

Social Safeguards Monitoring Report

KGZ: Issyk-Kul Wastewater Management Project

ADB Loan and Grant: L3742-KGZ; G0628-KGZ

Project №: 50176-002

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

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LIST OF ABBREVIATIONS

ADB	— Asian Development Bank
ADB'S SPS 2009	— ADB's Safeguard Policy Statement (2009)
AP	— Affected person
DSA	— District State Administration
DSC	— Design and supervision consultant
EA	— Executing Agency
GRG	— Grievance Redress Group
GRM	— Grievance Redress Mechanism
HH	— Household(s)
ISDP	— Issyk-Kul Sustainable Development Project
IWMP	— Issyk-Kul Wastewater Management Project
KR	— Kyrgyz Republic
LAR	— Land Acquisition and Resettlement
LARF	— Land Acquisition and Resettlement Policy Framework
LARP	— Land Acquisition and Resettlement Plan
LFP	— Local Focal Point
PC	— Public Consultation
PIU	— Project implementation units (Issyk-Kul Wastewater Management Project offices, Karakol, Balykchy)
PMO	— Project Management Office
SIDWSS	— State Institution “Drinking Water Supply and Sewerage” under the Water Resources Service under the Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic
SN	— Sewerage network
SPZ	— Sanitary Protection Zone
SDD	— Social Due Diligence
SDDR	— Social Due Diligence Report
WWTP	— Wastewater Treatment Plant

1. INTRODUCTION

1. The purpose of the Issyk-Kul Wastewater Management Project (IWMP) is to improve and expand access to reliable, sustainable and affordable sewerage services in Balykchy and Karakol cities; the Project foresees modernization and construction of existing sewerage treatment plant systems, strengthening institutional capacity and increasing the sustainability of water supply and sewerage public utilities. The project outputs should provide (i) improvement of the wastewater system in Balykchy and Karakol cities, (ii) strengthening of institutional capacity and (iii) improvement of septic sludge and sanitation management. The project involves the construction or rehabilitation of sewerage networks and treatment facilities, including WWTPs, pumping stations, pipelines and related infrastructure, which will significantly improve health, hygiene and sanitation standards.

2. In 2018, a Land Acquisition and Resettlement Framework (LARF) and a draft Land Acquisition and Resettlement Plan (LARP) were developed for the Issyk-Kul Wastewater Management Project (IWMP).

3. The Project was approved by the ADB Board of Directors on November 20, 2018, and Grant and Loan Agreements were signed between ADB and the Government of the Kyrgyz Republic on December 28, 2018. Law of the Kyrgyz Republic No. 60 "On Loan Agreement Ratification" dated July 16, 2019 was published in the Erkin Too newspaper dated July 19, 2019.

4. ADB approval dated August 16, 2019 determines the date of entry into force of the Project and, in accordance with the Grant and Loan Agreements dated December 28, 2018, the Project will be implemented from August 16, 2019 to December 31, 2024.

5. At the initial stage, two Sub-Projects were identified in the Project - Balykchy Sub-Project and Karakol Sub-Project. Currently these Sub-Projects are divided even more.

2. PROJECT IMPLEMENTATION STATUS

6. Balykchy Sub-Project is divided into two Sub-Projects: Balykchy Sewerage networks (SN) and Balykchy Wastewater Treatment Plant (WWTP).

7. Karakol Sub-Project is divided into four Sub-Projects: 1. Karakol SN, 2. Karakol WWTP, 3. Construction of a V=50 m³ reservoir, 200 m of discharge pipeline across the Karakol River and modernization of 28 manholes on the main sewerage collector in Karakol. 4. Desludging of the SSP and oxidation ponds.

2.1. BALKHY SN SUB-PROJECT

8. The detail design of the Balykchy SN was approved by PMO and EA in December 2020 and approved by the state expertise in January 2021. According to the detailed design of Balykchy SN developed by DSC, the construction of 10.7 km of sewerage network is foreseen, taking into account passages and intersections of communications.

9. The designed routes of engineering communications are located in the central part of the city along six streets from Tynystanov to Ozernaya. (Kaldybaeva, Sharipova, Toktosunova, Mambetalieva, T. Moldo, and Ozernaya streets). SN are designed along the roadway of streets and along sections of streets, laid underground, in an "open way" with a laying depth of 1.7 m to 3.5 m. Design and construction of SN includes the restoration of roads, sidewalks and other communications.

10. For Lot 1 (5.34 km), a Contract with Impulse-Osh LLC was signed on January 21, 2022 for the amount of USD 475,802.09. The Contractor has 100% completed construction and installation works on laying polyethylene pipe pipelines with iron-concrete manholes.

11. For Lot 2 (5.32 km) the Contract with Profit-Express LLC was signed on February 1, 2022 for the amount of USD 556,775.32. The Contractor has 100% completed construction and installation works on laying polyethylene pipe pipelines with iron-concrete manholes.

12. The Department of State Architectural and Construction Control under the SAACCS issued Act No. 116-23 dated December 26, 2023, on conformity assessment of the commissioning of the completed construction facility, and by Act No. 117-23 the facilities were accepted into operation.

13. The work was carried out within the boundaries of municipal land plots, without affecting private households.

14. Based on the results of the survey of objects, held jointly by Balykchy PIU Manager, head of ME Vodokanal and Mayor, there are no comments on the social safeguards issues.

2.2. BALYKCHY WWTP SUB-PROJECT

15. For the design and construction of the Balykchy WWTP, in Quarter III, 2021, on the basis of a competitive bidding, a contract was concluded with the contractor - China Road and Bridge Corporation Consortium.

16. The detailed design of the Balykchy WWTP was prepared by the contractor in March 2022 and submitted to the State Expertise Department. Based on the detailed design, environmental specialists developed a Sanitary Protection Zone Project and determined the estimated sizes of the sanitary protection zone, which amounted to 200 m from the pollution sources and which comply with the regulatory requirements of the Sanitary and Epidemiological Rules and Regulations "Sanitary Protection Zones and Sanitary Classification of Enterprises, Facilities and Other Objects" (Approved by the Resolution No. 201 of the GoKR dated April 11, 2016, in edition No. 180 dated March 23, 2020). The SPZ project passed the state environmental expertise procedure and obtained a positive conclusion.

17. When preparing the draft LARP in 2018, the size of the sanitary protection zone was set at 400 m from the WWTP boundaries. In accordance with the 2018 LARP, five households were identified as located within the SPZ and possibly subject to resettlement. But after preparing a detailed design, the SPZ was reduced to 200m based on calculated indicators. The design capacity of Balykchy WWTP of up to 5000 m³/day also corresponds to standard size SPZ of 200 m¹.

18. Due to the reduction of the SPZ size from 400 m to 200 m based on environmental calculations, in June 2022, PMO and PIU staff handed over a notification to each household on their exclusion from LARP.

