

Gender Action Plan: Issyk-Kul Wastewater Management Project (50176-002)

GAP Components	GAP Performance Indicators			Time Frame
	Monitoring indicator	Plan	Actual	
Outcome. Improved and expanded access to reliable, sustainable, and affordable wastewater services in Balykchy and Karakol				
0.1 Conduct a consumer satisfaction survey on the quality of wastewater services in Balykchy and Karakol, with equal number of female and male respondents	TARGET 1. DMF Indicator b: 0.1.1. At least 60% of male and female respondents are satisfied with the quality of wastewater services provided by the vodokanals (2018 Baseline: 22%)	60%		2024
	TARGET 2. DMF Indicator b: 0.1.2. At least 60% of male and female respondents believe that the cost of wastewater tariffs reasonable	60%		2024
0.2 Monitor the incidence of waterborne and other sanitation-related diseases in each city	TARGET 3. 0.2.1. Baseline data (2018), age- and sex-disaggregated, on the incidences of waterborne and other sanitation-related diseases, collected for each city			
	TARGET 4. 0.2.2. At least 25% decrease in the incidences of waterborne and other sanitation-related diseases in each city in 2024	25%		2026
Output 1. Wastewater collection and treatment systems rehabilitated and operational in Balykchy and Karakol				
1.1. Conduct gender sensitive consultations and public awareness campaign on the project that may include but not limited to: (i) overview of the project; (ii) benefits of wastewater connection; (iii) importance of tariff payment for water and wastewater services; (iv) water use and conservation; (v) procedures and costs of piped sewerage connections; among others	TARGET 5. 1.1.1 At least 2 public meetings /consultations /awareness campaign activities conducted per city, per year of project implementation	2 per year (20 in total)		2020 – 2024
	TARGET 6. 1.1.2 At least 40% female participation in each public meeting/ consultation/ awareness campaign activity	40%		
	TARGET 7. 1.1.3 At least 3 types of IEC campaign materials (e.g., posters, brochures, radio/ tv advertisements/ broadcasts, social media advertisements, etc.) with gender-sensitive messages produced and disseminated	3 types		

1.2. Ensure household connections to centralized wastewater system	TARGET 8. DMF Indicator 1a: 1.2.1 At least 850 households (40%) in Balykchy connected to centralized wastewater system by 2024 (2018 Baseline: 0%)	850 HH (40%)		2024
	TARGET 9. DMF Indicator 1a: 1.2.2 At least 1,200 households (55%) in Karakol connected to the centralized wastewater system by 2024 (2018 Baseline: 0%)	1,200 HH (55%)		2026
1.3 Ensure schools' connection to centralized wastewater system	TARGET 10. 1.3.1 At least XX (number of) schools in Balykchy connected to the centralized wastewater system			
	TARGET 11. 1.3.2 At least XX (number of) schools in Karakol connected to the centralized wastewater system			
Output 2. WSS institutional and service-oriented capacity enhanced in Balykshy and Karakol, and project implementation capacity improved				
2.1. Ensure women's participation in the Local Working Committee[1] per city	TARGET 12. 2.1.1. At least 30% female membership in the Local Working Committee	30%		2022 - onwards
2.2. Ensure participation of women in senior positions in Vodokanals in technical trainings with international qualification accreditation	TARGET 13. DMF Indicator 2c: 2.2.1 At least 1 woman in a senior position in each vodokanal, completed the <i>corporate utility management training module</i> with international qualification accreditation by 2024	1		2022-2024
	TARGET 14. DMF Indicator 2c: 2.2.2 At least 1 woman in a senior position in each vodokanal, completed the <i>operation and maintenance training module</i> with international qualification accreditation by 2024	1		2022-2024
	TARGET 15. DMF Indicator 2c: 2.2.3 At least 1 woman in a senior position in each vodokanal, completed the <i>utility financial management training module</i> with international qualification accreditation by 2024	1		2022-2024
2.3. Conduct gender capacity building training for Vodokanal staff, key city/municipality staff, and local working committee members	TARGET 16. 2.3.1 At least 95% of Vodokanal staff for both Balykchy and Karakol, and each of their Local Working Committees acquired basic knowledge on gender mainstreaming and its implications on the work of Vodokanals	95%		2022 - 2024
	TARGET 17. 2.3.2 At least 50% of City/Municipality staff whose jobs have some relevance to water supply and sanitation, acquired basic knowledge on gender mainstreaming and its implications on their mandate to provide quality water supply and sanitation services	50%		2022-2024

2.4. Strengthen gender-sensitive customer relations in each vodokanal	TARGET 18. 2.4.1 At least 50% women staff in each vodokanal's customer care unit	50%		2024
	TARGET 19. DMF Indicator 2d: 2.4.2 Each vodokanal has a consumer grievance redress mechanism commissioned, with clear gender sensitive procedures, including (i) ensuring the presence of female members of the grievance committee when requested by a female consumer, (ii) recording of the consumer's gender, when recording complaints filed as well as actions taken, (iii) use of gender sensitive language when dealing with complainants, and (iv) opening other venues for filing of complaints, such as through text, or online, among others.			2024
	TARGET 20. 2.4.3 At least 50% female members in each consumer grievance redress committee	50%		2024
Output 3. Septage management services improved and sanitation and hygiene awareness increased				
3.1. Ensure that households not connected to the central wastewater system are serviced by environmentally compliant septage collection services	TARGET 21. DMF Indicator 3d: 3.1.1 At least 2,000 additional households and institutional and commercial establishments receive environmentally-compliant septage collection services in Balykchy	2000		2022 - onwards
	TARGET 22. DMF Indicator 3e: 3.1.2 At least 2,800 additional households and institutional and commercial establishments receive environmentally-compliant septage collection services in Karakol	2800		
3.2. Conduct sanitation and hygiene awareness campaigns	TARGET 23. DMF Indicator 3c: 3.2.1 At least 50% of project households and institutional and commercial facilities are included in sanitation and hygiene awareness campaigns in each city, of which at least 50% are represented by women and school-age girls	50%		2022 - 2024
	TARGET 24. 3.2.2 At least 10 female community members developed and trained to be spokespersons on good hygiene practices, in the project's sanitation and hygiene awareness campaigns	10		