

SOCIAL DUE DILIGENCE REPORT

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Project No.: 50176-002

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KGZ: Issyk-Kul Wastewater Management Project

Additional expansion/construction of sewerage network in Balykchy

Prepared by the State Institution Drinking Water Supply and Sewerage (SI DWSS) under the Water Resources Service of the Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic for the Asian Development Bank.

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List of Abbreviations

ADB	- Asian Development Bank
ADB's SPS 2009	- ADB Safeguard Policy Statement 2009
AP	- Affected persons
DMS	- Detailed Measurement Survey
DP	- Displaced Persons
DSC	- Design and supervision consultant
EA	- Executing Agency
GRG	- Grievance Redress Group
GRM	- Grievance Redress Mechanism
HH	- Household
ISDP	- Issyk-Kul Sustainable Development Project
IWMP	- Issyk-Kul Wastewater Management Project
KR	- Kyrgyz Republic
LAR	- Land Acquisition and Resettlement
LARP	- Land Acquisition and Resettlement Plan
LARF	- Land Acquisition and Resettlement Framework
LFP	- Local Focal Point
LSG	- Local Self-Government
PC	- Public Consultation
PIO	- Project implementation offices (Issyk-Kul Wastewater Management Project offices, Karakol, Balykchy)
PMO	- Project Management Office
SAWR	- State Agency for Water Resources under the Government of the Kyrgyz Republic
SDD	- Social Due Diligence
SDDR	- Social Due Diligence Report
SIDWSS	- State Institution "Drinking Water Supply and Sewerage"
SPS	- Sewage Pumping Station
WWTP	- Wastewater Treatment Plants
SN	- Sewerage Network

INTRODUCTION

1. Recognizing the significant ecological value of Lake Issyk-Kul and its region, the Government of the Kyrgyz Republic is implementing significant reforms in the water supply and sanitation sector. These strategic directions were defined in the context of national development and tourism in the Issyk-Kul region as a priority component of the region's economic development and are included in the National Development Strategy of the Kyrgyz Republic for 2018-2040 and the Program for the Development of Drinking Water Supply and Sanitation Systems in Populated Areas of the Kyrgyz Republic until 2026.¹
2. The Asian Development Bank (ADB) is providing assistance in improving environmental management and urban services in the region through the implementation of sustainable development projects in Issyk-Kul. ADB previously supported environmental management and urban services in the region through the first Issyk-Kul Sustainable Development Project (ISDP-1). The ongoing Issyk-Kul Wastewater Management Project (ISWMP) thus complements these initiatives by further improving wastewater systems in two cities Balykchy and Karakol, significantly improving health, hygiene and sanitation standards.
3. The project involves the construction or rehabilitation of sewerage networks and treatment facilities, including wastewater treatment plants (WWTP), pipelines and related infrastructure, which will significantly improve health, hygiene and sanitation standards.
4. The project consists of two phases: Phase I covers the design works for the expansion of sewer collector networks in the cities of Balykchy and Karakol, the construction of new WWTPs in Balykchy and Karakol, and a sludge management program, as well as the tendering process for contract packages. Phase II covers construction supervision during the implementation of construction works. The implementation period is 20 months for Phase I and 40 months for Phase II, with an overlap in timelines between the two phases.
5. The project was approved by the ADB Board of Directors on November 20, 2018, and the Grant and Loan Agreements between ADB and the Government of the Kyrgyz Republic were signed on December 28, 2018. Law of the Kyrgyz Republic No. 60 "On Ratification of the Loan Agreement" dated July 16, 2019 was published in the Erkin Too newspaper dated July 19, 2019 No. 60.
6. ADB's confirmation of 16 August 2019 sets the effective date of the Project and, in accordance with the Grant and Loan Agreements of 28 December 2018, the project is implemented from 16 August 2019 to 31 December 2024. The project has been extended from 31 December 2024 to 31 December 2026. The ADB Resident Mission in the Kyrgyz Republic (KYRM) has been designated as the body administering the project.
7. The State Institution "Drinking Water Supply and Sewerage" (SI DWSS) under the Water Resources Service of the Ministry of Water Resources, Agriculture, and Processing Industry of the Kyrgyz Republic is the Executive Agency of the Project. A Project Management Office (PMO) has been established under the SI DWSS; the Project Director, Financial Manager, and other specialists, including a Social Safeguards and Resettlement Specialist, have been appointed in accordance with the requirements of the Project Administration Manual (PAM).
8. The Office of the Plenipotentiary Representative of the President in the Issyk-Kul Region is the Implementing agency (IA), which has established Project Implementation

¹Resolution of the Government of the Kyrgyz Republic dated June 12, 2020 No. 330.

Offices (PIOs) in Karakol and Balykchy cities. Vodokanal², through the PIO, will be responsible for the day-to-day operation of the project, in particular for monitoring the construction, including monitoring and providing updated information on compliance with the safeguard requirements.

9. Temelsu International Engineering Services Inc. is the Design and Construction Supervision (DSC) consultant (Temelsu).

10. As part of the project for the provision of services for the development of design and estimate documentation for the facilities "Construction of sewerage networks in the cities of Balykchy and Karakol," a contract was signed with LLC "Encon" on October 17, 2024

11. In accordance with the terms of the Contract, the Designer prepared the conceptual design and completed the detailed design of the Balykchy WWTP during the period from November 2024 to April 2025.

12. Based on the results of the comprehensive social due diligence (SDD) conducted on the basis of the detailed design of additional sewer collector networks in Balykchy, no land acquisition or resettlement (LAR) impacts are expected. This Social Due Diligence Report (SDDR) has been prepared in accordance with the ADB's Safeguard Policy Statement (ADB's SPS 2009) to confirm the absence of LAR impacts and to present appropriate mitigation measures.

13. In accordance with the terms of the contract, LLC 'Encon' completed the working design for the 'Sewerage Networks of Balykchy City,' and in April, the Balykchy City Department of Urban Planning and Architecture issued the urban planning approval No. 03-5/64 dated 23.04.25.

PROJECT DESCRIPTION

14. IWMP aims to improve and expand access to reliable, sustainable and affordable wastewater services in the cities of Balykchy and Karakol and provides for the construction and expansion of existing wastewater treatment systems, strengthening institutional capacity and improving the sustainability of water supply and wastewater utilities.

15. The results of the project should ensure (i) improved wastewater systems in Balykchy and Karakol, (ii) strengthened institutional capacity, and (iii) improved septic sludge management and sanitation.

16. The project provides for the construction or rehabilitation of sewerage networks and treatment facilities, including WWTP, pumping stations, pipelines and related infrastructure, which will significantly improve health, hygiene and sanitation standards.

17. The project would consider improvements in sludge management to reduce pollution from poorly designed and maintained septic tanks, which are mostly used by those who are not connected to the wastewater system.

18. The specific goal of the project is to provide sewage collection systems with wastewater treatment facilities.

19. The Land Acquisition and Resettlement Framework (LARF) and Land Acquisition and Resettlement Plan (LARP) (covering components of the Balykchy and Karakol

² Utility companies directly subordinate to the Municipality provide services for providing the population and organizations with drinking water, receiving wastewater into the sewerage network, and treating wastewater.

WWTPs) have been prepared to mitigate and address all associated losses, in accordance with the ADB's SPS 2009 and relevant national legislation. For the main Sewerage Network (SN) of the cities of Balykchy and Karakol, the absence of resettlement impacts was established already at the design stage.

20. The project has been categorized as "B" in the preparation of the LARP under the involuntary resettlement criterion in accordance with the requirements of ADB's SPS 2009.

21. The LARF and the draft LARP were posted on ADB and Executing Agency (EA) websites in November 2018³.

Description of the WWTP Balykchy subproject

22. The wastewater system in the city of Balykchy is operated by the city Vodokanal. Currently, a total of 4,654 households and 214 commercial / industrial / institutional / tourist facilities are connected to the wastewater system in Balykchy. This represents about 41% of the total population of the city.

23. In addition, 43 budgetary organizations, businesses and public institutions such as hospitals and most schools are connected to the system.

24. The wastewater system was designed for a time when the city operated several industrial sectors, and the expected population growth rate was much higher than the actual rate.

25. In particular, the diameter of the main collector (reinforced concrete pipe with a diameter of 1000 mm) is considered oversized for the amount of wastewater that the city produces today. Oversized pipes are prone to corrosion due to the low flow rate of wastewater in the pipes and the long residence time of wastewater in the pipes, which leads to the formation of hydrogen sulfide.

26. The existing Sewerage system consists of a gravity sewerage networks with a total length of 80,5 km, made of ceramic, asbestos-cement, steel, and concrete collectors built in the 1970s; the main sewage pumping station located on Ozernaya Street; and the WWTP located 6 km west of the city of Balykchy along the Bishkek–Balykchy highway.

27. The originally constructed WWTP was not put into full operation and has been partially used since 1991, utilizing some of its facilities.

28. The existing sewage pumping station had become unserviceable, and a new sewage pumping station was constructed on the same site under Phase 1 of the Issyk-Kul Sustainable Development Project (IKSDP). The new station includes an inlet collector at a depth of approximately 5 meters, a receiving reservoir, and a machine room housing four pumping units (2 operational and 2 standby). The pumping station has a capacity of 480 m³/hour. An emergency reservoir with dimensions of 2000 m³ and an effective volume of 1000 m³ was also built at the station. Additionally, under Phase 1 of the URIS project, a pressure sewer collector with a diameter of 400 mm was constructed in two parallel lines with a total length of 6 km from the pumping station to the WWTP, and a 600 mm diameter collector along Gagarin Street was replaced over a length of 700 meters.

29. Planned within IWMP additional SN in Balykchy:

– construction of 11.031 km of sewerage networks on 5 streets will be laid sewer pipes and 3 sewage pumping stations (SPS) will be built.

³ <https://www.adb.org/projects/50176-002/main#project-pds>

Figure 1. Situation diagram of the designed sewerage network sections in Balykchy



30. Based on the detailed design and in accordance with the ADB's SPS 2009, this SDDR has been prepared. No project impacts on households are expected during the construction period. The results of the due diligence confirm the absence of LAR impacts.

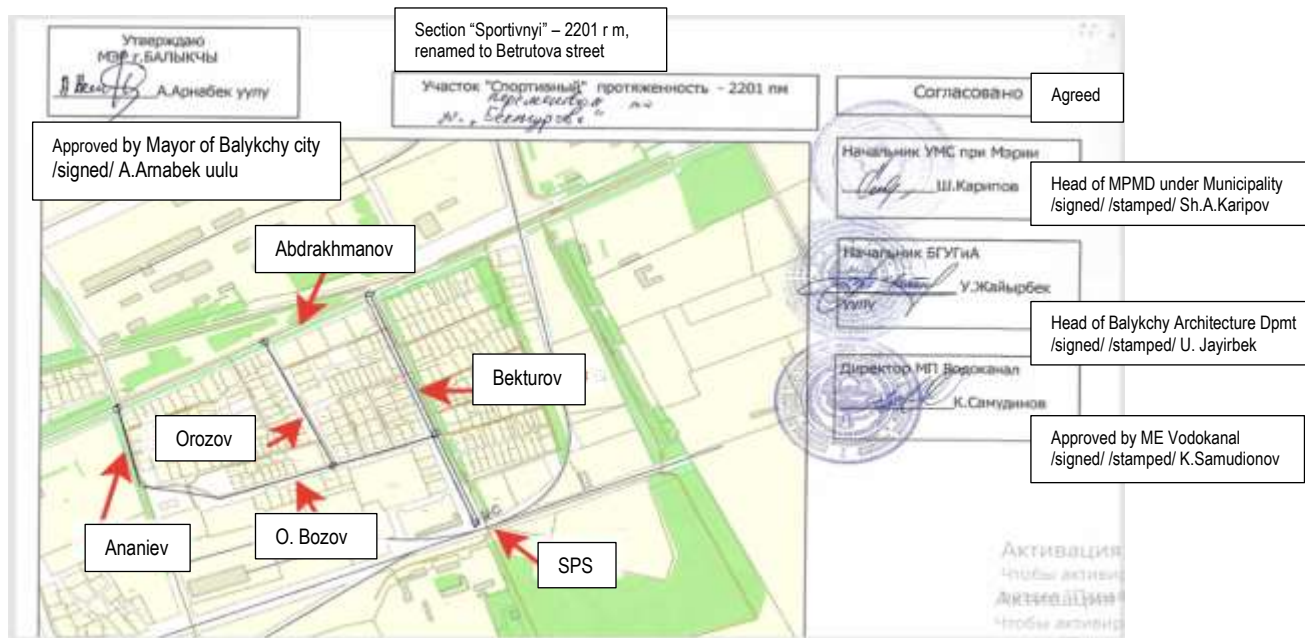
CONSTRUCTION OF ADDITIONAL SEWERAGE NETWORK IN BALYKCHY

31. This project provides for the installation of Sewerage Network using two-layer corrugated pipes according to TU2248-001-73011750-2013, as specified in the technical assignment. The minimum depth of laying within the city limits is determined according to the requirements of SN KR 30-01 2020, which states that the minimum clear distance between the water supply and sewer lines must be 200 mm if the sewer passes below the water supply.

