Social Monitoring Report

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Kyrgyz Republic: Issyk-Kul Wastewater Management Project

Prepared by the Drinking Water Supply and Sewerage Development Department under the Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic (DWSSDD) for the Asian Development Bank (ADB).

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LIST OF ABBREVIATIONS

ADB	—	Asian Development Bank
ADB'S SPS 2009	—	ADB's Safeguard Policy Statement (July 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
MNRETS	—	Ministry of Natural Resources, Ecology and Technical Supervision
MWRAPI	–	Ministry of Water Resources, Agriculture and Processing Industry
MCAHCS	–	Ministry of Construction, Architecture, Housing and Communal Services
PC	—	Public Consultation
PIU	—	Project implementation units (Issyk-Kul Wastewater Management Project offices, Karakol, Balykchy)
PMO	—	Project Management Office
DWSSDD	—	Drinking Water Supply and Sewerage Development Department 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

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; IWMP foresees modernization and construction of existing sewerage treatment plant systems, strengthening institutional capacity and increasing the sustainability of water supply and sewerage public utilities. IWMP 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 Wastewater Treatment Plants (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 IWMP.

3. IWMP was approved by the Asian Development Bank's (ADB) Board of Directors on November 20, 2018, and Grant and Loan Agreements were signed between ADB and the Government of the Kyrgyz Republic (GoKR) 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. Based on the request of the Ministry of Finance of the Kyrgyz Republic and with the ADB consent, the project implementation period has been extended until 31 December 2026.

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.

1. 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 Seasonal regulation reservoir – irrigation pond of the Ak-Suu District Water Management Department (SRR) and oxidation ponds.

2.1. BALYKCHY SN SUB-PROJECT

8. The detailed design of the Balykchy SN was approved by Project Management Office (PMO) and Executing Agency (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 was 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 were 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 former SAACCS (Reorganized into the Ministry of Construction, Architecture, Housing and Communal Services of the Kyrgyz Republic - MCAHCS) 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, there were no comments on the social safeguards issues.

15. Within the IWMP framework, Encon LLC carried out the design works and prepared the detailed design and cost estimates for the additional expansion of sewerage networks in the cities of Karakol and Balykchy.

16. In accordance with the requirements of national legislation, public hearings entitled “Environmental Impact Assessment and Social Safeguards for the Construction of Additional Sewerage Networks in Balykchy” were held at the Balykchy City Mayor’s Office on 4 April 2025.

17. The project for the additional sewerage networks in the city of Balykchy received positive conclusions from the State Environmental Expertise of the Issyk-Kul Regional Department of the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic (MNRETS) dated 27 May 2025.

18. The Social Due Diligence Report (SDDR) and the Initial Environmental Evaluation (IEE) for the additional sewerage networks in the city of Balykchy were reviewed,

approved, and disclosed on the ADB website on 27 August 2025[1] and 20 August 2025[2], respectively.

19. The construction of the additional sewerage networks in the city of Balykchy (11,030 m) is divided into two lots: Lot 1 “Eastern”, with a total length of 5,205 m, including the following streets: Bekturova (2,148 m), Kadyr-Ake (2,798 m), and Abdrakhmanova (259 m). Lot 2 “Western”, with a total length of 5,825 m, including the following streets: Zapadnaya (3,590 m) and Zh. Sultanova (Pervomayskaya) (2,235 m). During the reporting period, tender procedures for the selection of the Contractor are ongoing.

2.2. BALYKCHY WWTP SUB-PROJECT

20. 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.

21. 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 design 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 Sanitary Protection Zone (SPZ) of the project passed the state environmental expertise procedure and obtained a positive conclusion.

22. 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 m^3.

23. 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.

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

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

[1] https://www.adb.org/projects/documents/kgz-50176-002-sddr-5

[2] https://www.adb.org/projects/documents/kgz-50176-002-iee-6

26. 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.

27. 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.

28. 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 former SAACHCS (Reorganized into the Ministry of Construction, Architecture, Housing and Communal Services of the Kyrgyz Republic - MCAHCS) — confirmed that the Balykchy facility complies with all applicable technical regulations and the requirements of the State Architecture and Construction Control.

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

2.3 KARAKOL SN SUB-PROJECT

30. 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.

31. 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.

32. 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.

33. 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.

34. 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%.

35. The Department of State Architectural and Construction Control under former SAACHCS (reorganized into MCAHCS) 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.

36. 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 Zashita LLC with Polymersnabazia LLC. In April 2022, work on the construction of Karakol SN started.

37. 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.

38. 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.

39. 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.

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

41. Within the IWMP framework, Encon LLC carried out design works and prepared the detailed design and cost estimates for the additional expansion of sewerage networks in the cities of Karakol and Balykchy.

42. In accordance with the requirements of national legislation, public hearings entitled “Environmental Impact Assessment and Social Safeguards for the Construction of Additional Sewerage Networks” were held at the Karakol City Mayor’s Office on 31 January 2025.

43. The project for the additional sewerage networks in the city of Karakol received positive conclusions from the State Environmental Expertise of the Issyk-Kul Regional Department of the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic (MNRETS) dated 19 May 2025.

44. The SDDR and the IEE for the additional sewerage networks in the city of Karakol were reviewed, approved, and disclosed on the ADB website on 27 August 2025[4] and 20 August 2025[5], respectively.

45. The construction of the additional sewerage networks in the city of Karakol, with a total length of 12,246.2 m, covers the following streets and areas: Zhamansarieva, Derbishcheva, Kharkovskaya, Alybakova, Orozbekova, Alyshbaeva (Lenina), Ippodromnaya, Zhusaeva, Asanalieva, Tyupskaya, Aldasheva, Shopokova Streets, and the Geolog village. During the reporting period, on 21 August 2025, a contract was signed with Inzhenernaya Zashita LLC. The Contractor prepared the Site-Specific Environmental Management Plan (SSEMP), which was approved by the PMO, the site was handed over to the Contractor, and construction works were commenced.