19. On March 18, 2022, public hearings on the Balykchy WWTP project were held at the Municipality.

20. The SDDR for Balykchy WWTP was prepared and approved by ADB as early as Quarter II, 2022 and before the start of construction work.

21. The Contractor obtained positive conclusions on the design and estimate documentation from the State Expertise Department. During the reporting period, the Contractor carried out construction and installation work.

¹ Sanitary protection zones and sanitary classification of enterprises, facilities and other objects, approved by Resolution of the Government of the Kyrgyz Republic dated April 11, 2016 No. 201, in edition No. 180 dated March 23, 2020).

22. All mandatory spare parts and equipment have been fully supplied. From October 9 to November 3, 2024, functional completion testing of the wastewater treatment plant (WWTP) was conducted, including wastewater quality assessments. The tests were carried out with the involvement of accredited laboratories from the Department of Environmental Monitoring under the Ministry of Natural Resources, Ecology, and Technical Supervision of the Kyrgyz Republic, as well as the Issyk-Kul Interdistrict Center for Disease Prevention and Sanitary-Epidemiological Surveillance under the Ministry of Health.

23. Based on the test results, the Chief Technical Advisor of the EA issued a Report on the Evaluation of Functional Warranty Test Results, dated December 6, 2024, confirming that the Balykchy Wastewater Treatment Plant was accepted for operation as of November 3, 2024. Additionally, Conformity Assessment Act No. 169-24, issued on December 12, 2024, by the Issyk-Kul Regional Department of the State Architectural and Construction Control (SACC)—the authorized body under the SAACHCS—confirmed that the Balykchy facility complies with all applicable technical regulations and the requirements of the State Architecture and Construction Control.

24. During the reporting period, Balykchy WWTP is undergoing a functional warranty period (defective period).

25. All construction activities are only taking place within the existing territory of the Balykchy WWTP and do not affect any households.

2.3. KARAKOL SN SUB-PROJECT

26. The detailed design of the sewer networks was developed by DSC, approved by PMO and EA in December 2020 and approved by the State Expertise in January 2021.

27. The designed routes of 12.7 km SN are located along Moskovskaya, Duysheeva, Boronbai Khan, Asanaliev, Abdrakhmanov, Alybakov, Akhunbaev, Gebze, Lenin, Zhamansariev, Kadyrov, Przhevalsky, Shorukov streets. Sewer networks are designed along the roadways of streets and along sections of streets, laid underground, in an “open way” with a laying depth of 1.42 m to 4.48 m. The design and construction of the SN includes the restoration of roads, sidewalks and other communications.

28. During the detailed design stage, the social due diligence (SDD) was carried out to identify the impact of the project on households and their assets. Field surveys were carried out jointly with engineers and representatives of local government authorities and the Department of Architecture and Urban Planning, and to verify and confirm that the work associated with the crossing of utilities will be carried out within the right of way and does not cause impact on households (neither permanent, nor temporary). For Karakol SN, the SDDR was prepared in Quarter II, 2021. ADB approval was obtained in Quarter III, 2021.

29. For Lot 1 (6.71 km), a contract was signed on March 31, 2022 with Minur LLC in the amount of USD 548,072.89. The Contractor has 100% completed construction and installation works on laying polyethylene pipe pipelines with iron-concrete manholes.

30. For Lot 2 “Severny” (5.94 km) on April 5, 2022 the Contract with the Consortium “Inzhenernaya Zashita” LLC “Polymer Snab Asia” LLC was signed for the amount of USD 549,490.97. The Contractors have performed construction and installation works on laying of polyethylene pipe pipelines with iron-concrete manholes on 100%.

31. The Department of State Architectural and Construction Control under SAACHCS issued Act No. 124-23 dated December 26, 2023, No. 124 of conformity assessment of the commissioning of the completed construction facility and the facilities were accepted for operation.

32. In March 2022, within the framework of the DSC Temelsu working trip, together with PMO and PIU IWMP, a training in Karakol on ADB's social and environmental safeguards was conducted for the Contractors Minur LLC, and Inzhenernaya Zaschita LLC with Polymersnabazia LLC. In April 2022, work on the construction of Karakol SN started.

33. As part of social monitoring by DSC, environmental and social safeguards specialists regularly visit construction sites on a monthly basis. Together with a specialist in environmental safeguards, the availability of necessary documentation at the sites, information banners, installation of fences and compliance with safety regulations were checked.

34. Construction works were completed. The areas of completed work were graded and covers and hatches were installed on the manholes. Work was completed to restore the asphalt surface of the crossings. The work was carried out within the boundaries of municipal land plots, and private households were not affected.

35. During the construction work, there were unexpected intersections and damage to utilities not specified in the design. Thanks to the efforts of the Contractors, the damaged utilities were restored in the shortest possible time, and did not cause any complaints from households.

36. Based on the results of the inspection of the facilities, there are no comments on social safeguards.

2.4. KARAKOL WWTP SUB-PROJECT

37. The existing Wastewater Treatment Plant was constructed in 1980 and is designed for full mechanical and biological treatment, with a design capacity of 22,000 m³/day. Currently, all mechanical and biological treatment facilities of the WWTP actually function as settling tanks; sediment is not removed from them regularly and active sludge rotting is visually observed at the bottom of primary settling tanks, aeration tanks, secondary settling tanks and in the contact tank. The existing sludge beds are partially exploited. The actual incoming wastewater flows are not measured at the WWTP, however, according to Karakol Vodokanal (KV) estimates, the existing flow averages 7,500 m³/day, with incoming flows of about 6,000 m³/day in winter and 12,000 m³/day in summertime.

38. According to ADB procurement rules, on December 21, 2022, a contract was signed with the JV of Hayat Group LLC and Bioworks Verfahrenstechnik GmbH for the design and construction of the Karakol WWTP.

39. Work on the design of the Karakol WWTP began in Quarter I, 2023. In August 2023, the Contractor's specialists developed the project of the SPZ of the Karakol WWTP. This SPZ project of 2023 was approved on September 11, 2023 by the Issyk-Kul regional department of the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic. The size of the specified SPZ complies with the regulatory requirements of 400 m from the WWTP production site. The established boundaries of the SPZ do not affect private households and exclude the need to prepare a Resettlement Plan.

40. In this regard, the SDDR was prepared, which was approved by ADB on April 23, 2024.

41. On October 31, 2023, public hearings were held to disclose information on the project. 58 people participated, including 14 women and 44 men.

42. The following took part in the public hearings: SIDWSSD coordinator in IK region, representatives of the Karakol Municipality, State Sanitary and Epidemiological Surveillance for Karakol city, Ministry of Emergency Situations, Karakol Vodokanal

Enterprise, Karakol Municipal Property Department (MPD), PMO, PIU, the Consultant and the Contractor. Residents of the Geolog village also took part in the public hearings, and expressed dissatisfaction with the fact that, based on the approved SPZ project, resettlement is not expected. That is, there are no grounds for paying money to households in the Geolog village at the current period.