32. **The installation of Sewerage Networks is planned for the following sections:**

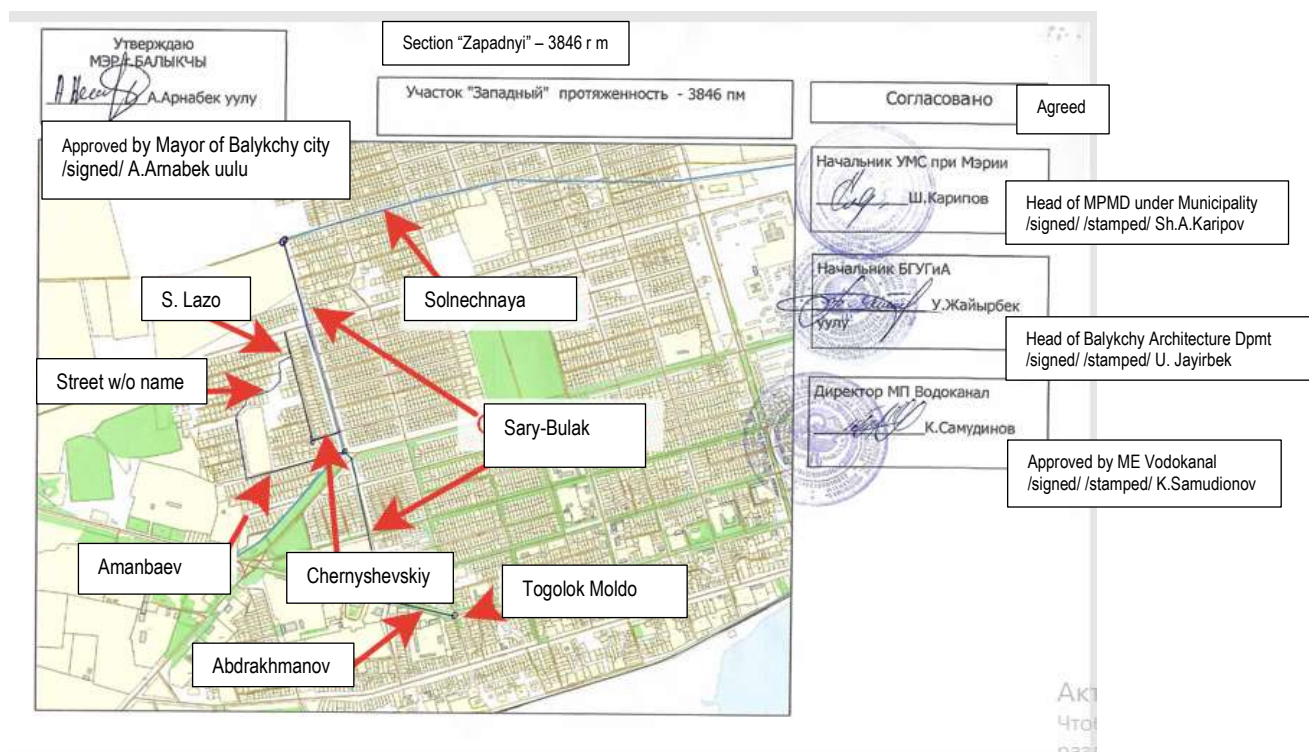
Section No. 1 — Bekturova ('Sportivnaya') with a length of 2148 m.

- Gravity line with a diameter of 200 mm, construction length – 1466.0 m.
- Gravity line with a diameter of 250 mm, construction length – 158.0 m.
- Pressure line with a diameter of 200 mm, construction length – 524.0 m in 2 parallel lines.
- Installation of a SPS.



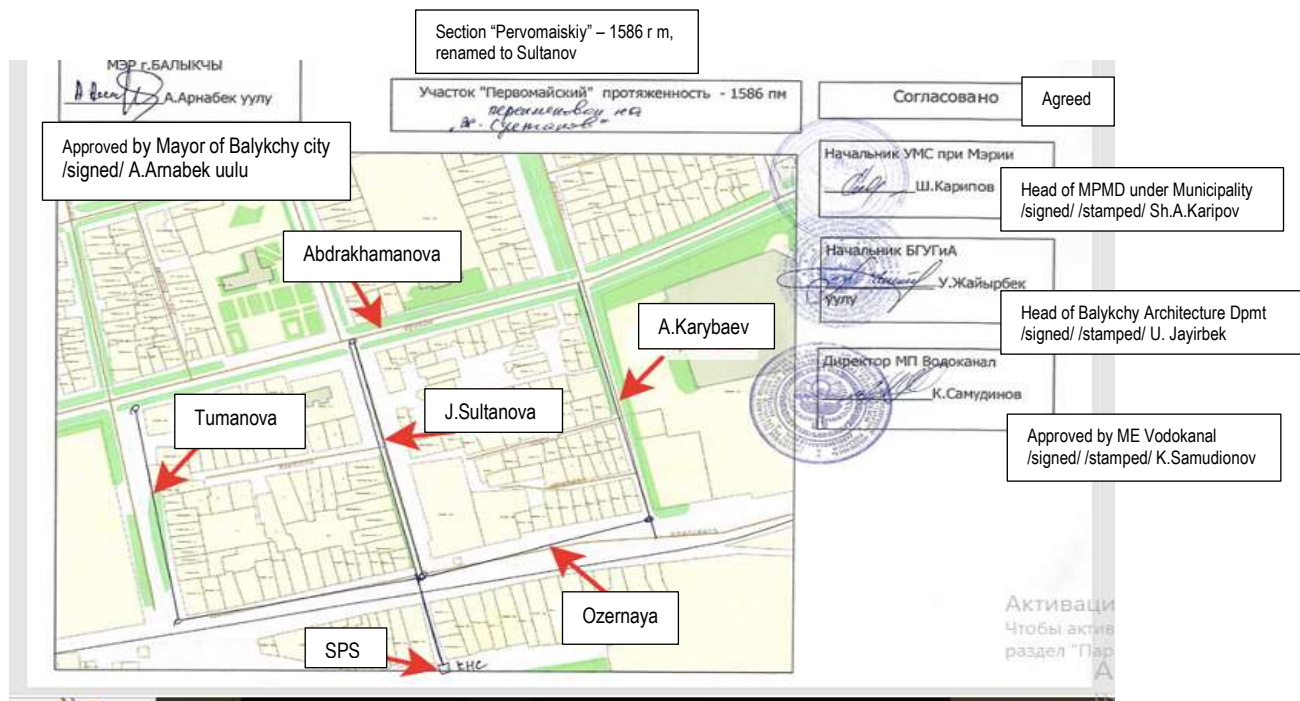
Section No. 2 Western - length - 3590 m.

- Gravity line with a diameter of 200 mm, construction length – 2607.0 m.
- Gravity line with a diameter of 250 mm, construction length – 983.0 m.



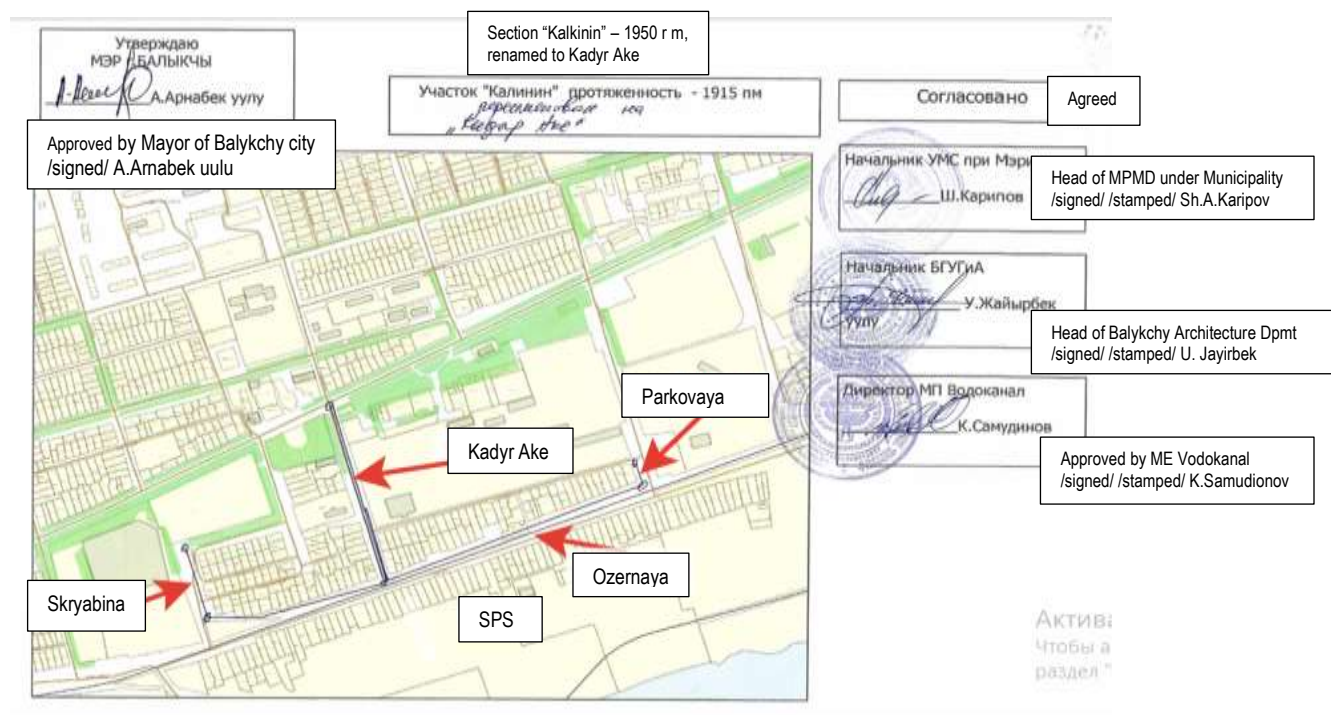
Section No. 3 Sultanova str. (Pervomaiskaya) with length – 2235 m.

- Gravity line with a diameter of 200 mm, construction length – 1776.0 m.
- Pressure line with a diameter of 90 mm, construction length – 459.0 m in 2 parallel lines.
- Installation of a SPS.