2.4. KARAKOL WWTP SUB-PROJECT

46. The existing WWTP 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 (KVK) 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.

47. 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.

48. Work on the design of the Karakol WWTP began in Quarter I, 2023. In August 2023, the Contractor's specialists developed the design of the SPZ of the Karakol WWTP. This SPZ design 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.

49. In this regard, the SDDR was prepared, which was approved by ADB on April 23, 2024[6]. This report was updated, approved by the ADB, and disclosed in October 2024.[7]

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

[4] https://www.adb.org/projects/documents/kgz-50176-002-sddr-6

[5] https://www.adb.org/projects/documents/kgz-50176-002-iee-7

[6] https://www.adb.org/sites/default/files/project-documents/50176/50176-002-sddr-en_2.pdf

[7] https://www.adb.org/sites/default/files/project-documents/50176/50176-002-sddr-en_3.pdf

51. The following took part in the public hearings: DWSSDD coordinator in Issyk-Kul 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.

52. 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.

53. 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.

54. 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 aiyl okmotu (formerly called Kara-Dzhal aiyl okmotu), which has a State Act of perpetual use of an area of 10 hectares.

55. 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.

56. 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 aiyl okmotu on January 15, 2025, under resolution number 3.

57. 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.

58. 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.

59. The main sewerage network in Geolog village will be constructed using IWMP funds on the basis of technical data provided by Municipal Enterprise (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.

60. 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.

61. 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.

62. 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.

63. SDDR for the procurement of equipment for the social facilities in Geolog village was prepared and approved by ADB in December 2024.[8]

64. 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.

65. 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.

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

66. Odor Monitoring Reports conducted by the Karakol PIU Community Liaison Officer for July-December 2025 are attached to the Report (Annex 2).

67. 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 (Plan Implementation is attached to this Report).

68. During the reporting period, the PF "Abiyr El" carried out comprehensive activities on information dissemination and engagement with the population and stakeholders within the IWMP information campaign. The main focus was placed on working with residents of the city of Karakol, including the Geolog village, as one of the project's priority target areas. The activities were aimed at increasing public awareness of the project objectives and implementation progress, sanitation and hygiene issues, and the environmental and social benefits of connecting to the centralized sewerage system, as well as fostering responsible use of wastewater infrastructure.

69. As part of the information campaign, regular interaction was maintained with local residents, representatives of the PIU, mayor's offices, education departments, social protection departments of Karakol and Balykchy, community activists, educational institutions, and other stakeholders. Information and awareness-raising events, consultations with PIU specialists, interactive activities, and discussions were conducted, during which the population received up-to-date information and answers to practical questions related to sewerage connections and improvements in sanitary conditions. In addition, in cooperation with journalists from "Issyk-Kul TV," a news feature on the project in the city of Balykchy was produced. Information on the activities carried out by the PF "Abiyr El" during the reporting period is attached to the Report.

70. Within the implementation of the project communication strategy, special attention was given to strengthening and developing the practical skills of the PIU Karakol CLO. CLO participated in all key activities of the information campaign, including information meetings with residents, seminars and trainings, a quest game for schoolchildren, as well as public outreach through digital communication channels.

71. During the implementation of the activities, the PIU Karakol Community Liaison Officer was involved in the preparation and conduct of information meetings with residents; moderation and administration of WhatsApp groups for public information dissemination (including in the Geolog village); Regular updating of odor monitoring results and their submission to the DSC, PMO, and the residents of Geolog village; dissemination of information on project progress, stages of works, and planned activities; interaction with local communities and representatives of local self-government bodies; and participation in the preparation and discussion of information materials and messages.

72. The practical involvement of the PIU Karakol CLO in the implementation of the communication strategy contributed to strengthening skills in public engagement,

community outreach, and the use of digital communication channels to regularly and clearly inform residents about the project.

73. The experience gained contributes to the formation of a sustainable project communication model with the population and can be utilized in the further implementation of the project, as well as in future infrastructure and social initiatives.

2.5 Sub-Project: Construction of V=50 m3 reservoir, 200 m discharge pipeline and rehabilitation of 28 manholes on the main sewer collector from Karakol city

74. 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.

75. On March 31, 2022, public hearings were held on this Sub-Project at the Karakol Municipality.

76. 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 SRR. Survey work was carried out and design was completed.

77. 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.

78. In April 2023, SDDR was prepared. SDDR for additional works was approved and disclosed by ADB[9].

79. 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. Construction works have been commenced.

2.6 Sub-Project: Desludging of SRR and Oxidation Ponds.

80. 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.

81. 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

[9] http://iwmp.kg/wp-content/uploads/2023/04/SDDR_Karakol_additional_works_en.pdf

WWTPs, as well as the Seasonal regulation reservoir - irrigation pond (SRR) 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.

82. Work is foreseen to clean the SRR 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.

83. In turn, Ak-Suu DWMD carries out all preparatory work for cleaning and storing sludge from the SRR within the framework of the requirements of national legislation, including the environmental legislation.

84. 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. The Detailed Design also received a positive conclusion from the state expertise.

85. On 31 January 2025, a public hearing entitled “Environmental Impact Assessment and Social Safeguards for the Fencing and Construction of a Sludge Storage Area from the Ak-Suu District Water Management Department WWTP” was held. The preparation of the SDDR and the IEE for this subcomponent is not envisaged.

86. During the reporting period, the Contractor, Profit Express LLC, was selected. Construction works will commence after approval of the Site-Specific Environmental Management Plan (SSEMP) and are planned to start with the onset of warm weather conditions in March 2026.

2. OBJECTIVES OF SOCIAL MONITORING

87. 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 PIU to ensure compliance with the social safeguards specified for the Project, including:

- 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.

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

89. 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.

90. 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.

91. 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.

3. GRIEVANCE REDRESS MECHANISM (GRM)

92. 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.

93. 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 (SAACHCS) 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 (SAACHCS) dated July 2, 2019 and on Order No. 145 of the State Agency for Water Resources (SAWR) under the Government of the Kyrgyz Republic dated July 29, 2020.