43. A quadripartite Memorandum of Understanding was prepared between the Implementing Agency, Karakol Mayor's Office, SIDWSSD (and its IWMP PMO) and the residents of Geolog village, as previously the residents had appealed to the EA, IA to solve the following social issues of the settlement: (i) sustainable water supply by replacing the deep pump and drinking water storage tank, (ii) sustainable electricity supply by replacing the transformer, (iii) laying the sewerage network in Geolog village, (vi) construction of a bus stop in Geolog village, (v) equipping a playground, (vi) road construction.

44. The site is designated for the installation of an underground-type sewage pumping station (SPS). The SPS consists of a sealed plastic tank housed within a prefabricated reinforced concrete chamber. The pressure pipeline from the SPS will be constructed using PE pipes (in accordance with GOST 18599-2001) with a diameter of 50 mm, laid in two parallel lines. To manage potential emergencies in the pressure pipeline, a K-262 chamber is provided, containing shut-off and regulating valves. These valves enable the control and redirection of flow between the pressure lines in the event of a malfunction or accident.

45. Installation of a depth pump will be made in the existing well, which is located on the territory of the Geolog village of Altyn-Arashan district (formerly called Kara-Dzhalsk ayl okmotu), which has a State Act of perpetual use of an area of 10 hectares.

46. Adjacent to the well is an old water reservoir that is scheduled for replacement. The water quality meets drinking water standards, as the well has been operational since 2004 and has consistently supplied water to the residents of Geolog village. However, due to population growth in the area, there is now a need to replace the existing tank with one of larger capacity.

47. No demolition of existing structures is planned, and therefore, there will be no waste disposal associated with this process. The old transformer, which has a smaller capacity, will remain in its current location and will not be dismantled. The new transformer will be installed at a different site within the municipal area. A resolution for this installation was issued by the Altyn-Arashan Local Authority on January 15, 2025, under resolution number 3.

48. In order to solve social issues of residents of Geolog village, the following equipment and inventory will be procured from IWMP financial resources based on technical specifications provided by Karakol Mayor's Office:

- Deep well pump with accessories;
- 15m3 potable water storage reservoir;
- Materials for construction of water supply line;
- Power oil transformer with power 250 kva and cabinet;
- Materials for construction of power transmission line, 25 pieces of iron concrete supports;
- Children playground with lighting.

49. Karakol Mayor's Office will install the above equipment and inventory in the Geolog village using own funds or the funds of Karakol municipal enterprises.

50. The main sewerage network in Geolog village will be constructed using IWMP funds on the basis of technical data provided by ME Karakol Vodokanal. This sewerage network will be constructed as part of the additional sewerage extension in Karakol. Residents will be able to connect to the centralized sewerage network independently through ME Karakol Vodokanal according to the established procedure after the commissioning of the sewage treatment facility in Karakol.

51. The road in Geolog village and the bus stop will be constructed by local self-governments at their own expense. The bus stop has been installed by the Karakol Mayor's Office.

52. A land plot of 1000 m² has been allocated for the installation of a depth pump and inventory for the playground. Altyn-Arashan aiyl okmotu has a certificate of perpetual use for this land plot.

53. One of the main directions of social support to the residents of Geolog village is employment assistance to the residents of the village who are looking for a job. Within the framework of this support several residents of Geolog village were employed: 1 cook, 2 laborers, 1 security guard.

54. The SSDR for the procurement of equipment and supplies to address the social needs of Geolog village was prepared and approved by ADB in December 2024.²

55. In August 2024, the Karakol Project Implementation Office hired a Community Liaison Officer to facilitate interaction with the local community and residents of Geolog village, and to provide timely updates on the project's progress. The Terms of Reference (ToR) for the Community Liaison Officer of the Karakol PIO are attached.

56. On October 3, 2024, an online meeting was held, attended by Sophio Omanadze, Social Safeguards Specialist at ADB (OSFG), N. Kudaiberdiyeva, Social Safeguard Specialist (OSFG), A. Amanova, Senior Project Specialist, PTL, S. Omurkanov, Director of IWMP PMO, M. Zhumabekov, PMO Social Safeguards and Resettlement Specialist, A. Dzhanybekov, Manager of Karakol PIU, and the PIU Community Liaison Officer. The meeting focused on ADB social and environmental safeguards, the experience of ADB projects in Georgia, and the role of the Community Liaison Officer. N. Kudaiberdieva sent a social questionnaire to gather relevant information, which was completed and submitted to ADB on October 21, 2024.

57. Reports of the Karakol PIU Community Liaison Officer for January - June 2024 are attached to the Report.

58. As part of the project's efforts to inform and engage the population—particularly the residents of Geolog village—and other stakeholders, with the aim of raising public awareness about the project, sanitation and hygiene, and the benefits of connecting to the sewerage system, as well as to strengthen the capacity of the Community Liaison Officer of the Karakol PIU, a consultant was engaged: PF Abiyir El. The consultant operates in accordance with the Terms of Reference and the Plan agreed with the PMO (both documents are attached to this Report).

59. Information on the activities carried out by PF Abiyir El during the reporting period is attached to this Report.

2.5. SUB-PROJECT: CONSTRUCTION OF V=50 M³ RESERVOIR, 200 M DISCHARGE PIPELINE AND

² https://www.adb.org/sites/default/files/project-documents/50176/50176-002-sddr-en_4.pdf

REHABILITATION OF 28 MANHOLES ON THE MAIN SEWER COLLECTOR FROM KARAKOL CITY

60. The original Karakol WWTP Sub-Project included the construction of a sewage pumping station and a pressure pipeline section. At the initiative of the Karakol Municipality and ME Vodokanal, jointly with PMO and DSC it was decided that these facilities would be included in the second phase of construction. For the current period, as part of the first stage, a storage reservoir will be designed and built. Cleaning of the reservoir will be carried out as necessary by two vehicles to the existing sewage pumping station.
61. On March 31, 2022, public hearings were held on this Sub-Project at the Karakol Municipality.
62. This Sub-Project also includes the design and construction of a 200-meter discharge pipeline from the Karakol WWTP across the Karakol River into the existing pipeline to the SSP. Survey work was carried out and design was completed.
63. The existing 28 manholes on the main sewer from the city to the Karakol WWTP will be upgraded. Design involves checking the sealing, leveling to marks and, if necessary, strengthening / restoration. Design work was completed and information on social safeguards was included in the SDDR.
64. In June 2023, SDDR was prepared. SDDR for additional works was approved and disclosed by ADB³.
65. The contract with the Contractor, Tunuk-Kurulush LLC, was signed on March 11, 2025, and the construction site was handed over on April 5, 2025.