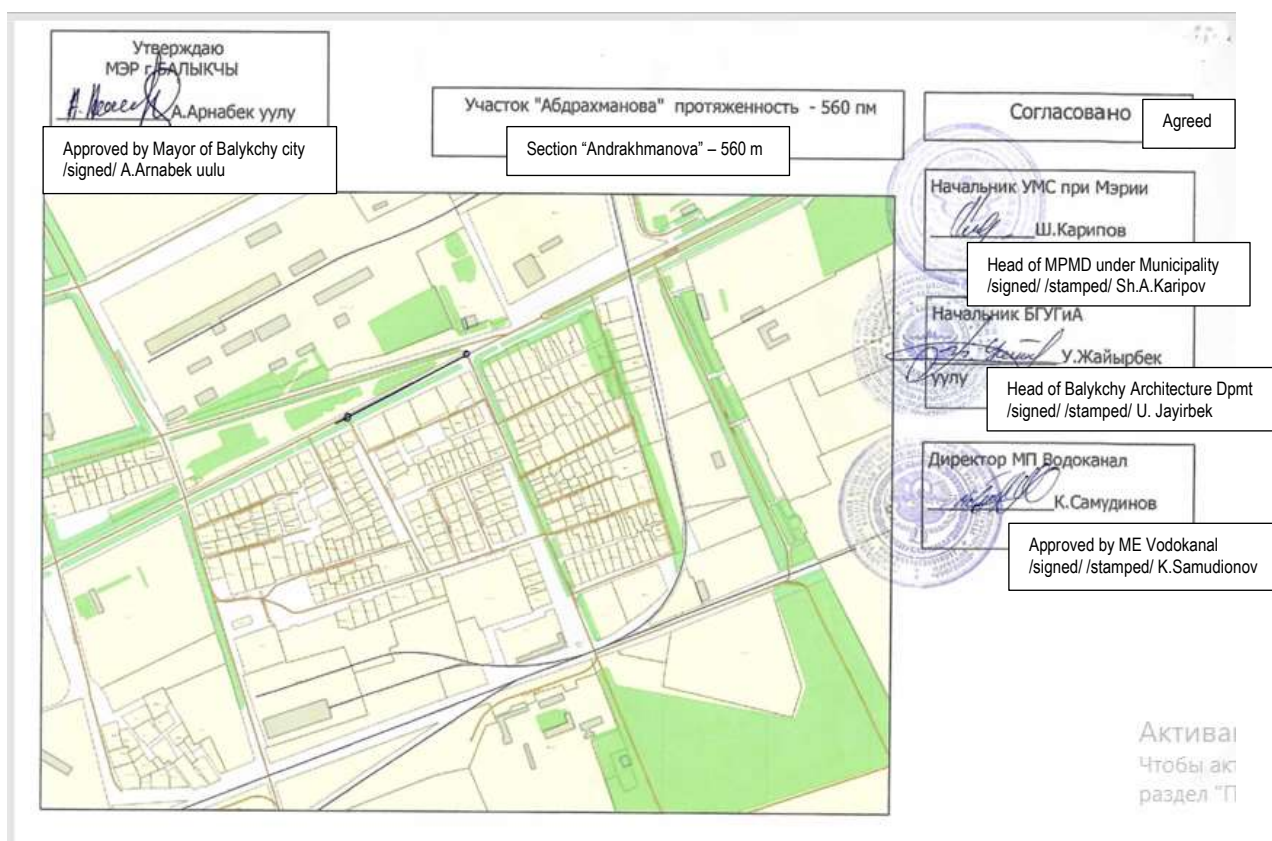
Section No. 4 Kadyr-Ake Str. (Kalinina) with a length of 2798 m

- Gravity line with a diameter of 200 mm, construction length – 2108.0 m.
- Pressure line with a diameter of 110 mm, construction length – 690.0 m in 2 parallel lines.
- Installation of a SPS.



Section No. 5 — Abdyrakhmanov Str. (Frunze) with a length of 260.0 m.

- Gravity line with a diameter of 500 mm, construction length – 260.0 m.



33. Due to the terrain features in the sections of Bekturova Street, Sultanova Street, and Kadyr-Ake Street, wastewater will be collected by gravity flow with the installation of underground-type sewage pumping stations for each section separately. Each sewage pumping station consists of a sealed fiberglass tank. The pressure line from the sewage pumping station is made of PE pipes according to GOST 18599-2001 with a diameter of 90 mm on Sultanova Street, 110 mm on Kadyr-Ake Street, and 200 mm in two parallel lines on Bekturova Street. In case of an accident in the pressure section, a distribution chamber is installed at the sewage pumping station, containing shut-off and control valves for switching between the pressure lines.

34. The project includes the scope of work for the restoration of existing road surfaces, sidewalks, and street landscaping elements. This involves technical reclamation as well as the planting of trees to replace those that are cut down).

35. The construction of the designed Sewerage Networks and facilities is planned to take place under modern conditions of dense urban development and tight deadlines. Therefore, the construction and installation works are planned to be carried out using a linear method by interdisciplinary teams following a 'just-in-time' delivery and installation cycle.

36. The construction area for the linear section of the Sewerage Networks represents a linear, elongated construction site within which mobile mechanized production teams carry out the full range of construction works, including:

- Main works – construction and installation as well as specialized construction works;

- Auxiliary works – loading, transportation, and unloading of pipes, insulation and other materials, equipment, machinery, mechanisms, structures, products, parts, etc., ensuring uninterrupted construction and installation operations;

- Service works – quality and safety control of construction and installation works, implementation of environmental protection measures during main and auxiliary construction processes, maintenance and repair of machinery and mechanisms, social support for workers, and protection of material assets.

37. In order to carry out a complex of works for laying pipelines, the general contractor must develop a Statement of Method, which ensures the safety of work under the prevailing conditions of the work.

38. The general organizational and process flowchart of construction and installation works, that ensures compliance with deadlines, established in the construction schedule, includes the following activities and works:

- preparatory work;
- work during the main construction period;
- acceptance and testing of sewerage structures;
- landscaping and restoration of road surfaces;
- site commissioning;

39. During the preparatory and process stage, priority works and combined works should be carried out:

- marking of construction area;
- levelling of construction sites;
- arrangement of temporary storage areas for material and equipment;
- placement of temporary inventory buildings (construction trailers)
- delivery of necessary materials and devices to the construction site;
- organization of parking lots for construction machinery and mechanisms.
- arrangement of temporary access roads, maintaining roads in good working condition;
- installation of temporary power- and water supply networks.
- installation of bio toilets.
- arrangement of outdoor lighting of construction sites and emergency lighting of the sites.

40. To ensure industrial and fire safety and compliance with occupational safety during construction and installation work, all personnel involved in construction shall be instructed in safe work practices.

THE PURPOSE OF THE SOCIAL DUE DILIGENCE

41. The main purpose of this Social Due Diligence (SDD) is to ensure that there are no impacts on households under LAR during construction activities of the WWTP Balykchy, including economic and/or physical resettlement, permanent and temporary.

42. This Social Due Diligence Report complies with the applicable laws of the Kyrgyz Republic and the requirements of the ADB's SPS 2009. The report has been prepared to: (i) confirm that there is no impact of the LAR; (ii) present the outcome of the public consultation (PC) and identify mechanisms for GRM and monitoring during construction of the WWTP; (iii) provide the necessary survey, consultation and preparation of a Corrective Action Plan in case of unanticipated impacts of the LAR; and (iv) ensure full compliance with the requirements of the ADB's SPS 2009.

THE SOCIAL DUE DILIGENCE APPROACH

43. Specialists on Social safeguards and Resettlement of PMO conducted a due diligence survey between November and December 2024 based on the conceptual design. The results of preliminary survey are subsequently confirmed by the detailed design approved by the PMO and the EA . The following activities were carried out as a part of the SDD:

- (i) Desk (office) analysis - was conducted prior to the field survey on the outline design of the WWTP Balykchy. The purpose of the desk review was to obtain as much information as possible about the characteristics and location of the designed structures.
- (ii) Field surveys. In November 2024 and January 2025, field studies of the designed SNs were carried out on site with the participation of representatives of Architectural Department, Vodokanal, the Mayor's office and the State Agency for Land Resources under the Cabinet of Ministers of the Kyrgyz Republic. A visual inspection was conducted to verify that the project will have no impact on household assets, communications and sources of livelihood. On site, the location of the designed Sewer collectors (SC) axes, distances to household plots, fences and trees, and other real estate, including commercial pavilions, was surveyed. Photo of the survey attached in ANNEX 1.
- (iii) Measures have been taken to avoid LAR impacts. During the detailed design phase, SDD was conducted to determine the project impact on households and their assets. The field studies were conducted jointly with engineers and representatives of Local Self-Government (LSG) and the Department of Architecture and Urban Planning to verify and confirm that SN, including works related to the crossing with other utilities' networks, will be carried out within the right-of-way and does not cause impacts on households (neither permanent nor temporary).

44. Both the desk review results and the field survey results provided sufficient information for a preliminary justification for absence of LAR impact. Based on the results of the joint work, the designers of SNs determined options for SC routes without social impacts on households.

45. Detailed field studies were conducted jointly with the engineers and representatives of local authorities and local unit of the State Institution "Cadastre" under the State Agency on Land Resources under the Cabinet of Ministers of the Kyrgyz Republic to verify and confirm that work related to the crossing with other utilities' networks will be carried out within the right-of-way and does not cause impacts on households (neither permanent nor temporary).

46. As a result of SDD conducted this SDDR is prepared which is the subject for ADB approval before the commencement of civil works on expansion/construction of sewerage network in Balykchy.

KEY RESULTS OF THE SOCIAL DUE DILIGENCE

47. The results of SDD conducted jointly by Designer, Balykchy PIO, ME Vodokanal Engineer determined that land acquisition will not be required during the construction of the sewerage collectors in Balykchy. All work will be carried out within the boundaries of municipal lands.

- The construction design of the SN includes road and sidewalk restoration, as well as other activities such as the crossing of utilities, including roads;
- Underground electrical cables;
- Water pipelines;
- Drainage structures (canal and reinforced concrete trays);
- Sewer pipes.

48. Sewerage Networks are designed based on the actual and prospective development in accordance with the technical conditions issued by the Balykchy Vodokanal.

49. At the intersections with power transmission lines, it may be necessary to relocate one or more power poles over short distances. Damaged sections of the existing irrigation networks will be restored within municipal land boundaries. In some areas, the construction of sewerage networks is planned near front gardens and existing irrigation systems.

50. Construction work in these areas will be carried out in strict accordance with the technical specifications issued by Balykchy Vodokanal, with regular social monitoring.

51. During the construction of the sewerage networks, partial tree removal and possible relocation of greenery will be carried out. The relocation of green spaces and planting of new trees is also planned on municipal land.

52. However, some utilities may not be indicated in the working design. This is mainly due to the lack of information about their location or their illegal placement. These will be identified and relocated during the Project implementation phase.

53. Social safeguards monitoring will be conducted during the construction period by social specialists together with the Contractor's engineers.

54. Work will be implemented and coordinated with representatives of local authorities, utility owners such as the District Electrical Service (DES), KyrgyzTelecom, and other project participants, including the Contractor.

55. During the crossing of utilities, water supply, electricity, telecommunications, and internet services may be temporarily disrupted. The work will be organized in such a way as to ensure uninterrupted traffic and pedestrian movement. Special attention will be paid to maintaining access to shops for deliveries and customer entry. To minimize the impact, residents and businesses will be informed in advance of the dates and times of any service interruptions due to utility crossings.

56. Information about planned power outages will be provided 2–3 days in advance through existing local information channels. Representatives of the District Electrical Service and Vodokanal, together with local authorities, will inform residents (house-to-house) in advance about upcoming electricity outages. The crossing of water pipelines is planned to be carried out within short timeframes, as comprehensive preparatory work will be conducted beforehand.

57. These mitigation measures will be strictly monitored by the PIO and the Supervision Consultant to ensure there is no permanent or temporary disruption in access to shops, private houses, and public institutions.

58. The Contractor will be responsible for the regular dissemination of information related to the crossing of utilities.