94. 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 former State Agency for Architecture, Construction, Housing and Communal Services under the Cabinet of Ministers of the Kyrgyz Republic dated December 31, 2021).

95. Due to frequent changes in the structure of the Government of the Kyrgyz Republic, since the start of IWMP implementation the Executing Agency (EA) – DWSSDD has been transferred between the former State Agency for Water Resources under the Government of the Kyrgyz Republic (SAWR), the Ministry of Transport, Architecture, Construction and Communications of the Kyrgyz Republic, and the State Agency for Architecture, Construction, Housing and Communal Services (SAACHCS). At present, it is under the

Ministry of Water Resources, Agriculture and Processing Industry of the Kyrgyz Republic, while retaining all its core tasks, functions, and authorities, including those related to the IWMP implementation, and acting as the legal successor. The composition of commissions at the central and local levels, as well as the positions of state and municipal authorities, has remained unchanged. Therefore, taking into account that the project implementation period will end in late 2026, there is no need to amend the above-mentioned existing SAACHCS order.

96. 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.

97. 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

98. Within the reporting period there were no complaints or appeals regarding Balykchy facilities in July-December 2025.

99. The total number of grievances received by the Project from 2020 to 2025 amounted to 53, including 4 grievances addressed to the ADB office. In their submissions, residents requested information on the timing of resettlement and compensation payments. Within the framework of IWMP, official resettlement and compensation were denied, as households in the Geolog village are not located within the sanitary protection zone (SPZ) of the new wastewater treatment plant (WWTP). One grievance concerned the resolution of six social issues raised by residents of the Geolog village, including water supply, sewerage, road access, a transformer, a children's playground, and a bus stop.

100. During the reporting period from July to December 2025, a total of 4 grievances were received related to the Karakol facilities. All grievances were submitted by residents of the Geolog village and concerned requests for project-related information. The information was provided in a timely manner, and all grievances were closed.

Table. Grievances in Karakol (July – December 2025)

№	Actions taken in response to grievances/complaints/suggestions	Date	Venue	Number of partici-pants	F	M	Issues discussed
1	Meeting of PIU Karakol with the residents of Geolog village	07.08. 2025	PIU Karakol	2	0	2	A resident of the Geolog village, T. Koichuev, visited the PIU office in Karakol regarding the progress of social facilities in the Geolog village. T. Koichuev was informed that a tender has been completed for the procurement of materials and equipment for the modernization of social facilities in the village (a children's playground complex, electricity supply line and transformer, and water supply line), and Kagan LLC was selected. This information has been shared with all residents of the Geolog village via the WhatsApp group. Installation will be carried out by the relevant municipal services in accordance with the MoU. The contract for the construction of the sewerage system in the Geolog village is in the process of being signed with Inzhenernaya Zashita LLC. After the submission and receipt of documents for the land plot for the water intake facility (WIF), IWMP will procure the WIF and a submersible pump.
2	Meeting with the residents of Geolog village	20.10. 2025	Geolog village	2	1	1	A resident of the Geolog village A. Adybaeva, submitted a collective appeal to the First Deputy of the PROPKRIO regarding the extension of the main sewerage network in the Geolog village to her house. A. Adybaeva was informed that the construction of the main sewerage network in the Geolog village with Inzhenernaya Zashita LLC has started in Karakol. All adjacent households and apartments are

							required to connect at their own expense, regardless of their distance from the main sewerage network.
3	Meeting of Karakol PIU with the residents of Geolog village	01.11. 2025	PIU Karakol	2	0	2	A resident of the Geolog village, M. Kadyrov, visited the PIU office in Karakol regarding the progress of implementation of social facilities in the Geolog village. Resident M. Kadyrov was informed that the supplier Kagan LLC has delivered materials and equipment for the modernization of social facilities (a playground complex, an electricity supply line and transformer, and a water supply line). This information was communicated to all residents of the Geolog village through a WhatsApp group. Installation will be carried out by the relevant municipal services in accordance with the MoU. Inzhenernaya Zashita LLC will construct the sewerage system in Geolog village. The Aiyl Okmotu of the Altyn-Arashan Aiyl Aimak changed the designated use of the land plot intended for the children's playground to land allocated for the construction of a water intake facility (WIF). The necessary components for the playground have been procured within the project.
4	Meeting of Karakol PIU with the residents of Geolog village	26.11. 2025	PIU Karakol	3	0	3	A resident of the Geolog village, A. Yryskulov, visited the PIU office in Karakol regarding the connection of the sanitary facilities of his house to the main sewer manhole. "I am contacting you because a sewerage network is being constructed along our street, and its level is higher than the level of my house. As a result, connecting to the sewerage system appears to be impossible for me. We live near the wastewater treatment plant, and

							connection to the sewerage system is mandatory for us. The sewerage contractors have already constructed the network up to my house. I request that this issue be reconsidered and resolved positively." On 26 November 2025, a meeting was held with resident A. Yryskulov in the Geolog village in the presence of the PIU Karakol Manager A.K. Dzhanybekov. After reviewing the situation on site, A.K. Dzhanybekov proposed to measure the elevation differences between the sewer manhole and the house using a surveying instrument and, after clarification, to introduce the necessary adjustments. On 05 December 2025, a commission visited the site and identified that at plot No. 14 it is necessary to lower the sewer pipe to the required elevation to enable houses to connect to the sewerage system. An inspection report (act) was prepared. After discussion, the commission made the following decisions: To construct a sewerage pipeline from the house of A. Yryskulov along the house of A. Temishov, with a total length of 120 m, a depth of 1.2 m, and a pipe diameter of 150 mm. To finance the above-mentioned works at the Contractor's expense, using contingency funds or savings achieved. To instruct the design organization ENCON LLC to prepare the corresponding amendments to the detailed design

101. The representatives of Geolog village agreed with the results of the latest public consultations (including the establishment of the sanitary protection zone for the constructed WWTP and SN 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.