2.6 SUB-PROJECT: DESLUDGING OF SSP AND OXIDATION PONDS.

66. In connection with the upcoming work on sludge management, in April 2023, a specialist biologist carried out activities on relocation of the population of the Central Asiatic Frog from the oxidation ponds.
67. Within the framework of the project, a Program and Action Plan for Sludge Management (SMP) were developed for the biological ponds of the Karakol and Balykchy WWTPs, as well as the irrigation pond (SSP) of the Ak-Suu District Water Management Department (DWMD), which were agreed with ME Vodokanal of Karakol city and Ak-Suu DWMD and approved by ADB.
68. Work is foreseen to clean the SSP from sludge over the next 5-6 years using the forces and means of Ak-Suu DWMD. In this regard, based on the request of the Issyk-Kul Main Department of Water Resources, special equipment was purchased in accordance with ADB procedures within the framework of the project.
69. In turn, Ak-Suu DWMD carries out all preparatory work for cleaning and storing sludge from the SSP within the framework of the requirements of national legislation, including the environmental legislation.
70. Under Contract NCS-1-2023, dated October 17, 2024, Encon Ltd. was commissioned to carry out the detailed design for the fencing of the sludge disposal area allocated for sludge storage from the Ak-Suu DWMD irrigation pond. The EA forwarded the design materials to the Ak-Suu DWMD of the Issyk-Kul Main Water Management Department, under the Water Resources Service of the Ministry of Agriculture and Water Resources of the Kyrgyz Republic, for approval and to obtain the necessary official conclusions. This process also includes public consultations, in line with legislative requirements, and takes into account the positive conclusion of the state environmental expertise for the project "Dewatering, Transportation, and Temporary Storage of Sludge (Bottom Sediments) from the Ak-Suu DWMD Irrigation Pond," dated July 8, 2024.

³ <https://www.adb.org/projects/documents/kgz-50176-002-sddr-1>

71. The design has also received a positive conclusion from the state expertise. Tender procedures for the selection of the Contractor are in progress.

3. OBJECTIVES OF SOCIAL MONITORING

72. To ensure successful and smooth implementation of the Project in accordance with the requirements of ADB's SPS 2009, social safeguards monitoring is carried out by the PMO with the assistance of DSC to ensure compliance with the social safeguards specified for the Project, including [the following]

- social assessment of project activities before the start of any construction work and ADB approval;
- compliance with the requirements of ADB's SPS 2009 that no construction work can start before ADB approval, including ADB approval of SDDR or LARP compliance report;
- ensuring that work to minimize the impact of the project on households is carried out during detailed design;
- implementation of the Grievance Redress Mechanism (GRM), timely and effective consideration of grievances, if any, throughout the project implementation period;
- monitoring compliance with the requirement for necessary investigation, consultation and preparation of a Corrective Action Plan in case of unexpected impact of LAR;
- compliance by the Contractor with the requirements of ADB's SPS 2009 in accordance with the contractual documents.

73. According to the results of a social safeguards due diligence, during the construction of Balykchy WWTP and Karakol WWTP, as well as Balykchy SN and Karakol SN, there is no impact on households and LAR. All works were carried out within the boundaries of municipal lands.

74. Throughout the reporting period, professional consultations on current issues were regularly held with PMO specialists and an environmental safety specialist. The main discussions concerned compliance with ADB's SPS 2009 requirements.

75. The Contractor's activities are closely monitored by the PMO, PIU and DSC to ensure compliance with the requirements of ADB's SPS 2009 and LARF.

76. If an unexpected LAR impact is identified, measures will be taken to comprehensively study the situation and prepare a Corrective Action Plan (as an additional document) and provide all necessary permits, legal opinions and agreements.

4. GRIEVANCE REDRESS MECHANISM (GRM)

77. A Grievance Redress Mechanism (GRM) was established for timely and proper consideration of applications, complaints and requests from APs regarding land acquisition, compensation and resettlement, environmental and gender issues.

78. The GRM was created at the project preparation stage in accordance with the order of the State Agency for Architecture, Construction and Housing and Communal Services under the Government of the Kyrgyz Republic dated June 21, 2018 No. 219 and updated at the project implementation stage in accordance with order No. 153 dated July 2, 2019. An update on the stage of project implementation was carried out based on Order No. 153 dated July 2, 2019 and on Order No. 145 of the State Water Resources Agency under the Government of the Kyrgyz Republic dated July 29, 2020.

79. For the current period, the commission for consideration of complaints and appeals of citizens within the framework of GRM was updated on the basis of Order No. 140 of the State Agency for Architecture, Construction and Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic dated December 31, 2021 (see annex).

80. To assist the applicant(s) in formally presenting their appeals and complaints, GRG appointed Local Focal Points (LFPs), who are easily accessible to affected persons. LFPs are located in Balykchy and Karakol cities.

81. The two Local Focal Points are:

- In Balykchy: Mr. Kolbai Karasartov; Balykchy PIU Manager, Karalaeva street 58, ME "Vodokanal" managerbalykchy@iwmp.kg, +996 700 503 421
- In Karakol: Ms. O.I. Zavyalova, Project Consultant at Karakol Vodokanal Enterprise, Karakol, Tyupskaya street No. 3 olenka.zavyalova.57@mail.ru, +996 555 040 074 and Isanov S.D., Karakol PIU Community Liaison Officer, clo@iwmp.kg, +996 702 773 802

82. Within the reporting period there were no complaints or appeals regarding Balykchy facilities in 2023.

83. The total number of complaints received by the project from 2020 to 2024 is 49, of which 4 were directed to the ADB office. The complaints mainly concerned requests from residents regarding relocation timelines and compensation payments. Within the IWMP framework, relocation and compensation were officially denied, as the households in the Geolog village are not included in the sanitary protection zone of the new wastewater treatment facility (WWTP). One complaint related to the resolution of six social issues for residents of Geolog village, including water supply, sewerage, road, transformer, playground, and bus stop.

84. During the reporting period, a total of 4 complaints were received regarding Karakol facilities. All requests were from residents of Geolog village and related to the provision of information on the project and payment of compensation. The information was provided in a timely manner and all requests were closed (Please find the list of grievances attached).

Table 1. Grievances in Karakol (January – June 2025)

No	Actions taken in response to grievances/complaints/suggestions	Date	Venue	Number of participants	F	M	Issues discussed	Response/Outcome
1	Meeting of PIU Karakol with the residents of Geolog village	06.02.2025	PIU Karakol	4	0	4	Resident of Geolog village, A. Yryskulov, requested to extend the sewerage network in Geolog to his plots, since the plots were within the sanitary protection zone of the old wastewater treatment plant and had previously been assessed. T. Koichuev requested to extend	On 07.02.2025, at the request of the residents of Geolog village to extend the planned sewerage system in Geolog, representatives carried out a joint site visit and inspection of the planned sewer route at Plot No. 14, Geologichesky: contractor LLC