MITIGATION MEASURES PRIOR TO RELOCATION OF UTILITIES IDENTIFIED DURING CONSTRUCTION WORKS

59. A comprehensive social assessment includes measures to ensure social safeguards in accordance with ADB's SPS 2009. Prior to the commencement of construction works, the Contractor shall undertake the following activities:

- conduct consultations with representatives of Vodokanal and municipal services;
- provide direct notification to local residents and businesses operating adjacent to RoW;
- inform the population about the construction methods to be applied, as well as the control and supervision procedures to be implemented

60. The construction of additional sewerage networks will fundamentally improve the sanitary living conditions of the population and the environmental situation in the region by reducing wastewater infiltration. This, in turn, will improve the social well-being of people living in the project implementation area.

61. Movement of construction machinery and equipment is planned along existing roads and within the right-of-way.

62. Before starting any excavation work, representatives of relevant organizations must be called to the site to jointly determine the exact location of existing networks and facilities, and conduct trial pits where necessary.

63. If utilities or structures not indicated in the design are discovered, work must be stopped and the relevant operating organizations must be contacted.

64. All work will be carried out with consideration for environmental protection requirements. During construction, the most hazardous forms of pollution are expected to be exhaust emissions, noise, and vibration. When mitigation measures are properly applied, these negative impacts will be reduced.

65. Upon completion of construction, a set of land restoration (reclamation) measures must be carried out to rehabilitate disturbed land.

66. The organization of the construction site, work areas, and workplaces must ensure labor safety at all stages of installation works. Access roads to the construction site must be ensured. Signs indicating pedestrian and vehicle routes must be placed throughout the site.

67. If adverse involuntary resettlement (IR) impacts cannot be avoided, the IR procedure adopted for this project will be followed, as described in the Resettlement Framework (LARF). The Corrective Action Plan (CAP) will be prepared, reviewed, and approved by the Executing Agency and ADB, and published on their respective websites. All Affected Persons (APs) will receive compensation prior to the start of construction.

68. One of the key principles is that in the event of IR impacts due to utility crossings, all compensation payments and livelihood restoration assistance will be documented and provided in accordance with the Entitlement Matrix set out in the approved Land Acquisition and Resettlement Framework⁴ (LARF) and adapted for this project, prior to the commencement of construction works. Implementation will be evidenced by a compliance report submitted to ADB for approval.

The procedure to be followed in the event of IR impacts will include the following activities:

- (i) Necessary consultations with APs;

⁴ <https://www.adb.org/projects/documents/kgz-50176-002-rf>

- (ii) Inventory of losses – identification and assessment of the characteristics of affected assets;
- (iii) Detailed Measurement Survey (DMS) – measurement of land plots, buildings, and structures affected by the project, as well as the quantity and types of other affected assets, incomes, and livelihoods;
- (iv) Valuation of affected assets based on replacement cost – determining the value of compensation for lost assets, income, and other livelihood sources, and allowances to develop the CAP budget;
- (v) Census – determining the exact number of households and their members, including some social characteristics such as gender and ethnicity;
- (vi) Socio-Economic Survey (SES) – assessing the current socio-economic status of affected individuals, families, and business owners, and the project's impact on their livelihoods;
- (vii) Preparation of the Corrective Action Plan (CAP), approved and published by the Executing Agency and ADB;
- (viii) Implementation of the CAP.
- (ix) Preparation and submission of a CAP Compliance Report for ADB's review and approval. Approval of the CAP Compliance Report by ADB will serve as the basis for granting permission to commence or continue construction works.

69. These mitigation measures will be strictly monitored by the PMO, PIO and DSC to ensure the absence of both permanent and temporary impact on access to shops, private houses and state institutions.

PUBLIC PARTICIPATION AND DISCLOSURE OF INFORMATION

70. During the SDD for the construction of additional SNs in the city of Balykchy, a PC was held on April 4, 2025, for targeted household (HH) groups and local communities, including residents of the streets where construction will take place and owners of commercial kiosks based on their location. Representatives of the City Kenesh and the design engineer from LLC "Encon" explained the main principles of the ADB's SPS 2009 and the grievance redress mechanism.

71. The minutes of the PCs are provided in Annex 2. Photos from the consultations are included in Annex 3.

72. In accordance with ADB's SPS 2009, meaningful consultations must be conducted with APs, and they should be given opportunities to participate in project planning and implementation. Under the same principles, APs must be adequately and timely informed about the results of the planning process, as well as schedules and procedures, including compensation payments and resettlement, if required.

73. On April 21, 2025, a contract was signed between "Temelsu International Engineering Services Inc." and the NGO "Abiyir EI". The NGO "Abiyir EI", in collaboration with the Vodokanals, is responsible for implementing necessary joint efforts to inform and engage the population and stakeholders of Balykchy and Karakol cities, raising public awareness about the Issyk-Kul Wastewater Management Project.

74. The Constitution of the Kyrgyz Republic guarantees people's right to access information about the activities of state and municipal authorities in the manner prescribed by law. Furthermore, it grants citizens the right to receive information about budget allocations as prescribed. The Law of the Kyrgyz Republic on Access to

Information Held by State Bodies and LSG Bodies requires maximum openness, publicity, and transparency of activities carried out by these authorities.

75. After this report is approved by ADB, the English version will be published on ADB's website, and the Russian version will be published on the website of the EA: <http://iwmp.kg/>.

GRIEVANCE REDRESS MECHANISM

76. Grievance Redress Mechanism (GRM) was established during the project preparation stage to address any applications, grievances and requests regarding land acquisition, compensation and resettlement, environmental and gender issues in a timely and appropriate manner. The GRM was created at the project preparation stage in accordance with the order of the State Agency for Architecture, Construction, Housing and Communal Services under the Government of the Kyrgyz Republic (see. Annex 4) dated June 21, 2018 No. 219 and updated at the project implementation stage in accordance with order No. 140 dated December 31, 2021.

77. According to Resolution No. 98 of the Cabinet of Ministers of the Kyrgyz Republic dated March 7, 2024, and the subsequent amendments made on February 14, 2025 (No. 69), the State Institution Drinking Water Supply and Sewerage (SI DWSS) is the legal successor of the former Drinking Water Supply and Sewerage Development Department of the State Agency for Architecture, Construction, Housing and Communal Services under the Government of the Kyrgyz Republic, and serves as the Executing Agency for the Issyk-Kul Wastewater Management Project (IWWMP).

78. The mechanism consists of a grievance redress process at two levels: local and central. A Grievance Redress Group (GRG) has been established at each level.

79. APs have the right to submit complaints and/or inquiries regarding any aspect of the Project, including LAR issues. Under the adopted grievance redress mechanism, APs may appeal any decision, action, or activity related to the Project. APs have access to all available means to express their concerns.

80. The grievance redress procedures will be easily understandable and accessible to third parties involved in resolving potential disputes.

81. Grievance redress procedures will be easily understood and available to a third party when resolving conflicts that arise.

82. The GRM consists of a grievance redress process at two levels: local and central levels. A Grievance Redress Group (GRG) has been established at each level. The role and responsibility of the GRG is to accept claims and complaints, evaluate their validity, determine the scope of possible consequences and resolve the problem in a timely manner, including claims for compensation, as well as ensure the flexibility and efficiency of the GRG in decision-making and handling complaints that have arisen during the implementation project.

83. To assist the complainant (s) in the formal submission of their appeals and complaints, GRG has appointed Local Contact Points (LCPs) who are readily available to HH and entities affected. LFPs are located in the cities of Balykchy and Karakol. The Local Contact Person receives and registers appeals and complaints, convenes and conducts GRG meetings, submits the necessary documents and maintains all records, including a log of complaints and appeals.

84. The local focal point in Balykchy is Kolbai Karasartov, PIO Manager in Balykchy, who will maintain an integrated system and database for handling project-related complaints and grievances on a weekly basis, with a copy also available in the PMO.

85. In order to optimize the processes of registering complaints, adhering to the deadlines for the consideration of APs' appeals and operational monitoring of the ongoing procedures, PMO/PIO are keeping electronic GRM Log (no complaints from residents of Balykchy were received).

86. All documentation related to the project will be retained until project completion and closure.

87. LFP of GRG will be always accessible for all complainants. LFP will review the complaint, classify its type and register in the log.

88. LFP will prepare the necessary information and arrange a meeting of the Local Grievance Redress Group (LGRG). GRG will assess the situation and begin to seek a solution through consultations with the complainant. At this stage, GRG must try to resolve the complaint within 14 business days from the date the complaint was filed. All supporting documents such as photographs, required certificates, legal and technical expert opinions, if necessary, should be prepared, reviewed and evaluated. After the complaint is resolved, GRG organizes a complaint resolution meeting at which the complainant confirms the complaint resolution.

89. PMO representative will monitor the process and timelines for resolving complaints. If a complaint requires expert opinion, additional time may be allocated. The complainant (s) will / will be duly informed.

90. LFP will assist the complainant(s) in formal presenting their complaints to GRG. Complaints and grievances will be handled through the process described in the table below.

Table 1. Grievance Redress Process

Steps	Level of consideration	Process	Timeline
Step 1	Complaint resolving	At the initial stage, LFP listens to the dissatisfied person and tries to find acceptable solutions to their problem. If the complainant is not satisfied with the decision found, the complainant submits his or her complaint in writing to the appropriate local GRG within three days.	3 days
Step 2	Decision of GRG at local level	Upon receipt of a written complaint, LFP will review and prepare a case file for the hearing and decision of the GRG. The official meeting will be held with GRG on a date set by LFP in consultation with the complainant. The complainant will present evidence (if any) to justify his or her complaint on the day of the meeting at PIO office. LFP will register the applications, accept the supporting documents for the complaint, and organize a GRG meeting to discuss the case.	14 days

Steps	Level of consideration	Process	Timeline
		<p>Decisions of the majority of GRG members will be considered final and will be forwarded by LFP and signed by the other members of GRG. The case records will be updated, and the complainant will be informed about the decision within 14 working days after the application date.</p> <p>If the complainant is not satisfied with the decisions, LFP submits a complaint in writing to the central GRG with an opinion and supporting documents prepared at the local level.</p>	
Step 3	Decision of GRG at the central level.	<p>Upon receipt of a written complaint, the chairperson of central GRG will review and prepare a case material for hearing and decision by the GRG. A formal hearing will be held by GRG on the date set by GRG Chairperson and the complainant. The members of GRG will contact the complainant (possibly with an on-site visit). Decisions made by the majority of GRG members will be considered final and will be issued by GRG Person and signed by the other members of GRG. The case material will be updated and a decision will be transferred to the complainant by PMO coordinator within 14 days</p>	14 days

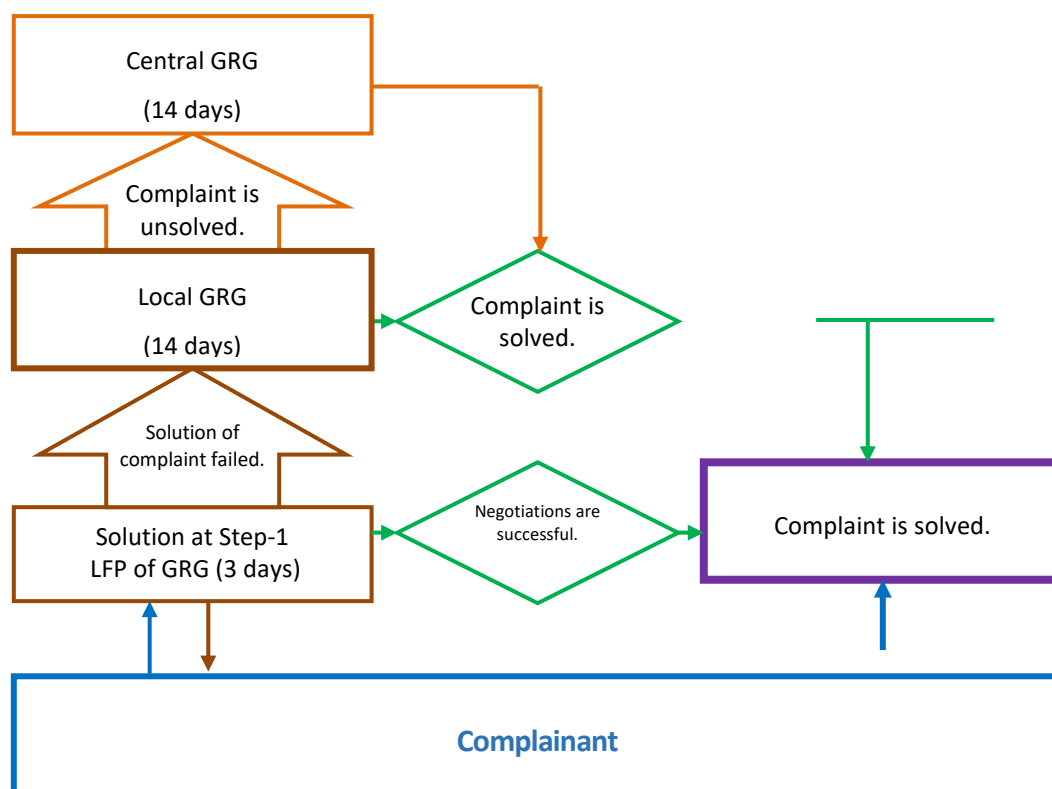
91. Every effort will be made to address issues at the local and central levels, if necessary. All complaints and decisions will be properly documented by the PMO and presented for review, monitoring, and evaluation.