4. RECOMMENDATIONS AND FURTHER STEPS

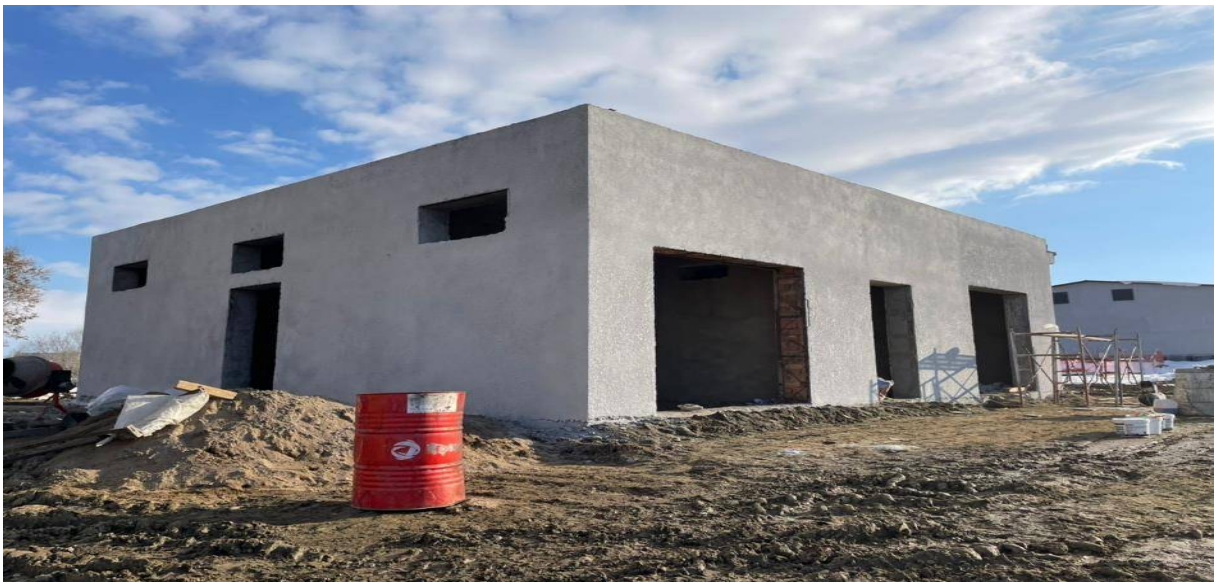
102. Based on the needs of the project, the following recommendations are important for ensuring social safeguards:

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 (including individual ones) 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)