							the sewerage system to the 8-apartment two-story building, as the residents live without sanitary facilities.	'ENKON' design engineer V.S. Pyatkin, Vodokanal project consultant O.I. Zavyalova, Karakol PIU manager A.K. Dzhanybekov, and CLO -S.D. Isanov. After discussion, it was decided to extend the planned sewerage system by 130 m and 70 m to Yryskulov's plots and to the 8-apartment building, respectively. In this regard, LLC 'ENKON' made the necessary amendments to the working design.
2	Meeting of PIU Karakol with the residents of Geolog village	13.02.2025	PIU Karakol	3	0	3	A resident of Geolog village, A. Yryskulov, appealed to the Karakol PIU with a statement that, due to the IWMP, a 0.4 kV power line was not provided for in the technical specifications for social facilities for his house. In this regard, he requests that a line with poles be installed to his house and his plots. Karakol PIU informed the Karakol Mayor's office, as the power line will be installed by the Karakol Regional Electric Network. (The technical specifications did not provide for additional poles and materials due to the late appeal by Yryskulov A.)	
3	Meeting of CLO Karakol PIU with the residents of Geolog village	03.04.2025	PIU Karakol	2	0	2	A resident of Geolog village, A. Yryskulov, inquired whether there would be a new fence around the playground. CLO provided information that a new fence was not included in the technical specifications because	

							there was already an existing fence. In addition, when the residents of the village raised six social issues, there was no mention of a new fence. On April 4, 2025, during the ADB Mission, this information was conveyed to the PMO director. Fences were added to the technical specifications.	
4	Meeting of Karakol PIU with the residents of Geolog village	14.0 4. 2 025	PIU Karakol I	3	0	3	T. Supataev, a resident of Geolog village, visited the PIU Karakol office to inquire about employment opportunities for his grandson, Rinat, at the Karakol WWTP. The PIU Karakol manager explained which documents needed to be prepared and forwarded them to the contractor, Hayat Group. Subsequently, Hayat Group hired Rinat, and he has been working there since May 2025	

85. The representatives of Geolog village agreed with the results of the latest public consultations (including the establishment of the sanitary protection zone for the planned WWTP and the absence of resettlement, the improvement of social infrastructure under the project, as well as the involvement of residents in the construction of the WWTP).

5. RECOMMENDATIONS AND FURTHER STEPS

86. Based on the needs of the project, the following recommendations are important for ensuring social safeguards:

- i. Ensure the effectiveness of the GRM functioning and the proper participation of local governments in GRM activities - on an ongoing basis;
- ii. Conducting trainings and consultations on ADB's SPS 2009 and GRM for the interested stakeholders depending on the needs of the project and implementation status.
- iii. Strengthen the information campaign to raise public awareness about the project, sanitation and hygiene, the benefits of connecting to the sewerage system, etc. (especially in Geolog village)

ANNEXES.
ANNEX Photos

Balykchy WWTP

VIEW OF BALKHY WWTP DURING THE DAY AND AT NIGHT



Karakol WWTP

Annex**ODOR MONITORING AT KARAKOL WWTP BY CLO, CLO ToR**

Annex Public awareness

Methods and format of engagement	Objectives of engagement	Responsible	Frequency	Implementation
<p>It is necessary to inform residents in advance about the planned project activities, its objectives and stages. The following channels will be used for this purpose:</p> <ul style="list-style-type: none"> Publications in local media and on official pages of Karakol Mayor's Office; Announcements on information boards and in public places, as well as the development of information brochures; Social media and messengers: create groups or mailing lists to maximize residents' outreach. 	Create awareness and minimize misunderstandings about upcoming events.	PMO Social Safeguards and Resettlement Specialist, PIU Community Liaison Officer.	Monthly Quarterly	CLO created a WhatsApp group for Geolog village residents. On 18.04.2025, a meeting was held between the PMO, PIU Manager, and residents of Geolog village to discuss addressing social issues. The minutes of the meeting with residents are reflected in the CLO report for April 2025

2. Open public hearings

Methods and format of engagement	Objectives of engagement	Responsible	Frequency	Implementation
<p>Organize public hearings involving all stakeholders (local residents, local administration representatives, environmentalists and project teams). During the hearings participants:</p> <ul style="list-style-type: none"> Discuss the project progress, including environmental, technical and social aspects; Describe the anticipated further project activities. 	Ensure the project is transparent and meaningfully incorporates input from the local community	PMO/PIU staff	As needed	Implemented as needed

3. Surveys and questionnaires

Methods and format of engagement	Objectives of engagement	Responsible	Frequency	Implementation
<p>Conducting surveys and questionnaires among the population will help gather feedback and evaluate the level of public support for the project. It is recommended to:</p> <ul style="list-style-type: none"> • Use online forms and hard questionnaires to reach different population groups; • Include questions about project, concerns and expectations. 	<p>Collect data for analysis and take into account the opinion of all residents of Geolog village.</p>	<p>PMO Social Safeguards and Resettlement Specialist, PIU Community Liaison Officer. PF Abiyir El</p>	<p>6 months</p>	<p>With the support of PF Abiyir El, offline surveys and questionnaires were conducted among residents of Geolog village, as well as residents of five LTAs of Karakol, in June 2025, in accordance with the Work Plan.</p> <p>During the conducted FGDs and interviews, following the developed methodology, questions regarding attitudes toward the project, as well as possible concerns and expectations of residents, were included in the research tools.</p> <p>The collected data were analyzed and taken into account in the preparation of the final analysis. The report on the results of the survey and questionnaires has been submitted to the</p>

				PMO and is under review. The results will be reflected in the next Semi-Annual Report.
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4. Air monitoring

Methods and format of engagement	Objectives of engagement	Responsible	Frequency	Implementation
The Community Liaison Officer will conduct direct monitoring of odor levels on a weekly basis (during construction of project facilities) using a portable gas analyzer and keep relevant records. Based on the results of air measurements, after coordination with the PMO, PIU and DSC will inform the residents of Geolog village. The measurement data will be added to the semi-annual monitoring reports on social and environmental aspects.	Ensure transparency and public confidence.	PIU Community Liaison Officer.	According to the air monitoring plan.	The CLO monitors odor levels daily according to the air monitoring plan. The data are submitted to the PMO and DSC

5. Regular reports and community meetings

Methods and format of engagement	Objectives of engagement	Responsible	Frequency	Implementation
Regular meetings. The PIU Community Liaison Officer is responsible for submitting weekly reports to the PIU detailing community feedback, issues and engagement activities.	Regular meetings allow work issues to be identified and resolved quickly, bypassing lengthy discussions.	PIU Community Liaison Officer. PF Abiyir El	Weekly (monthly)	Being implemented. Community feedback, questions, and engagement activities are recorded in the WhatsApp group 'Gelogobaza' (17 participants). PF Abiyir El meets regularly

				with the PIU CLO to coordinate the content of materials and the implementation of activities according to the Work Plan. In addition, specialists from PF Abiyir El visit the WWTP site to create a video
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6. Grievance redress mechanism

Methods and format of engagement	Objectives of engagement	Responsible	Frequency	Implementation
A grievance redress mechanism is maintained on an ongoing basis. In the event of urgent concerns, the PIU Community Liaison Officer and the DSC Engineer will promptly reach out to the community via phone or email. Follow-up actions and proposed solutions will be discussed during the next scheduled meeting. Meeting minutes will be documented and summarized in the semi-annual reports	The Grievance Redress Mechanism is established to ensure timely and appropriate handling of applications, complaints, and inquiries from residents concerning social, environmental, and gender-related issues	PMO Social Safeguards and Resettlement Specialist, PIU Community Liaison Officer.	As complaints are received	The GRM is operational. The total number of complaints received by the project from 2020 to June 2025 is 53, of which 4 were submitted to the ADB office. The complaints mainly concerned requests for resettlement timelines and compensation payments, as well as personal requests to improve the social infrastructure of Geolog village. Since resettlement and compensation payments were officially denied on April 22, 2024, one

				complaint was related to addressing six social issues of the residents of Geolog village
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Annex

Summary Report on Odor Monitoring conducted by the PIU Karakol CLO for April-June 2025.