92. Applicants have the constitutional right to seek legal remedies through the court system at any stage of the grievance process. Court proceedings are outside the scope of the GRM and are governed solely by national legislation. The GRGs will not restrict or influence the AP from applying to court for legal remedies.

93. In addition, the complainant may appeal the decision and refer the case to the ADB Accountability Mechanism. The GRG at the project level in no way prevents complainants from accessing ADB Accountability Mechanism (AM)⁵ or the judicial or administrative remedies of the country. If the complainant wishes to register the complaint with the ADB Accountability Mechanism (ADB AM), the coordinator must provide the complainants with the contact information of the ADB AM. The grievance redress process is shown in the figure below.

⁵ https://www.adb.org/site/accountability_mechanism/main

Figure 2. Grievance Redress Mechanism



94. Each complaint under the GRM may require one or more meetings, as well as on-site investigations involving specific technical or assessment experts. Complaints cases that are dealt with jointly by more than one complainant may be dealt with together as one case.

95. To address grievances at the central level, meetings will be held at PMO office in Bishkek or with a visit of GRG members to Balykchy.

96. At each level of grievance handling, GRG will be assisted, as needed, with the professional capacity needed to deal with certain cases. This may include the participation of representatives of government agencies and entities, as well as professional consultants and experts.

INSTITUTIONAL ARRANGEMENTS

97. This chapter details the main agencies and organizations involved and their roles and responsibilities in the due diligence and social monitoring process within IWMP.

Asian Development Bank

98. ADB is the financing institution of the project. In terms of adherence to social safeguards during the construction of the SC and at the intersection of communications, ADB will monitor the adherence to ADB's SPS 2009.

99. ADB will periodically review project and issue no-objection letter for the commencement of construction. In the event of an unforeseen impact of the project under the LAR, approves the preparation and implementation of the Corrective Action Plan and the issuance of a letter on the possibility of continuing construction.

EA, PMO and PIO

100. State Institution Drinking Water Supply and Sewerage (SI DWSS) under the Water Resources Service of the Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic is the Executing Agency (EA) for the Project. A Project Management Office (PMO) was established under SI DWSS, Project Director, Financial Manager and other specialists, including Social Safeguards and Resettlement Specialist were appointed in accordance with the requirements in the Project Administration Manual (PAM).

101. Project Implementation Offices (Balykchy PIO and Karakol PIO) were established for prompt management of the project on sites.

102. SI DWSS with the PMO Social Specialists and other specialists involved in social safeguards work, is responsible for consultation and information sharing with resettled persons and local communities, documenting all consultations, publishing it on SI DWSS website, and disclosing information about the project and GRM through meaningful consultation with RPs and the wide public. If necessary, the implementation of the CAP, as well as the facilitation of the resolution of complaints.

Ministry of Finance

103. The Ministry of Economy and Finance has overall financial responsibility for the Project. LAR budget and compensation payments are allocated to the project budget and approved by the Ministry of Economy and Finance.

Project Consultants

104. Various consultants have been involved in the preparation of this report and will be involved in monitoring and, if necessary, conducting social safeguards due diligence during construction of SNs and crossings with utilities. They will also assist PMO with implementation, consultation, disclosure of information, and monitoring and supervising of the Contractor(s) and Subcontractor(s) and provide guidance to PMO on various issues and handling appeals and complaints.

Resettlement Committee

105. In accordance with the Order of the Plenipotentiary Representative of the Government of the Kyrgyz Republic in Issyk-Kul region № 184 dated May 11, 2018, the Committee on Land Acquisition and Resettlement was officially established,

106. Main responsibility of the LAR commission is to assist the EA to prepare and implement the LARP. Other roles of the LAR commission include: (i) Participation in PCs (ii) Assisting IPIG to carry out internal monitoring (iii) Participation in GRM, facilitating resolution (iv) Facilitating land surface clearance of ROW after LAR being implemented.

Grievance Redress Groups

107. The Grievance Redress Mechanism (GRM) was established in accordance with the order of the State Agency of Water Resources under the Government of the Kyrgyz Republic No. 145 dated July 29, 2020 for timely and proper handling of appeals, complaints and inquiries from APs regarding land acquisition, compensation and resettlement, environmental and gender issues.

108. The mechanism consists of grievance resolution at two levels, the local and central levels. At each level, a grievance redress group (GRG) was established. The role and responsibility of the GRGs is to accept claim and complaints, assess its validity, determine the scope of eventual impacts, and timely resolve the issue, including the claims regarding the compensation and maintain GRM as flexible and efficient to address and resolve the claims as raised during LARP and project implementation.

Other parties involved

109. Other agencies and services may be involved for the successful implementation of the Project, including State Institution "Cadastre" under the State Agency for Land Resources under the Government of the Kyrgyz Republic, Municipality, etc.

MONITORING AND REPORTING

110. To ensure the smooth implementation of the expansion/construction of Sewerage Networks in Balykchy in accordance with the requirements of ADB's SPS 2009, a social safeguards monitoring will be carried out by PMO assisted by DSC to comply with the social safeguards provisions established for the Project, including:

- a compliance with ADB's SPS 2009 requirements that no construction work can be started prior to the completion of SDD and its approval by ADB approval;
- ensuring that LAR impact minimization exercise is conducted during the detailed design and construction phase.
- existing the grievance redress mechanism, in timely and effective manner during the entire period of the project;
- monitoring compliance with the requirement for the necessary examination, consultation and preparation of a Corrective Action Plan in the event of an unforeseen LAR impact and its implementation thereof prior any construction works;
- Contractor's compliance with the requirements of ADB's SPS 2009 in accordance with the contractual documents.

Throughout the Project implementation, PMO and DSC social safeguard specialists should ensure:

- (a) monitoring of activities related to the construction of SNs and the crossing of utilities through on-site visits;
- (b) regular oversight of the project's grievance redress system and reporting any project-related issues;
- (c) assist EA in handling the complaints during the project implementation;
- (d) in the event of unforeseen project impact, facilitate the necessary examination, consultation and secure all necessary permits, legal opinions and agreements.

111. Internal monitoring of project compliance with social guarantees will be regularly carried out by PMO, both directly and with the support of the DSC's Social Safeguard Specialist. Monitoring results are sent to ADB through monthly reports, quarterly reports on project implementation, and semi-annual social safeguards monitoring reports. Once approved the reports are the subject of disclosure at the websites of ADB (English version) and EA (Russian version).

112. In addition to social safeguards compliance status/issues, the status of the completed / planned works on the construction of the SC in the reporting period should be reflected in the monthly and quarterly reports of the project. A special chapter on “Sewerage Networks construction work” in the semi-annual social monitoring reports will cover the following details:

- the status of work performed, including utility relocation (if any), during the reporting period with photos;
- information on consultations and GRM cases during the reporting period;
- any design changes and due diligence measures taken during the reporting period.

113. In case of an unforeseen involuntary resettlement impact identified during construction, PMO will follow the requirements of ADB’s SPS 2009, ensuring that safeguards are in place and identifying corrective and preventive actions as necessary.

CONCLUSIONS AND SUGGESTIONS

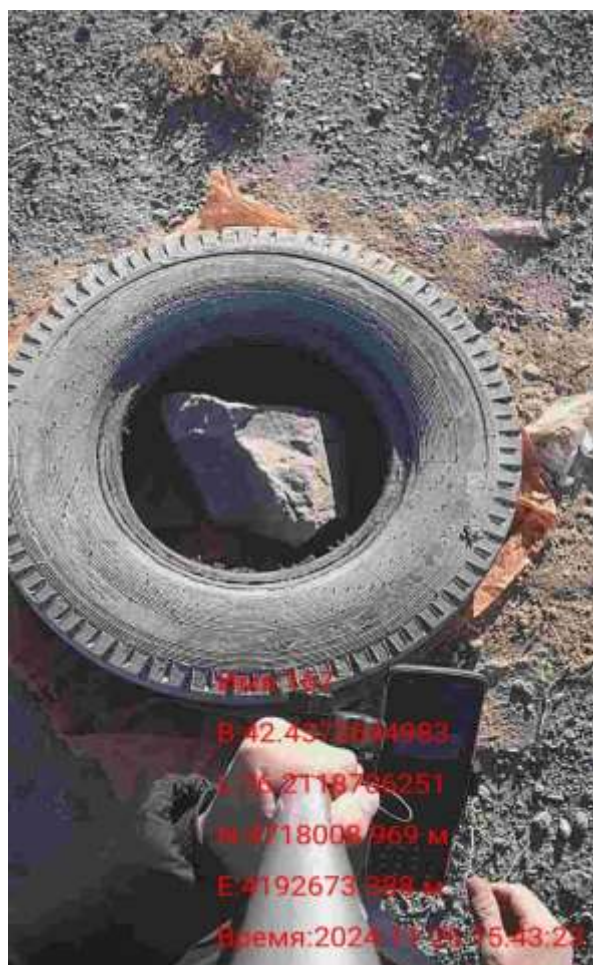
114. As a result, SDD found that civil works on expansion/construction of SNs in Balykchy are planned within the right-of-way and on municipal land. Therefore, no LAR impact related to the construction of SNs under this project is expected.

115. No permanent and/or temporary impact on the structures used as commercial facilities is expected, also no commercial facilities will need to be moved and/or removed, so no compensation will be required for temporary or permanent business interruption and income generation.

116. This SDDR is based on the detailed design of SNs and consultations with stakeholders and confirmed the complete absence of LAR impacts on households.

117. Design adjustments have been made to eliminate unintended impacts. In the event of any adverse effects, a corrective action plan will be prepared and the resettled persons will be compensated in accordance with the Entitlement Matrix set out in the approved LARF. Continuous daily monitoring will be provided by the specialists of the DSC. The results of monitoring will be reported by PMO in SSMRs to be submitted to ADB for review and approval.

ANNEX 1. FIELD SURVEYS PHOTO





ANNEX 2. PUBLIC CONSULTATIONS ON THE ISSUE OF SEWERAGE EXTENSION

Issyk-Kul Wastewater Management Project

Loan #3742-KGZ/Grant #0628 KGZ

PROTOCOL of the public hearing on the issue of "Environmental Impact Assessment (EIA) and Social Safeguards for the Expansion/Construction of the Sewerage Network (SN) in Balykchy within the ADB Issyk- Kul Wastewater Management Project

Date: 10:00 AM Bishkek time, 04/04/2025

Venue: Kyrgyz Republic, Issyk-Kul Region, Balykchy, Abrahmanov Street, 252, 1st Floor, Main Hall of the Balykchy City Mayor's Office.