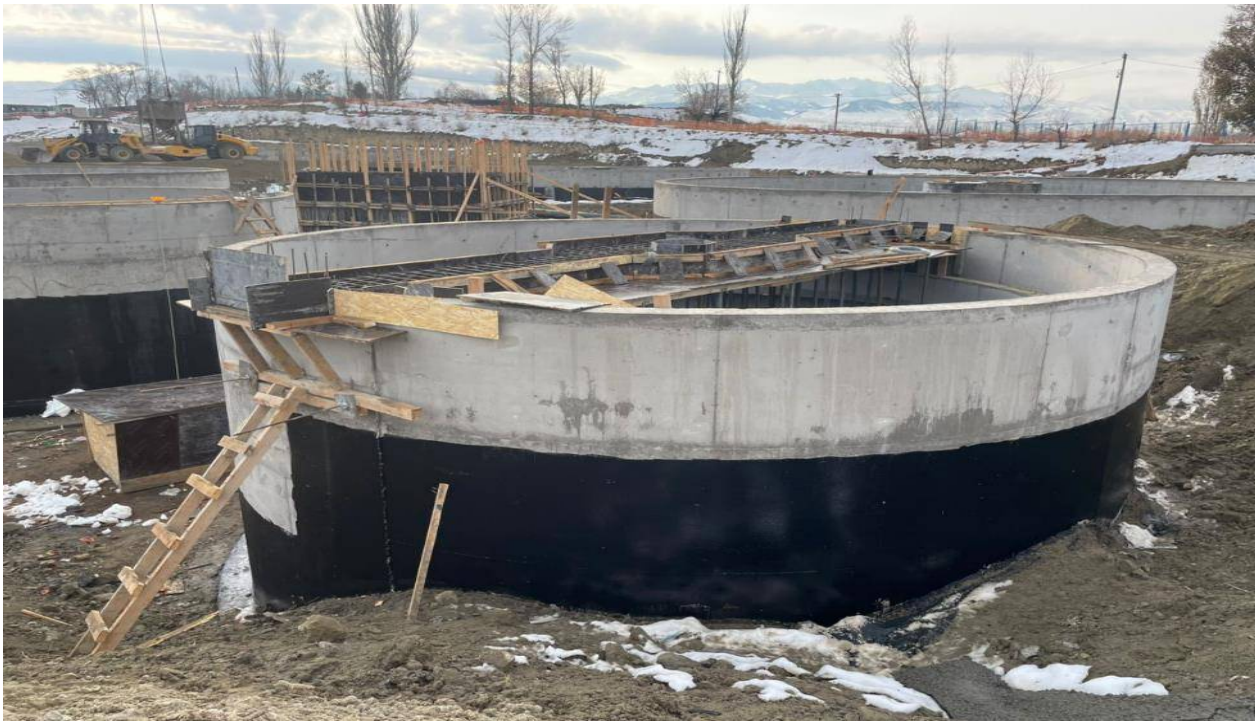
ANNEXES.
ANNEX 1. Photos

Balykchy WWTP

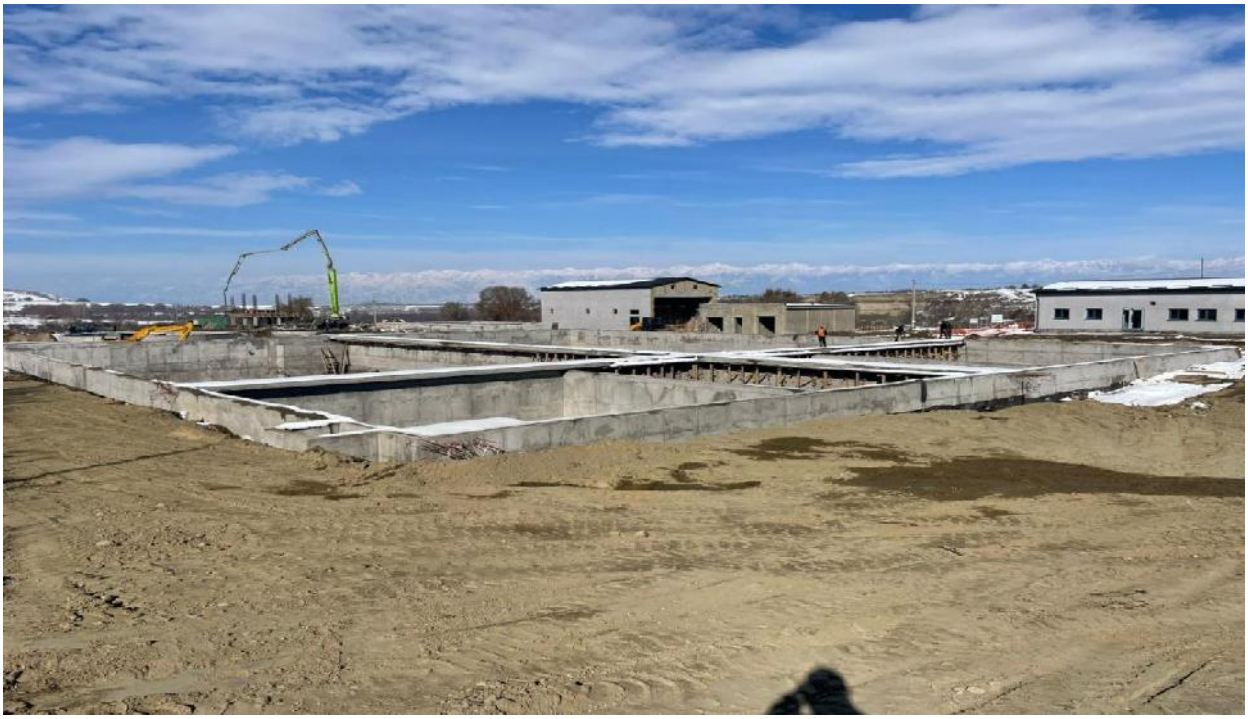
Karakol WWTP



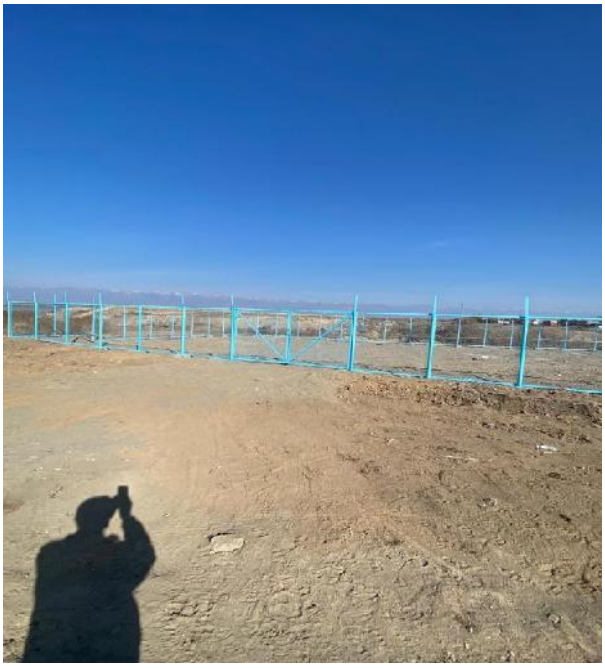
Transformer unit



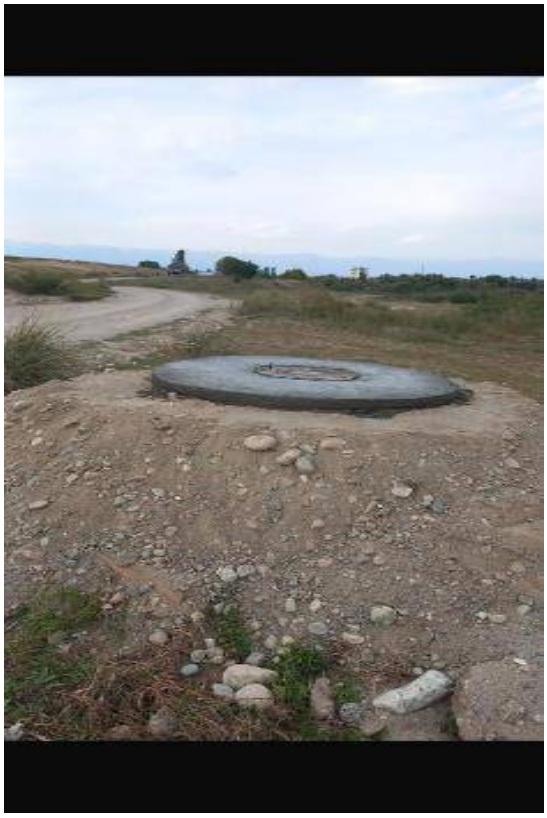
O-Ring



Aero tanks



Sewerage Receiving Tank Site (50 m³) with Backfilling and Fencing



Manhole cover after rehabilitation

Annex 2. Odor monitoring at Karakol WWTP

Summary Report on Odor Monitoring, conducted by the PIU Karakol CLO for July–December 2025.