Report on odor measurement results at the Karakol WWTP and Geolog Village - April 2025

#	Date: (DD/MM/YYYY)	Time:	H2S (ppm) measurement results in reference points (RP)					
			At the manhole	RP#1 (by BP#4)	Distance to the point with measured "0" value (m)	Reference point #2	Reference point #3	Geolog village
1.	08.04.25	15.32	5	0				
2.	09.04.25	16.28	4	0				
3.	10.04.25	17.34	5	0				
4.	11.04.25	18.41	5	0		0	0	0
5.	14.04.25	15.45	4	0		0	0	0
6.	15.04.25	16.15	4	0		0	0	0
7.	16.04.25	17.20	7	0		0	0	0
8.	17.04.25	16.42	4	0		0	0	0
9.	18.04.25	17.58	5	0		0	0	0
10.	21.04.25	16.57	4	0		0	0	0
11.	22.04.25	17.34	0	0		0	0	0
12.	23.04.25	16.33	5	0		0	0	0
13.	24.04.25	16.49	5	0		0	0	0
14.	25.04.25	18.43	7	0		0	0	0
15.	28.04.25	18.51	5	0		0	0	0
16.	29.04.25	18.00	6	0		0	0	0
17.	30.04.25	18.07	5	0		0	0	0
18.								
19.								
20.								
21.								
22.								

Recorded by:	Isanov Sabyrbek, Community Liaison Officer, Karakol PIO	
Verified by (PIO):	Dzhanybekov A.K., Karakol PIO Manager	

Report on odor measurement results at the Karakol WWTP and Geolog Village - May 2025

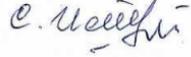
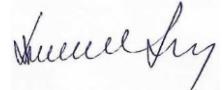
#	Date: (DD/MM/YYYY)	Time:	H2S (ppm) measurement results in reference points (RP)					
			In the manhole	RP#1 (by BP#4)	Distance to the point with measured "0" value (m)	Reference point #2	Reference point #3	Geolog village
23.	01.05.25	16.57	0	0		0	0	0
24.	02.05.25	15.49	7	0		0	0	0
25.	12.05.25	16.41	4	0		0	0	0
26.	13.05.25	17.17	4	0		0	0	0
27.	14.05.25	17.29	0	0		0	0	0
28.	15.05.25	17.02	9	4		0	0	0
29.	16.05.25	17.00	0	0		0	0	0
30.	19.05.25	18.49	6	4		0	0	0
31.	20.05.25	18.00	0	0		0	0	0
32.	21.05.25	17.32	5	0		0	0	0
33.	22.05.25	16.21	11	7		0	0	0
34.	23.05.25	18.09	22	8		0	0	0
35.	26.05.25	16.12	14	10		0	0	0
36.	27.05.25	17.41	9	19		0	0	0

37	28.05.25	17.58	10	4		0	0	0
38	29.05.25	17.54	15	6		0	0	0
39	30.05.25	15.54	5	5		0	0	0

Recorded by:	Isanov Sabyrbek, Community Liaison Officer, Karakol PIO	
Verified by (PIO):	Dzhanybekov A.K., Karakol PIO Manager	

Report on odor measurement results at the Karakol WWTP and Geolog Village - June 2025

#	Date: (DD/MM/YYYY)	Time:	H2S (ppm) measurement results in reference points (RP)					
			In the manhole	RP#1 (by BP#4)	Distance to the point with measured "0" value (m)	Reference point #2	Reference point #3	Geolog village
40	3.06.25	17.42	11	7		0	0	0
41	4.06.25	18.06	11	0		0	0	0
42	5.06.25	17.38	24	6		0	0	0
43	6.06.25	16.18	7	0		0	0	0
44	9.06.25	18.29	6	0		0	0	0
45	10.06.25	18.00	0	0		0	0	0
46	11.06.25	18.29	5	0		0	0	0
47	12.06.25	17.48	6	4		0	0	0
48	13.06.25	17.07	8	5		0	0	0
49	16.06.25	18.25	7	0		0	0	0
50	17.06.25	18.43	9	6		0	0	0
51	18.06.25	18.48	9	0		0	0	0
52	19.06.25	13.50	8	4		0	0	0
53	23.06.25	17.15	10	6		0	0	0
54	24.06.25	17.46	16	8		0	0	0
55	25.06.25	17.19	5	4		0	0	0
56	26.06.25	17.50	13	4		0	0	0
57	27.06.25	18.05	4	4		0	0	0
58	30.06.25	18.22	4	0		0	0	0

Recorded by:	Isanov Sabyrbek, Community Liaison Officer, Karakol PIO	
Verified by (PIO):	Dzhanybekov A.K., Karakol PIO Manager	

Annex

Abiyir EI ToR

Terms of Reference (ToR) for public information and stakeholder engagement to enhance awareness of the Issyk-Kul Wastewater Management Project| 50176-002

1. About the project

Issyk-Kul lake, the second-largest high-altitude lake in the world, is renowned for its clear waters; it is designated as a Ramsar site of globally significant biodiversity, and is a key asset of the Issyk-Kul Biosphere Reserve.

The lake is extremely sensitive to increased nutrients and pollutants. Unchecked, the lake and surrounding areas are therefore increasingly vulnerable to pollution from expanding human activity. These impacts are of concern in relation to wastewater pollution, notably in the primary lakeshore cities Karakol, Cholpon-Ata and Balykchy.

Asian Development Bank (ADB) is helping to improve the management of environmental protection and urban services in the region through the implementation of the Issyk-Kul sustainable development projects. Previously, ADB has assisted to improve environmental management and urban services in the region through the first Issyk-Kul Sustainable Development Project (ISDP-1). The current Issyk-Kul Wastewater Management Project (IWMP) thus complements these initiatives by further improving wastewater systems in the two cities, Balykchy and Karakol, significantly improving health, hygiene and sanitation standards.

The project envisages the construction of wastewater treatment plants (WWTP), including sewage networks, sewerage pump stations (SPS) and other related works to improve the sewerage systems in Karakol and Balykchy, which will significantly improve health, hygiene and sanitation standards.