Participants:

On behalf of the Executive Agency and Implementing Agency:

- A.B. Baigaziev – Chief of Staff of the Balykchy City Mayor's Office
- S.B. Baktybekov – Deputy Director of the Municipal Enterprise "Vodokanal"
- K.Sh. Zhundubaev – PMO Environmental Safeguards Officer
- K.Z. Karasartov – PIU Project Manager

Residents of Balykchy:

Residents of Balykchy who participated in the public hearing in the annex (list of participants)

Agenda:

- Presentation and speech on "EIA of the Sewerage Network in Balykchy" – Environmental Specialist of LLC "Encon": O.V. Zinina
- Presentation and speech on "Social Safeguards" – Environmental and Social Safeguards Specialist: O.V. Zinina
- Speeches by other participants
- Comments and Q&A on the EIA and social protection measures during the expansion/construction of the sewerage network in Balykchy
- Summary and conclusion of the public hearing

On behalf of the Employer, the Chief of Staff of the Mayor's Office (EA,IA), - IWMP PMO Environmental Safeguards Officer, Manager of the Balykchy PIU welcomed the participants of the public hearing on the discussion on "Environmental Impact Assessment (EIA) and Social Safeguards during the expansion/construction of the sewerage network (SN) in Balykchy under the ADB Issyk-Kul Wastewater Management Project".

Welcome Remarks:

Moderator: K.Z. Karasartov, Project Implementation Unit Manager in Balykchy:

Dear participants of today's public hearing!

We declare open our public hearing on the environmental impact assessment and social issues related to the expansion of the sewerage network, within the framework of the Asian Development Bank project "*Issyk-Kul Wastewater Management*."

The hearing is attended by:

- Almaz Belekovich Baigaziev, Chief of Staff of the Balykchy City Mayor's Office
- Samat Baktybekovich Baktybekov, Deputy Director of the Balykchy Municipal Enterprise "Vodokanal"
- Heads of relevant city departments and residents of Balykchy
- Kylychbek Sheralievich Zhundubaev, Specialist from the Project Management Office
- Olga Vasilievna Zinina, Environmental Specialist from LLC "Encon"
- Vitaliy Sergeyevich Pyatkin, Design Engineer

First, let us approve the agenda:

1. Each speaker is allotted 5–6 minutes.
 2. Presenting specialists will have 20 minutes.
 3. After the presentations, each question-and-answer session will be limited to 2–3 minutes.
- Let us do our best to adhere strictly to the schedule.

Brief overview of the project:

1. The total project budget is **USD 41.82 million**, covering the cities of Balykchy and Karakol.
2. Of this, **USD 12.84 million** is provided as a grant.
3. **USD 23.68 million** is provided as a loan.
4. Additional funding of **USD 5.30 million** is provided by the Government of the Kyrgyz Republic (including taxes and duties as co-financing).
5. **Executing Agency:** Department of Drinking Water Supply and Wastewater Disposal
6. **Implementing Agency:** Plenipotentiary Representative Office of the Government of the Kyrgyz Republic in the Issyk-Kul Region
7. Project start date: **August 16, 2019** – End date: **December 31, 2026**
8. Supervisory Authority: **Resident Mission of the Asian Development Bank in the Kyrgyz Republic**
9. The loan agreement was ratified on **July 16, 2019**
10. The loan and grant agreements were signed on **December 28, 2018**

In the city of Balykchy, sewer pipelines will be laid on five streets and three sewage pumping stations (SPS) will be constructed.

Balykchy sewerage network route by sections:**Section No. 1 – Bekturova Street ("Sportivnaya") – Length: 2,148 meters**

- Pressure pipeline along Bekturova St. from Abdyrahmanova St. to the sewage pumping

station (SPS) on Ozernaya St.

- Gravity pipeline along Ananyevo St. from Abdyrahmanova St. to O. Bozova St., then along O. Bozova St. from Ananyevo St. to Bekturova St.
- Gravity pipeline along Orozova St. from Abdyrahmanova St. to O. Bozova St.

Section No. 2 – Western Area – Length: 3,590 meters

1. Gravity pipeline along Z. Kazakbaeva St. (Sary-Bulak) from Sadyra Ake St. (Solnechnaya) to Abdyrahmanova St.
2. Gravity pipeline along Abdyrahmanova St. from Z. Kazakbaeva St. (Sary-Bulak) to Togolok Moldo St.
3. Gravity pipeline along S. Lazo St. from Alieva St. to B. Abdyaeva St. (Chernyshevskaya)
4. Gravity pipeline along B. Abdyaeva St. (Chernyshevskaya) from S. Lazo St. to Z. Kazakbaeva St. (Sary-Bulak)
5. Gravity pipeline along an unnamed (curved) street from the beginning of S. Lazo St. to Sary-Jaz St.
6. Gravity pipeline along another unnamed street from Sary-Jaz St. to Z. Amanbaeva St. (40 Years of Kyrgyzstan St.)

Section No. 3 – Sultanova St. (Pervomayskaya) – Length: 2,235 meters

1. Gravity pipeline along Tumenova St. (Oktyabrskaya) from Abdyrahmanova St. to A. Karybaeva St. (Sovetskaya)
2. Pressure pipeline along Sultanova St. (Pervomayskaya) from Abdyrahmanova St. to Ozernaya St. (to SPS)
3. Gravity pipeline along A. Karybaeva St. (Sovetskaya) from Abdyrahmanova St. to A. Karybaeva St. (Sovetskaya)
4. Gravity pipeline along A. Karybaeva St. (Sovetskaya) from Tumenova St. (Oktyabrskaya) to A. Karybaeva St. (Sovetskaya)

Section No. 4 – Kydyr-Ake St. (Kalinin St.) – Length: 2,798 meters

1. Gravity pipeline along Mukasheva St. (Skryabina) from Mukasheva (Skryabina) to Ozernaya St.
2. Gravity pipeline along Ozernaya St. from Mukasheva (Skryabina) to Parkovaya St.
3. Gravity pipeline from Proletarskaya St. to Ozernaya St.
4. Pressure pipeline along Kydyr-Ake St. (Kalinin St.) from Abdyrahmanova St. to Ozernaya St.
5. Pressure pipeline along Ozernaya St. from Kalinin St. to (incomplete – please clarify the endpoint if needed)

Section No. 5 – Abdyrahmanova St. – Length: 260 meters

Total length: 11,031 linear meters

Balykchy Mayor's Office (EA, IA)

Balgaziev A.B.:

Hello, dear residents of Balykchy and participants of today's meeting. I believe that active citizens have gathered here for this public hearing. More details about the project were

mentioned earlier. Today, we will discuss how the 11.031 km of sewer networks and 3 pumping stations (SPS) will impact the environment. I urge everyone to engage in an open discussion. Please do not hesitate to ask questions. If there are any concerns, raise them. The project engineers will now give a presentation, and after that, you should ask your questions. We, as the Implementing Agency, are here to listen and respond. Please actively participate in this hearing. We will do our best to answer all your questions.

Moderator:

The Balykchy City Kenesh, City Hall, and Vodokanal have provided great support by issuing the necessary resolutions and orders in a timely manner. On behalf of the project, we thank the Balykchy City Kenesh, the City Hall of Balykchy, and the Municipal Enterprise “Vodokanal.”

Deputy Director of “Vodokanal” MP, Baktybekov S.B.:

Hello, dear residents of our city. On behalf of our entire Vodokanal team, who worked as one unit, I would like to thank the Asian Development Bank. First and foremost, we are grateful to all the team members and specialists involved in implementing the project. Indeed, this is a major achievement for our enterprise as the project provides for the construction of 11 km of sewer lines and 3 SPS across five streets. Again, thank you to ADB. We also appreciate the support from the Project Implementation Unit, PUSVIK. I would like to thank the city’s urban planning department, the city council, and the mayor’s office.

Moderator:

Thank you to Almaz Belekovich Baigaziev, Chief of Staff of Balykchy City Hall (Implementing Agency), and Samat Baktybekovich Baktybekov, Deputy Director of the Municipal Enterprise “Vodokanal.”

We will now proceed with our agenda. The purpose of this public hearing is to prevent or mitigate the environmental and related social-economic impacts of the proposed activity. Presentations will be in Russian. Please listen carefully, and you can ask questions afterwards.

According to Government Resolution No. 60 of 2015, the procedure for conducting Environmental Impact Assessments (EIA) was approved. Today’s hearing is part of that process and also a component of the installation of 6 street sewer lines. If you do not receive an answer today, you can submit your questions in writing, and we will respond within 30 days.

Moderator:

The floor is now given to the design engineer from LLC “Encon,” Vitaly Pyatkin.

Design Engineer, LLC Encon, Vitaly Pyatkin:

In accordance with the technical assignment, the design organization LLC “Encon” has developed project documentation for the sewerage systems of urban streets in Balykchy. The total length of the pipeline along all five streets is 11,031 meters and includes 3 SPS. Given the natural terrain, with a natural slope toward Ozernaya Street, the sewer system was designed as both gravity and pressure-based.

Before starting the design, representatives from LLC “Encon” and the Balykchy Vodokanal surveyed all five city streets planned for the sewer routes. Taking into account the existing utilities, electric poles, and transformer substations, it was decided to lay the sewer lines along one side of the street, with organized crossings to connect the opposite side and perpendicular streets to collect wastewater from the whole block.

This work needs to be done at this stage because after construction and restoration activities—such as road resurfacing and irrigation systems—it will no longer be practical to disturb the area

for further connections. During the design, we followed the standards of SN KR 40-02:2023 ("Wastewater Disposal. External Networks and Structures") and the requirements set by the operating organization Vodokanal, as they will be maintaining the system. For the convenience of operation, all these elements were taken into account and route designs were prepared for each street.

After laying the sewer routes, all related work must be completed: repairing damaged asphalt, restoring irrigation systems, replanting greenery, sidewalks, etc.—all of which have been included in the project scope.

Moderator:

Now we move on to the presentations. The floor is given to Zinina O.V.

Agenda	Responsible
<p>Activity 1: Presentation and speech “Environmental Impact Assessment (EIA) of the Balykchy Sewerage System”</p> <p>Hello, thank you very much for attending our public hearing. I will present to you the Environmental Impact Assessment (EIA) for the construction project.</p> <p>Any human activity, including construction, impacts the environment—this includes the natural environment, air, soil, flora, fauna, and the social sphere. Kyrgyz legislation includes a number of laws regulating this process:</p> <ul style="list-style-type: none"> • Constitution of the Kyrgyz Republic (2010); • Law “On Environmental Protection” (1999); • Law “General Technical Regulations on Environmental Safety” (2009); • Law “On Environmental Expertise” (1999); • Water Code (2005); • Law “On Waste from Production and Consumption” (2001); • Law “On the Protection and Use of the Plant World” (2001); • Law “On Urban Planning and Architecture of the Kyrgyz Republic”; • Law “On Accession of the KR to the UNECE Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (Aarhus Convention)” (2001). <p>Since the project is financed by the Asian Development Bank (ADB), we must also follow ADB’s Safeguard Policies. According to these policies, our project falls under Category “B,” which requires a Preliminary Environmental Assessment and the development of an Environmental Management Plan (EMP). This means that environmental impacts are expected only during construction or in</p>	<p>Environmental Safeguards specialist of Encon Ltd: O.V. Zinina.</p>

