not full and may be altered.</i>

IV. Local Stakeholders/ Заинтересованные Стороны на Местном Уровне

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали
District Administration Муниципального образования (Район)	Municipal Hukumats of pilot districts of Khatlon and RRS regions Хукуматы районов Хатлонской области и Районов Республиканского Подчинения	<i>Due to the recent changes in the government of the Republic of Tajikistan the information on hukumats is not full and may be altered.</i>

V. Non-Governmental Organization / Неправительственные организации

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали	Description Описание
Intergovernmental Межправительственные	Aarhus Centers in Tajikistan Орхусский центр в Таджикистане Орхусский центр в Курган-Тюбе – Директор Мунира Рахматуллоева Республика Таджикистан, Хатлонская область, город Курган-Тюбе, проспект Вахдат – 29 «А» тел: 8-328-72 10 99, 93-415-59-36	Dushanbe, Shamsi, house 5/1, the building of the Committee of the environmental protection under the government of the Republic of Tajikistan E-mail: info@aarhus.tj Website: http://www.aarhus.tj/ г. Душанбе, ул. Шамси 5/1, здание Комитета по охране окружающей среды при Правительстве Республики Таджикистан Электронная почта: info@aarhus.tj Вебсайт: http://www.aarhus.tj/	The center ensures the implementation of Aarhus convention in Tajikistan and builds coordination processes with governmental agencies of the country. Центр способствует продвижению и реализации Орхусской конвенции в Таджикистане и укреплению контактов с правительственными организациями республики.

Category Категория	Organization/ Entity Название Организации	Contact Details Контактные Детали	Description Описание
	<p>E-mail: aarhus_kt@mail.ru Территория охвата: г.Курган-Тюбе, районы Вахш, Бохтар, Сарбанд, Хуросон, А.Джоми, Яван, Ч.Руми, Кумсангир.</p> <p>Орхусский центр в Кумсангирском районе</p>		
Environmental Экологические	Youth ecological center Молодежный экологический центр	<p>734024, Душанбе, ул. Н. Мухаммад 13 Тел.: +(992 37) 227-81-18 Электронная почта: tabiat@tajnet.tj Вебсайт: www.ecocentre.tj</p> <p>734024, Dushanbe, N. Muhammad Street, house 13 Phone: +(992 37) 227-81-18 E-mail: tabiat@tajnet.tj Website: www.ecocentre.tj</p>	
Environmental Экологические НПО	NGO "Center for innovation development" Центр инновационного развития	<p>Anvar Olimov, director Phone: +9929077331222 Анвар Олимов, директор Тел.: +9929077331222</p>	

Annex 2: Example Grievance Form

Grievance Form			
Grievance reference number (to be completed by Barqi Tojik):			
Contact details (may be submitted anonymously)	Name (s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Tajik	<input type="checkbox"/> Russian	<input type="checkbox"/> English
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like Barqi Tojik or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of Barqi Tojik person assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly describe)			
	Short description	Accepted? (Y/N)	Acknowledgement signature
1 st proposed solution			
2 nd proposed solution			
3 rd proposed solution			