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			У колодца / At the manhole	**Кт №1 (возле биопруда №4) /** RP#1 (by BP#4)	**Кт №2 /** Reference point #2	**Кт №3 /** Reference point #3	**п. Геолог/** Geolog village	**Расстояние от биопруда №4 до точки с измеренным «0» значением (м)/** Distance to the point with measured "0" value (m)
1.	28.07.25	8.23	5	0	0	0	0	
		16.02	24	0	0	0	0	
2.	29.07.25	8.10	36	0	0	0	0	
		17.57	35	0	0	0	0	
3.	30.07.25	8.02	63	0	0	0	0	
		17.13	20	0	0	0	0	
4.	31.07.25	7.19	12	0	0	0	0	
		17.00	57	0	0	0	0	

Измерения проведены: Recorded by:	**Исанов С.Д., Специалист ОРП г. Каракол по связям с общественностью** Isanov Sabyrbek, Community Liaison Officer, Karakol PIO	
Проверил (ОРП): Verified by (PIO):	**Джаныбеков А.К., Менеджер ОРП г. Каракол** Dzhanybekov A.K., Karakol PIO Manager	

1

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			У колодца / At the manhole	**Кт №1 (возле биопруда №4)** / RP#1 (by BP#4)	**Кт №2** / Reference point #2	**Кт №3** / Reference point #3	**п. Геолог**/ Geolog village	**Расстояние от биопруда №4 до точки с измеренным «0» значением (м)**/ Distance to the point with measured "0" value (m)
1	1.08.25	7.52	7	0	0	0	0	
		13.38	5	0	0	0	0	
2	4.08.25	7.48	12	0	0	0	0	
		17.30	16	0	0	0	0	
3	5.08.25	7.56	24	0	0	0	0	
		17.00	6	0	0	0	0	
4	6.08.25	7.38	6	0	0	0	0	
		17.47	17	0	0	0	0	
5	7.08.25	7.56	6	0	0	0	0	
		17.17	4	0	0	0	0	
6	8.08.25	7.36	12	0	0	0	0	
		16.48	0	0	0	0	0	
7	11.08.25	8.06	5	0	0	0	0	
		17.47	5	0	0	0	0	
8	12.08.25	13.14	5	0	0	0	0	
		18.46	12	0	0	0	0	
9	13.08.25	7.40	7	0	0	0	0	
		17.49	5	0	0	0	0	
10	14.08.25	7.32	14	0	0	0	0	
		17.05	5	0	0	0	0	
11	15.08.25	8.04	12	0	0	0	0	
		17.15	7	0	0	0	0	
12	18.08.25	7.39	4	0	0	0	0	
		17.27	4	0	0	0	0	
13	19.08.25	7.57	11	0	0	0	0	
		18.33	13	0	0	0	0	
14	20.08.25	7.48	13	0	0	0	0	
		16.40	0	0	0	0	0	
15	21.08.25	7.48	10	0	0	0	0	
		17.55	5	0	0	0	0	
16	22.08.25	7.33	12	0	0	0	0	
		16.38	11	0	0	0	0	
17	25.08.25	11.08	8	0	0	0	0	
		18.08	4	0	0	0	0	
18	26.08.25	10.21	6	0	0	0	0	
		16.50	6	0	0	0	0	
19	27.08.25	10.00	0	0	0	0	0	
		17.00	6	0	0	0	0	
20	28.08.25	10.11	5	0	0	0	0	
		17.29	11	0	0	0	0	
21	29.08.25	10.10	0	0	0	0	0	

1

		16.55	0	0	0	0	0	

Измерения проведены: Recorded by:	**Исанов С.Д., Специалист ОРП г. Каракол по связям с общественностью** Isanov Sabyrbek, Community Liaison Officer, Karakol PIO	
Проверил (ОРП): Verified by (PIO):	**Джаныбеков А.К., Менеджер ОРП г. Каракол** Dzhanybekov A.K., Karakol PIO Manager	

2

Проект «Управление сточными водами Иссык-Куля»
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			В колодце / In the manhole	**Кт №1 (у биопруда №4)** / RP#1 (by BP#4)	**Расстояние от биопруда №4 до точки с измереным «0» значением (м)**/ Distance to the point with measured "0" value (m)	**Кт №2** / Reference point #2	**Кт №3** / Reference point #3	**п. Геолог**/ Geolog village
1.	1.09.25	17.52	4	0		0	0	0
2.	2.09.25	17.30	10	0		0	0	0
3.	3.09.25	16.44	11	0		0	0	0
4.	4.09.25	16.01	4	0		0	0	0
5.	5.09.25	15.50	0	0		0	0	0
6.	8.09.25	17.22	4	0		0	0	0
7.	9.09.25	17.51	4	0		0	0	0
8.	10.09.25	17.20	5	0		0	0	0
9.	11.09.25	18.31	10	0		0	0	0
10	12.09.25	17.42	6	0		0	0	0
11	15.09.25	16.30	0	0		0	0	0
12	16.09.25	12.55	6	0		0	0	0
13	17.09.25	17.52	6	0		0	0	0
14	18.09.25	17.27	8	0		0	0	0
15	19.09.25	17.45	9	0		0	0	0
16	22.09.25	16.50	0	0		0	0	0
17	23.09.25	15.58	11	0		0	0	0
18	24.09.25	15.59	6	0		0	0	0
19	25.09.25	15.52	7	0		0	0	0
20	26.09.25	16.22	5	0		0	0	0
21	29.09.25	18.16	8	0		0	0	0
22	30.09.25	8.01	4	0		0	0	0

Измерения проведены: Recorded by:	**Исанов С.Д., Специалист ОРП г. Каракол по связям с общественностью** Isanov Sabyrbek, Community Liaison Officer, Karakol PIO	
Проверил (ОРП): Verified by (PIO):	**Джаныбеков А.К., Менеджер ОРП г. Каракол** Dzhanybekov A.K., Karakol PIO Manager	