<p>emergency situations.</p> <p>This project does not affect protected areas, cultural heritage sites, or forest land, as the entire network is located within city limits. In addition to the Environmental Impact Assessment (EIA), an Environmental Management Plan (EMP) will be developed, outlining recommended preventive actions to mitigate any negative impact.</p> <p>Let's look at the planned sequence of environmental actions and stakeholder participation. Here is how the Environmental Impact Assessment is generally conducted:</p> <ol style="list-style-type: none"> 1. Screening of facilities. Environmental survey in the construction area involving the PIU and designers. 2. Environmental Assessment. Evaluation of environmental risks. The EMP includes an "Environmental Protection" section in line with Kyrgyz legislation. Participants: PIU, relevant authorities. <i>This is our current stage.</i> 3. Contract signing with the contractor. Including the EMP and environmental protection requirements in the contract. Participants: PIU, contractor. 4. Construction phase. Implementation of the EMP and compliance with environmental legislation. Participants: Contractor, PIU, ADB, local government, relevant agencies. <i>Monitoring by local authorities is mandatory.</i> 5. Commissioning. Completion checklists after construction. Participants: PIU, Contractor. 6. Operation phase. EMP includes recommendations for this stage. Participants: Operating organization (Vodokanal), PIU, local authorities. <p>Basis for Assessment:</p> <p>We cannot just declare pollution; all assessments are based on the current background environmental conditions, prior to the start of construction. For example:</p> <ul style="list-style-type: none"> • Air quality currently does not exceed maximum allowable daily concentrations, and it must remain so during construction. • Water quality also currently complies and must remain within safe limits. Monitoring will be conducted accordingly. <p>Environmental Impacts of Construction:</p> <ol style="list-style-type: none"> 1. Atmospheric Air <ul style="list-style-type: none"> ○ <i>Impact Factor:</i> Operation of construction equipment (exhaust emissions). <i>Mitigation Measures:</i> Use only well-maintained equipment, avoid idling engines, and use low-emission machinery. ○ <i>Impact Factor:</i> Earthworks (dust generation). <i>Mitigation Measures:</i> Watering construction areas before and during earthworks (e.g., trench digging). 	
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<ul style="list-style-type: none"> ○ <i>Impact Factor:</i> Equipment operation (noise pollution). <i>Mitigation Measures:</i> Limit work to 8:00 AM – 6:00 PM; no more than 2 units of heavy machinery operating simultaneously. In sensitive zones, ensure noise does not exceed 70 dBA. 	
<p>2. Surface and Groundwater</p> <ul style="list-style-type: none"> ○ <i>Impact Factor:</i> Equipment operation (spillage of fuels and lubricants). <i>Mitigation Measures:</i> Use only technically sound equipment; refueling only in designated areas. ○ <i>Impact Factor:</i> Dust control on site. <i>Mitigation Measures:</i> Use non-potable water supplied by Vodokanal. ○ <i>Impact Factor:</i> Workers' activity. <i>Mitigation Measures:</i> Install bio-toilets; prevent wastewater by housing and feeding workers in specially designated construction camps. 	
<p>3. Soils</p> <ul style="list-style-type: none"> ○ <i>Impact Factor:</i> Equipment operation (landscape alteration, fuel spills). <i>Mitigation Measures:</i> Operate only within designated corridors; conduct technical reclamation post-construction; refuel only in assigned areas. ○ <i>Impact Factor:</i> Workers' activity (waste generation). <i>Mitigation Measures:</i> Provide waste containers on site and in camps; ensure timely waste removal. 	
<p>4. Flora and Fauna</p> <ul style="list-style-type: none"> ○ <i>Impact Factor:</i> Construction activity (noise, land alteration, excavation). <i>Mitigation Measures:</i> Limit work to 8:00 AM – 6:00 PM; max 2 heavy machines at a time; restrict operations to defined work areas. ○ <i>Impact Factor:</i> Clearing of sites (tree and shrub removal). <i>Mitigation Measures:</i> Plant new trees and shrubs to replace those cut down; plan sewer routes considering existing greenery. 	
<p>5. Social Environment</p> <ul style="list-style-type: none"> ○ <i>Impact Factor:</i> Equipment operation (noise). <i>Mitigation Measures:</i> Same as above—time limits and equipment quantity restrictions; maintain 70 dBA noise threshold in vulnerable zones. ○ <i>Impact Factor:</i> Public safety. <i>Mitigation Measures:</i> Install barriers and signage around hazardous areas; ensure safe passage through construction zones. ○ <i>Impact Factor:</i> Worker safety. <i>Mitigation Measures:</i> Provide personal protective equipment (PPE) including safety boots, helmets, gloves, protective clothing, goggles, and hearing protection in compliance with legislation. 	

<p>Activity 2: Presentation and Speech “On Social Safeguard Measures”</p> <p>Dear participants of today’s hearing, once again, welcome!</p> <p>I would like to add another important aspect to today’s presentation on the project. I want to inform you that all projects financed by international institutions, including this one supported by the Asian Development Bank (ADB), are governed by a policy developed through years of experience. This policy includes a range of requirements that must be fulfilled.</p> <p>ADB is committed to avoiding, minimizing, mitigating, and compensating for adverse impacts through well-designed and properly implemented plans and programs under its support.</p> <p>The ADB Safeguard Policy Statement sets out the objectives and principles of the policy, covering three key areas:</p> <ol style="list-style-type: none"> 1. Environmental safeguards; 2. Involuntary resettlement safeguards; and 3. Indigenous peoples safeguards. <p>This project does not affect any indigenous peoples groups, but it does involve environmental and social safeguard measures.</p> <p>Objectives of the Involuntary Resettlement (IR) Safeguards:</p> <ul style="list-style-type: none"> • To avoid involuntary resettlement where feasible, and minimize it through project and design alternatives; • To enhance, or at least restore, the livelihoods of all displaced persons in real terms to pre-project levels; and • To improve the standards of living of displaced vulnerable groups. <p><i>Vulnerable groups include: affected poor households, households headed by women, elderly, or persons with disabilities, and landless households.</i></p> <p>ADB Safeguard Policy Requirements and Principles:</p> <ul style="list-style-type: none"> • Involuntary resettlement: objectives, principles, planning, and implementation; • Public consultation and information disclosure requirements; • Grievance Redress Mechanism (GRM); • Monitoring and reporting. <p>Types of possible impacts may include:</p> <ul style="list-style-type: none"> • Loss of land or access to land; • Physical displacement; 	<p>Social Safeguards specialist of Encon Ltd: O.V. Zinina.</p>
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<ul style="list-style-type: none"> • Assistance for vulnerable and severely affected households. <p>All these impacts are covered under the legislation of the Kyrgyz Republic, but not to the extent required by international law and the ADB Safeguard Policy.</p> <p>Key Legislative Acts of the Kyrgyz Republic Governing Land Acquisition and Resettlement:</p> <ul style="list-style-type: none"> • Constitution of the Kyrgyz Republic (2010); • Civil Code (May 8, 1996); • Land Code (June 2, 1999); • Law on the Management of Agricultural Land (January 11, 2001); • Law on State Registration of Rights and Related Transactions (December 22, 1998); • Law on the Procedure for Considering Citizens' Appeals (May 4, 2007); • Property Valuation Standards, mandatory for all appraisal activities in the Kyrgyz Republic (April 3, 2006). <p>Grievance Redress Process:</p> <p>A Grievance Redress Mechanism (GRM) is in place.</p> <p>Local-level resolution: The Local Grievance Redress Committee (GRC) will review and prepare a case file for a local hearing and decision, and inform the complainant of the decision within 14 days of receiving the complaint.</p> <p>Central-level resolution: If unsatisfied, the complaint will be submitted in writing to the Central GRC/Project Implementation Unit (PIU). The PIU's Safeguards Specialist will inform the complainant of the decision within 14 days of receiving/transferring the complaint.</p> <p>Monitoring and Reporting:</p> <ul style="list-style-type: none"> • The contractor reports to the PIU and the Design & Supervision Consultant (DSC); • The DSC reports to the PIU; • The PIU reports to ADB through the State Water Supply Department. <p>The presentation slides are attached.</p>	<p>Moderator: PIU</p>
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Activity 3. Presentation by other interested participants (2 minutes each)	Manager
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Clarifications and explanations of issues that arose during the public hearing and questions provided:

1.	Balykchy Resident	<p>Tursalieva Nazgul:</p> <p>"Dear participants of the public hearing! Our city urgently needs a proper sewerage system! We live right on the shore of the lake, and the current situation with septic tanks is absolutely unacceptable.</p> <p>I have personally encountered problems due to the lack of proper sanitation. But even more importantly, we have a duty to preserve the ecology of Issyk-Kul — our main natural treasure!</p> <p>Sewerage is not just about convenience — it's a matter of safety:</p> <ul style="list-style-type: none"> • Contaminated wastewater must not enter the soil or water; • We cannot risk the health of our children or the future of the lake. <p>I urge all responsible authorities to accelerate the implementation of this project."</p>
2.	Balykchy Resident	<p>Chynar Sydykova:</p> <p>"I would like to note that the presentation on the Environmental Impact Assessment during the construction of the sewerage system was very well prepared — it was clear, accessible, and detailed.</p> <p>It is evident that the specialists have done serious work:</p> <ul style="list-style-type: none"> • Potential risks to nature have been taken into account, • Mitigation measures have been proposed, • And everything is presented in a way that is understandable to residents. <p>This gives confidence that the project will be implemented not only effectively, but also with care for the environment of our city. Thank you for your responsible approach!"</p>
3.	Balykchy Resident	<p>Baktygul Barakova:</p> <p>"Dear representatives of the Vodokanal, local authorities, and representatives of PIU, PMO, and IWMP!</p> <p>First of all, on behalf of the residents of our city, I would like to express sincere gratitude for your attention to the problems of Balykchy and for the opportunity to implement this important project.</p> <p>For many years, we have faced difficulties due to the lack of a modern sewage system, which has affected both the environment and our quality of life. That is why the start of work today is a real step forward for our city.</p> <p>What is especially valuable is that in the preparation of this project:</p> <ul style="list-style-type: none"> • The opinions of local residents were taken into account,

		<ul style="list-style-type: none"> • Thorough environmental assessments were carried out, • And measures have been included to minimize the impact on Lake Issyk-Kul and other natural resources. <p>We believe that through joint efforts, we can modernize our infrastructure while preserving the unique nature of our city."</p>
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After completing the public discussion, participants thanked the EA and the PMO, PIU and Encon Ltd. for providing clarification and holding the public hearing.

Moderator:

K. Karasartov

Minutes was prepared by:

Kachkynbek kyzy A.

Presentation is prepared by:

Zinina A.V.,

ANNEX 3. PUBLIC CONSULTATIONS (PHOTO)



ANNEX 4. ORDER OF THE SAACHCS No.140 ON THE GRIEVANCE REDRESS MECHANISM

КЫРГЫЗ
РЕСПУБЛИКАСЫНЫН
МИНИСТРЛЕР
КАБИНЕТИНДЕ
КАРАШТУУ
АРХИТЕКТУРА,
КУРУЛУШ ЖАНА
ТУРАКЖАЙ
КОММУНАЛДЫК ЧАРА
МАМЛЕКЕТТИК
АГЕНТТИГИ



ГОСУДАРСТВЕННОЕ
АГЕНТСТВО
АРХИТЕКТУРЫ,
СТРОИТЕЛЬСТВА И
ЖИЛИЩНО-
КОММУНАЛЬНОГО
ХОЗЯЙСТВА ПРИ
КАБИНЕТЕ
МИНИСТРОВ
КЫРГЫЗСКОЙ
РЕСПУБЛИКИ

STATE AGENCY FOR ARCHITECTURE, CONSTRUCTION AND
PUBLIC UTILITIES UNDER THE CABINET OF MINISTERS OF
THE KYRGYZ REPUBLIC

ORDER

31.12.2022 №140

Bishkek

On the establishment of commissions to consider complaints and applications of citizens affected by the "Issyk-Kul Wastewater Management Project", funded by Asian Development Bank

With a view to ensuring coordinated interaction between public authorities and local self-government, as well as timely consideration of complaints and applications of citizens affected by the Issyk-Kul Wastewater Management Project (hereinafter referred to as "IWMP"), funded by Asian Development Bank (hereinafter referred to as "ADB"), in accordance with the Law of the Kyrgyz Republic "On the Procedure for Considering Citizens' Appeals" dated May 4, 2007 #67, the ADB's Safeguard Policy Statement, guided by paragraph 3 of subitem 3 of item

13 of the Regulation on the State Agency for Architecture, Construction and Public Utilities under the Cabinet of Ministers of the Kyrgyz Republic (hereinafter referred to as "Gosstroy"), approved by Resolution of the Cabinet of Ministers of the Kyrgyz Republic dated 25.06.2021 #44, I order:

1. To establish commissions to consider complaints and applications of citizens arising from the implementation of the IWMP on social and environmental safety measures and gender issues:
- at the central level according to Annex #1;
- at the local level, in the city of Karakol, according to Annex #2
- at the local level, in the city of Balykchy, according to Annex #3

2. To approve the Regulation on the commissions for the consideration of complaints and applications of citizens subject to impacts within the framework of IWMP in accordance with Annex # 4.