The project Grant and Loan Agreements between the ADB and the Government of the Kyrgyz Republic were signed on 28 December 2018. All project related information including all safeguards documents and studies can be viewed at [ADB website](#) and [project website](#).

A Draft Land Acquisition and Resettlement Plan (LARP) was developed for the Issyk-Kul Wastewater Management Project in 2018. The LARP was based on a conservative approach agreed upon by the Government, ADB, and the preliminary Sanitary Protection Zone (SPZ) for the wastewater treatment plant (WWTP) was set at 400 meters from the boundaries of the WWTP and 20 meters from the boundaries of any associated pump stations, in accordance with Regulation #201 of the Kyrgyz Republic Government, dated April 11, 2016.

Balykchy WWTP: The capacity of the Balykchy Wastewater Treatment Plant (WWTP) is 4,200 cubic meters per day. Confirmation No. 64-22, dated 27 July 2022, was received for inclusion of the facility in the register of under-construction projects of the Issyk-Kul Oblast by the Ministry of Architecture, Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic. Construction works commenced in September 2022 following the approval and endorsement of the Environmental Management Plan (EMP) by the Asian Development Bank (ADB). The Design and Supervision Consultant (DSC) issued the construction completion certificate on 13 July 2024, with the stated completion date of 30 June 2024.

Functional testing of the WWTP, involving accredited laboratories, began on October 9, 2024. The official opening ceremony was held on October 14, 2024. On December 12, 2024, the conformity assessment certificate for the completed facility was issued by the Department of State Architectural and Construction Control under the State Construction Committee. In accordance with the order of the Balykchy Mayor's Office dated March 12, 2025, the facility was officially transferred to the municipal balance of the Balykchy Mayor's Office.

The following work has been done on the installation of sewer pipelines:

1. Profit Express LLC.

Toktosunova street -713 m
Sharipova street - 2586 m
Kaldybaeva Street - 2033 m

The sewerage networks were accepted by the State Commission on August 4, 2023. The Department of State Architectural and Construction Control issued the conformity assessment certificate for the completed facility on December 26, 2023 (No. 116-23)

Total: 5401 m (100%)

2. Impuls Osh LLC.

Togolok Moldo Street -2417 m
Mambetalieva Street - 2592 m
Ozernaya Street - 328 m

The sewerage networks were accepted by the State Commission on August 4, 2023. The Department of State Architectural and Construction Control issued the conformity assessment certificate for the completed facility on December 26, 2023 (No. 117-23)

Total: 5334 м (100 %)

Grand total: 10735 м (100,3%)

The object was transferred to the balance of Balykchiy Mayor's Office.

2. Rationale

Special attention should be paid to sanitation and hygiene, including gender aspects. Women are more likely to use water for domestic needs, so it is important to consider their needs and ensure access to clean water and sanitation. The project has already adopted a proactive approach to stakeholder engagement and has onboarded a Community Liaison Officer (CLO) in August 2024 to support PIU Karakol to engage with residents of Geolog village. This role will help establish continuous communication channels, ensuring a consistent flow of information and addressing any concerns from communities adjacent to the WWTP.

In September 2024, ADB provided an online capacity-building session to guide the CLO on best practices and tasks performed by CLOs in similar ADB-funded projects in other countries. However, it was observed that additional guidance is needed. It was proposed to recruit an organization suitably qualified (preferably local company) that will support the CLO and the PMO/PIU by providing tailored approaches based on an information needs assessment, information dissemination, and stakeholder engagement strategies.

3. Detailed Tasks

The implementing organization shall perform the following:

1. Prepare a plan and conduct public consultations/meetings/events (at least 8) to raise public awareness of the Project, which may include, but are not limited to: (i) Project overview; (ii) the benefits of connecting to the sewerage system; (iii) the importance of paying for water and sewerage services; (iv) the use and conservation of water resources; (v) procedures and costs of sewerage piping connections; (vi) environmental and social issues likely to arise in the future; and (vi) the environmental and social problems that may arise in the future. Together with ME "Vodokanal".
2. Develop, post, distribute at least 3 types of materials -Information, Education and Communication (IEC):
 - hard copy information in Kyrgyz and Russian languages (posters, brochures, etc.)
 - television (UTRK, ELTR, etc., Issyk-Kul regional television). Creation of video clips, outreach programs for the public, etc. in Kyrgyz and Russian languages.
 - radio ("Birinchi Radio", "Issyk-Kul Wave", etc.)

- utilize social media to share updates on project activities, public engagements, and key developments, ensuring content includes gender-sensitive messaging in Kyrgyz, Russian, and preferably in English. Publish at least two posts per month to maintain consistent engagement and awareness.
- 3. Develop a comprehensive Awareness Raising Program and implement at least one city- or oblast-level Public Awareness Campaign on Sanitation and Hygiene. The campaign should engage at least 50% of project-area households, institutional organizations, and commercial facilities, ensuring that at least 50% of participants are women and school-aged girls. Collaborate with key stakeholders, including the IA, EA, Mayor's Office, ME Vodokanal, educational institutions (schools and universities), and commercial establishments, to maximize outreach and impact.
- 4. Train at least 10 women community members to inform about good sanitation practices through the project's sanitation and hygiene awareness campaigns.

All activities carried out under this ToR must prioritize gender equality and incorporate gender mainstreaming principles to ensure inclusive participation and equitable benefits.

Materials should cover hygiene, sanitation, environment and other relevant areas of the project.

Additionally, an organization shall provide assistance to the CLO in effectively carrying out his/her responsibilities (see Appendix 1).

4. Duration and Timeline

The engagement will initially last for 6 months, during which they will perform as outlined in the ToR.

Deliverables

The project aims to improve the environmental situation, conserve water resources and improve the quality of life.

Make a significant contribution to infrastructure development and environmental sustainability of the city.

- **Deliverable #1** – Consultations/meetings/activities (at least 16) on public awareness, according to the topics specified in the scope of work, held with the provision of a report (including minutes, lists of participants, photos, videos and handout materials).
- **Deliverable #2** – Relevant materials prepared for each IEC:
 1. hard and electronic format of the materials with signaled versions in 5 copies (list)
 2. a video about the project with gender sensitive messages, a podcast about the project, sanitation and hygiene (5 disks with recorded material with the indication of dates and TV channels) and other materials proposed by the organization executor.
 3. social media (list and links of publications with views statistics indication)
- **Deliverable #3** – 1. Awareness Raising Program , including topics, plan, templates materials. 2. A joint campaign at the city/oblast level, engaging households, institutional and commercial entities, as well as pupils and students. A comprehensive report , accompanied by all relevant supporting documents and materials, including the program, action plan, participant and speaker lists, media and social media engagement records (posting list with views), handouts, presentations, and other related materials).
- **Deliverable #4** – Training program, including training material, presentation, lists of trainees, photo and video material, report.
- **Deliverable #5** Prepared final report according to ToR with relevant documents and materials.
- The organization involved for the implementation of this TOR works in close cooperation and coordination with IA, RA, CCO, MP Vodokanal, Mayor's Office, mass media, topics, materials should be coordinated with ME Vodokanal, PMO and PIU.