1

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			В колодце / In the manhole	**Кт №1 (у биопруда №4)** / RP#1 (by BP#4)	**Расстояние от биопруда №4 до точки с измеренным «0» значением (м)**/ Distance to the point with measured "0" value (m)	**Кт №2** / Reference point #2	**Кт №3** / Reference point #3	**п. Геолог**/ Geolog village
1.	1.10.25	17.04	6	0		0	0	0
2.	2.10.25	14.10	4	0		0	0	0
3.	3.10.25	15.07	5	0		0	0	0
4.	6.10.25	17.18	14	0		0	0	0
5.	7.10.25	16.46	11	0		0	0	0
6.	8.10.25	16.43	10	0		0	0	0
7.	9.10.25	15.47	10	0		0	0	0
8.	10.10.25	16.25	11	0		0	0	0
9.	13.10.25	18.00	12	0		0	0	0
10	14.10.25	18.34	9	0		0	0	0
11	15.10.25	17.49	11	0		0	0	0
12	16.10.25	17.40	9	0		0	0	0
13	17.10.25	16.40	0	0		0	0	0
14	20.10.25	16.37	10	0		0	0	0
15	21.10.25	16.05	0	0		0	0	0
16	22.10.25	17.40	5	0		0	0	0
17	23.10.25	17.29	9	0		0	0	0
18	24.10.25	15.55	12	0		0	0	0
19	27.10.25	17.25	16	0		0	0	0
20	28.10.25	17.23	10	0		0	0	0
21	29.10.25	17.51	5	0		0	0	0
22	30.10.25	16.06	0	0		0	0	0
23	31.10.25	17.05	5	0		0	0	0

Измерения проведены: Recorded by:	**Исанов С.Д., Специалист ОРП г. Каракол по связям с общественностью** Isanov Sabyrbek, Community Liaison Officer, Karakol PIO	
Проверил (ОРП): Verified by (PIO):	**Джаныбеков А.К., Менеджер ОРП г. Каракол** Dzhanybekov A.K., Karakol PIO Manager	

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1.	3.11.25	16.30	0	0		0	0	0
2.	4.11.25	17.05	0	0		0	0	0
3.	5.11.25	17.15	0	0		0	0	0
4.	6.11.25	17.43	8	0		0	0	0
5.	7.11.25	18.02	8	0		0	0	0
6.	10.11.25	16.05	0	0		0	0	0
7.	11.11.25	18.09	4	0		0	0	0
8.	12.11.25	16.34	7	0		0	0	0
9.	13.11.25	18.08	6	0		0	0	0
10	14.11.25	18.06	7	0		0	0	0
11	17.11.25	16.11	5	0		0	0	0
12	18.11.25	16.00	0	0		0	0	0
13	19.11.25	17.15	7	0		0	0	0
14	20.11.25	15.38	6	0		0	0	0
15	21.11.25	10.32	6	0		0	0	0
16	24.11.25	16.53	4	0		0	0	0
17	25.11.25	16.29	7	0		0	0	0
18	26.11.25	16.55	6	0		0	0	0
19	27.11.25	17.34	11	0		0	0	0
20	28.11.25	16.08	0	0		0	0	0

Измерения проведены: Recorded by:	**Исанов С.Д., Специалист ОРП г. Каракол по связям с общественностью** Isanov Sabyrbek, Community Liaison Officer, Karakol PIO	
Проверил (ОРП): Verified by (PIO):	**Джаныбеков А.К., Менеджер ОРП г. Каракол** Dzhanybekov A.K., Karakol PIO Manager	

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Проект «Управление сточными водами Иссык-Куля»
Issyk-Kul Wastewater Management Project

Отчет о результатах измерения запаха на КОС г. Каракол и в п. Геолог /
Report on odor measurement results at the Karakol WWTP and Geolog Village

#	**Дата**/ Date: (DD/MM/YYYY)	**Время**/ Time:	**Результаты измерения H2S** (ч/млн) **в контрольных точках (Кт)** / **H2S** (ppm) measurement results in reference points (RP)					
			В колодце / In the manhole	**Кт №1 (у биопруда №4)** / RP#1 (by BP#4)	**Расстояние от биопруда №4 до точки с измеренным «0» значением (м)**/ Distance to the point with measured "0" value (m)	**Кт №2** / Reference point #2	**Кт №3** / Reference point #3	**п. Геолог**/ Geolog village
1.	1.12.25	16.07	0	0		0	0	0
2.	2.12.25	16.36	5	0		0	0	0
3.	3.12.25	15.50	4	0		0	0	0
4.	4.12.25	16.15	0	0		0	0	0
5.	5.12.25	17.04	5	0		0	0	0
6.	8.12.25	16.49	4	0		0	0	0
7.	9.12.25	16.53	6	0		0	0	0
8.	10.12.25	16.00	0	0		0	0	0
9.	11.12.25	17.37	5	0		0	0	0
10	12.12.25	18.03	4	0		0	0	0
11	15.12.25	17.00	6	0		0	0	0
12	16.12.25	16.56	9	0		0	0	0
13	17.12.25	17.31	7	0		0	0	0
14	18.12.25	17.05	8	0		0	0	0
15	19.12.25	16.38	6	0		0	0	0
16	22.12.25	16.34	5	0		0	0	0
17	23.12.25	17.03	7	0		0	0	0
18	24.12.25	16.50	4	0		0	0	0
19	25.12.25	17.26	5	0		0	0	0
20	26.12.25	16.59	4	0		0	0	0
21	29.12.25	17.20	5	0		0	0	0
22	30.12.25	8.37	4	0		0	0	0
23	31.12.25	8.50	0	0		0	0	0

Измерения проведены: Recorded by:	**Исанов С.Д., Специалист ОРП г. Каракол по связям с общественностью** Isanov Sabyrbek, Community Liaison Officer, Karakol PIO	
Проверил (ОРП): Verified by (PIO):	**Джаныбеков А.К., Менеджер ОРП г. Каракол** Dzhanybekov A.K., Karakol PIO Manager	