3. Commissions should ensure timely consideration and adoption of appropriate decisions on complaints and applications of citizens on social and environmental safety measures and gender issues during the implementation of IWMP.

4. Control over the execution of this order should be entrusted to the Deputy Director of Gosstroy M.A. Akmatyaliyev.

Director

T. Satyshev

Annex №1 to the Order of the Gosstroy

Annex №2 to the Order of the Gosstroy

31.12.2022 №140

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Composition of the Commission for the consideration of complaints and applications at the central level:

1. Deputy Director of the State Agency for Architecture, Construction and Public Utilities under the Cabinet of Ministers of the Kyrgyz Republic - Chairman of the Commission;
2. First Deputy Plenipotentiary Representative of the President of the Kyrgyz Republic in Issyk-Kul Oblast - Deputy Chairman of the Commission;
3. Deputy Director of the Department of Drinking Water Supply and Sewerage Development under the State Agency for Architecture, Construction and Public Utilities under the Cabinet of Ministers of the Kyrgyz Republic;
4. Head of the Drinking Water Supply and Sewerage Development Unit of the Department of Drinking Water Supply and Sewerage Development under the State Agency for Architecture, Construction and Public Utilities under the Cabinet of Ministers of the Kyrgyz Republic;
5. Representative of the Consulting Company of IWMP;
6. Environmental Specialist of the PMO IWMP;
7. Social Safeguard and Resettlement Specialist of the PMO IWMP.

Composition of the Commission for the consideration of complaints at the local level in the city Karakol

1. First Vice-Mayor of Karakol – Chairman of the Commission (by agreement);
2. Head of the Municipal Property Department of Karakol city - Deputy Chairman of the Commission (by agreement);
3. Representative of the Karakol-Aksu Branch of the State Institution «Cadastre»;
4. Representative of the Issyk-Kul Territorial Department of the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic;
5. Representative of the Issyk-Kul Regional Department for Urban Planning and Architecture of Gosstroy;
6. Head of the Boru-Bash Ayil Okmotu (by agreement);
7. Director of the ME «Vodokanal» (by agreement);
8. Ivanov Saburbek Dotosovich – resident of Karakol city (by agreement);
9. Kaliev Bakhtiar Nazarbekovich – resident of the Karakol city (by agreement);
10. Representative of the Consulting Company of IWMP;
11. Manager of the Project Implementation Unit of IWMP.

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**Composition of the Commission
for the consideration of complaints at the local level in the
city Balykchy**

1. First Vice-Mayor of Balykchy – Chairman of the Commission (by agreement);
2. Head of the Municipal Property Department of Balykchy – Deputy Chairman of the Commission (by agreement);
3. Representative of the Ton Branch of the State Institution «Cadastre» (by agreement);
4. Representative of the Balykchy Branch of the State Institution «Cadastre» (by agreement);
5. Representative of the Issyk-Kul Territorial Department of the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic;
6. Representative of the Department for Urban Planning and Architecture of Balykchy city;
7. Director of the ME «Vodokanal» of Balykchy (by agreement);
8. Representative of the Consulting Company of IWMP;
9. Manager of the Project Implementation Unit of IWMP.

**Chapter 2. Aim and Tasks of the
Commissions**

4. The aim of the activity of the Commissions is to consider complaints and applications of citizens who fall under the impact of the IWMP.

5. The task of the Commissions is to consider applications and complaints of citizens on social and environmental safety measures and gender issues within the framework of the IWMP.

**Chapter 3. Formation of the composition of
the Commission at the central level**

6. The Commission at the central level consists of:
 1. Deputy Director of the State Agency for Architecture, Construction and Public Utilities under the Cabinet of Ministers of the Kyrgyz Republic - Chairman of the Commission;
 2. First Deputy Plenipotentiary Representative of the President of the Kyrgyz Republic in Issyk-Kul Oblast - Deputy Chairman of the Commission;
 3. Deputy Director of the Department of Drinking Water Supply and Sewerage Development under the State Agency for Architecture, Construction and Public Utilities under the Cabinet of Ministers of the Kyrgyz Republic;
 4. Head of the Drinking Water Supply and Sewerage Development Unit of the Department of Drinking Water Supply and Sewerage Development under the State Agency for Architecture, Construction and Public Utilities under the Cabinet of Ministers of the Kyrgyz Republic;
 5. Representative of the Consulting Company of IWMP;
 6. Environmental Specialist of the PMO IWMP;

31.12.2022 №140

**REGULATION
on Commissions to consider complaints and
applications of citizens affected by the Issyk-
Kul Wastewater Management Project
funded by Asian Development Bank**

Chapter 1. General Provisions

1. This Regulation on Commissions for the consideration of complaints and applications of citizens affected by the Project "Issyk-Kul Wastewater Management" (hereinafter referred to as "IWMP") funded by Asian Development Bank (hereinafter referred to as "ADB"), (hereinafter referred to as the "Regulation") regulates the procedure and organization of work of commissions for the consideration of complaints and applications of citizens affected by the IWMP (hereinafter referred to as the "Commission").

2. Commissions are established at the central and local levels (in the cities of Karakol and Balykchy). Commissions are collegial bodies that carry out their activities on a periodic basis, on a voluntary basis.

3. In their activities, the Commissions are guided by the Constitution of the Kyrgyz Republic, laws and other regulatory legal acts of the Kyrgyz Republic, the ADB's Safeguard Policy Statement, the international treaties to which the Kyrgyz Republic is a party, international treaties entered into force in accordance with the procedure established by law, to which the Kyrgyz Republic is a party, and this Regulation.

7. Social Safeguard and Resettlement Specialist of the PMO IWMP.

**Chapter 4. Formation of the composition of the
Commission at the local level in the cities of
Karakol and Balykchy**

7. The Commission of Karakol city consists of:

1. First Vice-Mayor of Karakol – Chairman of the Commission (by agreement);
2. Head of the Municipal Property Department of Karakol city - Deputy Chairman of the Commission (by agreement);
3. Representative of the Karakol-Aksu Branch of the State Institution «Cadastre»;
4. Representative of the Issyk-Kul Territorial Department of the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic;
5. Representative of the Issyk-Kul Regional Department for Urban Planning and Architecture of Gosstroy;
6. Head of the Boru-Bash Ayl Okmotu (by agreement);
7. Director of the ME «Vodokanal» (by agreement);
8. Isanov Sahyrbek Dolosovich – resident of Karakol city (by agreement);
9. Kaliev Bakhtiar Nazarbavich – resident of the Karakol city (by agreement);
10. Representative of the Consulting Company of IWMP;
11. Manager of the Project Implementation Unit of IWMP.

8. The Commission of Balykchy city consists of:

1. First Vice-Mayor of Balykchy – Chairman of the Commission (by agreement);
2. Head of the Municipal Property Department of Balykchy – Deputy Chairman of the Commission (by agreement);
3. Representative of the Ton Branch of the State Institution «Cadastre» (by agreement);
4. Representative of the Balykchy Branch of the State Institution «Cadastre» (by agreement);
5. Representative of the Issyk-Kul Territorial Department of the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic;
6. Representative of the Department for Urban Planning and Architecture of Balykchy city;
7. Director of the ME «Vodokanal» of Balykchy (by agreement);
8. Representative of the Consulting Company of IWMP;
9. Manager of the Project Implementation Unit of IWMP.

Chapter 5. Functions of Commissions

9. To solve the assigned tasks, the Commissions perform the following functions:

1) consider applications/complaints of citizens affected by the IWMP on gender, environmental issues and social protection measures, and resettlement;

2) monitor the implementation of decisions made by the Commissions,

10. Chairmen of the Commissions perform the following functions:

1) preside over the meetings of the Commissions and organize its work;

2) have the right of a decisive vote when voting at the meetings of the Commissions;

3) approve the agenda of the meetings of the Commissions;

4) appoint the date, time and place of the meetings of the Commissions;

5) undertake control over the execution of the decisions of the Commissions.

Chapter 5. Rights of the Commissions

11. Commissions have the right to:

1) to hold meetings as soon as applications and complaints are received;

2) to check the materials (documents) on the received applications/complaints submitted for consideration to the Commissions;

3) in accordance with the established procedure, request and receive information from state bodies, local self-government bodies and organizations, regardless of their organizational and legal forms and forms of ownership;

4) if necessary, invite representatives of state bodies, local self-government bodies, civil society, as well as citizens who have filed an application/complaint to the meetings of the Commissions.

12. Members of the Commissions have the right to:

1) declare self-recusal or inform the Chairmen of the Commissions about the existence of circumstances for recusal in respect of one or more members of the Commissions, if there are circumstances leading to a conflict of interests, if any have become known;

2) notify the Chairmen of the Commissions about the existence of an attempt to influence the result of the work of the Commissions by persons participating in the consideration of the application/complaint or other interested persons.

Chapter 6. Organization of the activity of the Commissions and the procedure for the consideration of complaints and applications under the Grievance Redress Mechanism

13. Grievance Redress Mechanism

Step	Action level	Process	Term
1	Decision of the Local Contact Person (LCP)	- At the initial stage, the LCP listens to the affected person and tries to offer acceptable solutions. If the affected person is not satisfied with the decisions, he/she submits a complaint in writing to the local Commission for the Consideration of Complaints and Applications within 3 days.	3 days
2	Decision at the local level	- After receiving the written complaint, the LCP will review and prepare the case file for the local hearing and the Commission's decision. The official hearing will be held by the Commission on the day set by the LCP in agreement with the affected person. On the day of the hearing, the affected person must appear before the Commission and present evidence in support of his claim. The LCP will record the affected person's statements and	14 days

Step	Action level	Process	Term
		document all the evidence. The decision of the majority of the Commission members will be considered final by the Commission and will be prepared by the LCP and signed by other members of the Commission. The case will be updated and the LCP will inform the affected person about the decision within 14 days. If the affected person is not satisfied with the decision, the LCP will file a complaint in writing to the Commission at the central level with an opinion and supporting documents prepared at the local level.	
3	Decision at the central level	- After receiving a written complaint, the Chairman of the Commission at the central level will review and prepare the file of the case for hearing and resolution of the Commission. The official hearing will be held on the day agreed by the Chairman of the Commission and the affected person. The	14 дней

Step	Action level	Process	Term
		Commission members will contact the applicant and leave for his/her village. The Social Safeguard and Resettlement Specialist of the PMO will record the affected person's statements and document all the evidence. The decisions of the majority of the members will be considered final by the Commission at the central level and will be prepared by the Chairman and signed by other members. The case will be updated, and the Social Safeguard and Resettlement Specialist of the PMO will inform the affected person about the decision within 14 days after filing.	

16. The meetings of the Commissions are chaired by its Chairmen, and in their absence - by the Deputy Chairmen of the Commissions.

17. If there is no quorum at the meetings of the Commissions or if additional materials are required to resolve a disputed issue, or other measures are taken, the terms of consideration of the application/complaint by the Commission may be exceptionally extended, but not more than 25 calendar days.

18. The decisions of the Commission are adopted by open vote and are considered adopted if a majority of the members of the Commissions present voted for them.

19. Minutes are kept at the meetings of the Commissions.

14. The Commissions carry out their activities in the form of meetings.

15. The meetings of the Commissions are considered competent if at least half of its members are present at them, while the members of the Commissions participate in its meetings without the right of replacement.