- Reports should be submitted in Russian and English in 5 hard copies and in electronic format.
- Reports should be agreed with the IA and submitted to the EA for approval.

5. Minimum Qualifications

- **Registration:** registered nongovernmental or civil society organization (preferably local) in accordance with the legislation of the Kyrgyz Republic (proof of registration to be submitted)
- **Experience:** Proven experience in community engagement (evidence of experience to be provided, including letters of recommendation from contracting organizations). A minimum of 2 years of experience is required, with over 5 years being an asset.
- **Experience in Fieldwork and Data Analysis:** Demonstrated experience in conducting fieldwork, gathering data, and analyzing information to inform project activities
- **Experience in Communication Strategy and Plan Development, Communication materials:** Experience in drafting communication strategies and plans, communication materials with a focus on community engagement and information dissemination during consultations/meetings/events.
- **Experience of working with the media:** Experience in conducting large-scale information campaigns.
- **The benefits of having in-depth knowledge about the region, particularly Karakol:** including the local social, cultural and economic contexts of the city.
- **Language Proficiency:** Fluency in Kyrgyz and Russian is required. Proficiency in English is an asset.

Consultant should present experience of the separate persons who will be included in the implementation of the project, minimum requirements of the team members are:

Project Manager/Lead: Bachelor's degree in social sciences, community development, communications, or a related field, or at least two years of experience in development project management, social studies, community development, communication strategy or related field.

Community Engagement Specialist: Bachelor's degree in communications, public relations, community development, Mass Media or a related field or at least one year of experience in communications, Mass Media, public relations, community development, designing, implementing and social media distribution of community engagement strategies and awareness-raising activities.

Field Coordinator: Bachelor's degree in social sciences, sociology, or a related field and at least 1 year of experience in community-based fieldwork, data collection, and conducting interviews or surveys, events on the community level.

Sanitary and Hygiene Specialist: Bachelor's degree in environmental science, epidemiology, social sciences or related field, or at least two years of experience in environmental project management, social research. Skills in conducting training and knowledge transfer on sanitation and hygiene, odor exposure assessment and employee management.

Other team members as required, including financial manager, field work interviewers, administrative manager, etc.

The team must be capable of producing high-quality reports, minutes, and documentation of activities in Kyrgyz, Russian and preferably in English languages.

One person in the team can assume multiple roles.

6. Payment Milestones

No.	Reports	Payment structure, % of total contract amount	Submission deadline
1	Report #1 - Reports on consultations/meetings/activities (at least 16) on public awareness, according to the topics specified in the scope of work (including minutes, lists of participants, photos, videos and materials that were distributed to residents, a list of links with publications in social media and views statistics).		
2	Report #2 – Relevant materials prepared for each IEC: <ol style="list-style-type: none"> Printed and electronic versions of materials, including 10 copies of the draft versions (list and materials). A project video featuring gender-sensitive messages, along with a podcast on the project, sanitation, and hygiene (6 discs with recorded content, including broadcast dates and channels). Social media coverage (list and links with publications, including view statistics). 		
3	Report #3 <ol style="list-style-type: none"> Prepared Awareness Program including topics, plan, templates materials. Report including (Program, Schedule, Participant Lists, Handouts, Speakers List, Presentations, Social Media links (list of publications with views statistics) and other materials. 		
4	Report #4 - Training Program prepared. Report including (training material, presentation, lists of trainees, photo and video material, social media links (list of publications with views statistics)		
5	Report#5 Final report according to ToR with relevant documents and materials.		

The budget submitted by the organization should include all relevant costs, including the staffing, fees for the design and printing of materials, publication in the Mass Media as required for the implementation of the communication strategy and other project-related activities.

Annex. Information on work progress of the PF Abiyir EI, according to ToR and plan

Methods and format of interaction	Purpose of interaction	Responsible	Frequency	Implementation
1.3. Conducting focus group discussions and interviews among all households of Geolog village and other MTU of Karakol	To identify information needs and preferences regarding communication channels, including women and girls.	Field Coordinator and Head of IC	June – July	<p>Based on the developed survey and questionnaire tools, five focus group discussions and three individual interviews were conducted with representatives of households from Geolog village and other local territorial administrations (LTAs) of the city. Qualitative and quantitative data were identified and defined regarding the current level of awareness about the project, the information needs of the population, and their preferences for communication channels. Key barriers and expectations of the target audience were recorded, which will make it possible to adapt future communication activities to the real needs of the population. Conclusions and preliminary recommendations were formulated based on the analysis of the collected data, including gender aspects and the local context</p>
2.1. Development of a communication strategy and plan.	Communication strategy and implementation plan, including recommendations on: Information requirements; Communication channels	CLO	July – August	<p>A Communication Strategy and Implementation Plan has been developed, including recommendations on:</p> <ol style="list-style-type: none"> 1. Information requirements; 2. Communication channels and frequency; 3. Types of communication; 4. Sequence and consistency; 5. Feedback mechanisms;

	<p>and frequency;</p> <p>Types of communication;</p> <p>Sequence and consistency;</p> <p>Feedback mechanisms;</p> <p>Monitoring and evaluation.</p> <p>This strategy has been delivered as guidance for the CLO</p>			<p>6. Monitoring and evaluation.</p> <p>The document is being revised in accordance with the comments from the PMO</p>
4.1. Development of design and content for hard copies of information materials (posters, booklets, and memos))	<p>Develop, publish, and distribute at events at least three types of materials: informational, educational, and communication (IEC):</p> <p>Information in hard copy in Kyrgyz and Russian (e.g., posters, brochures, etc.)</p>	CLO	July-August	<p>PF is working on the content and design of IEC materials taking into account the results of the assessment of information needs and communication channels of residents, including women and girls, conducted in Geolog village and the LTAs of Karakol in June–July 2025</p>
4.5. Posting publications/posts about the project (at least twice a month) on the social media of PF Abiyir EL and in	<p>Objective: To ensure regular communication with the population about the progress of the Project,</p>	SMM Specialist	6 months	<p>Information coverage on social media pages, links:</p> <p>https://www.facebook.com/share/1P2tMhZCnS/</p> <p>https://www.instagram.com/abiyir_el?igsh=MTJhdjBnM2wxNXN2aA==</p> <p>Information was distributed through the channels indicated by the</p>

WhatsApp and Telegram groups/channels (including a list of posts with links and view counts)	its goals, and results through publications on social media and messaging apps; to increase residents' awareness and engagement; and to strengthen trust in and support for the project within the local community			FGDs participants and interviews: WhatsApp groups 'Obshchestvennost Karakola'; Facebook pages 'Issyk-Kul Turmush' and 'Karakol City Mayor's Office
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