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Annex 3. Public awareness

1. Public awareness

Methods and format of engagement	Objectives of engagement	Responsible	Frequency	Implementation
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: • **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
Organize public hearings involving all stakeholders (local residents, local administration representatives,	Ensure the project is transparent and meaningfully incorporates input	PMO/PIU staff/PF Abiyr El	As needed	Implemented as needed With the coordination and support of the Balykchy City Mayor's Office and the Department of Education, 11 public hearings (PH) were held with city residents. The

environmentalists and project teams). During the hearings participants: • Discuss the project progress, including environmental, technical and social aspects; • Describe the anticipated further project activities.	from the local community			hearings were conducted with active assistance from the teaching staff of Balykchy schools. Parents of students were invited to the hearings, and teachers also participated in the events. During the events, PIU Manager K.Z. Karasartov provided information on the progress of the Issyk-Kul Wastewater Management Project, explained issues related to connection to the centralized sewerage system, and answered participants' questions. Residents actively participated in discussions, sharing their opinions and suggestions for improving the system's operation. **Social media link:** https://www.facebook.com/share/1anuNLqKqo/

3. Surveys and questionnaires

Methods and format of engagement	Objectives of engagement	Responsible	Frequency	Implementation
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: • Use online forms and hard questionnaires to reach different population groups;	Collect data for analysis and take into account the opinion of all residents of Geolog village.	PMO Specialists, PIU Community Liaison Officer. PF Abiyir El	6 months	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. During the focus group discussions (FGDs) and interviews conducted in accordance with the developed methodology, questions regarding attitudes toward the Project, as well as possible concerns and expectations of residents, were incorporated into the

• Include questions about project, concerns and expectations.				research tools. The collected data were analyzed and taken into account in the preparation of the final analysis. Conduct a survey to assess information needs related to the Project among residents of the city of Karakol, including residents of the Geolog village. The assessment of the population's information needs was carried out using qualitative methods, namely FGDs and semi-structured in-depth individual interviews. Between June and July 2025, five FGDs were organized with residents from different areas of the city of Karakol, including the Geolog village, and three in-depth interviews were conducted with representatives of this settlement. Participants were selected based on age, gender, and social status, which made it possible to obtain a representative picture of opinions and expectations of various population groups. Each focus group included between 8 and 11 participants of different ages, genders, and occupations. Participant recruitment was conducted with the assistance of bolushes (heads of local territorial administrations), and venues for the events were provided by municipal institutions. All participants were informed

				about the principles of voluntary participation and the rules for conducting FGDs. The objective of the study was to identify the level of awareness and information needs of residents regarding the nature and stages of Project implementation, potential benefits and risks, grievance and feedback mechanisms, as well as attitudes toward resettlement issues, which have lost their relevance due to updated calculations of the sanitary protection zone of the Karakol WWTP. Data collection was carried out using open-ended questions, allowing respondents to freely express their views. Data analysis was conducted using thematic analysis, with a focus on recurring themes, emotional responses, and existing information gaps. As a result of the study, analytical materials were developed on the population's information needs, preferred communication channels, and the research methodology. The study results made it possible to determine the level of awareness, attitudes, and potential concerns of Karakol residents regarding the implementation of the project for the construction of new wastewater treatment facilities. Differences in project perception among various population

				groups, including gender aspects, were also identified and will be taken into account in further planning of the communication strategy. The obtained data will be used to develop an effective communication strategy, refine the information needs of target groups and information delivery formats, identify barriers and points of resistance, and adapt approaches to engagement with the local community. Overall, the study provided a solid qualitative basis for establishing transparent and trust-based dialogue with the population at all stages of Project implementation. During the FGDs and individual interviews, the following key thematic areas were identified: Level of awareness about the Project; Perception of and attitudes toward the Project; Information channels used and preferred; Key information needs; Residents' suggestions and recommendations.

				Develop a communication strategy and plan (including templates and samples). Stakeholder mapping. A Communication Strategy and Plan, as well as a Stakeholder Map (Report No. 2), were developed and approved by the PMU. Communication objectives: To increase awareness among Karakol residents about the objectives, stages, and significance of the wastewater treatment facilities construction project. To strengthen trust in the Project through transparency and regular dialogue with residents. To reduce the level of misinformation and concerns related to Project implementation.

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	Ensure transparency and public confidence.	PIU Community Liaison Officer.	According to the air monitoring plan.	The CLO conducts monitoring of odor levels in accordance with the Odor Monitoring Plan. The data are submitted to the PMO and the DSC.

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.				

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 Conducting consultations and public awareness campaigns on the Project During the reporting period, eight consultations and public awareness events were conducted in accordance with the topics stipulated in the scope of work (minutes, participant lists, and photo materials are attached). As a result of these activities, the level of awareness among residents about the Issyk-Kul Wastewater Management Project, sanitation and hygiene issues, and the benefits of connecting to the centralized sewerage system was increased. Participants received practical explanations and answers to relevant questions, which contributed to fostering a more responsible attitude toward wastewater management and environmental protection.

				The events were conducted with the participation of the PIU Karakol CLO, which helped strengthen coordination and improve the quality of engagement with the population. Significant support in mobilizing participants and organizing the meetings was provided by the Karakol City Mayor's Office. Conducting consultations and public awareness meetings for residents of the city of Balykchy on the Project Four consultations/meetings were held with city residents with the participation of specialists on connection to the centralized sewerage system. During these events, information was provided on the procedures for connection to and operation of the system, and residents' questions were discussed. As the information, education, and communication (IEC) materials had not yet been approved by the PMO, preliminary materials were disseminated. Participants actively engaged in the discussions, asked questions, and shared their suggestions. https://www.facebook.com/share/1anuNLqKqo/

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	There is GRM within the framework of the project. The former SAACHCS issued an order defining the procedures for reviewing complaints received at the local and central levels. Members of commissions from state and municipal authorities have been appointed. Local Focal Points have been appointed within the framework of the project. The complaints mainly concerned requests for resettlement timelines and compensation payments, as well as personal requests to improve the social infrastructure of Geolog village. As issues related to resettlement and compensation payments were officially excluded, one grievance was submitted regarding the resolution of six social issues raised by residents of the Geolog village.

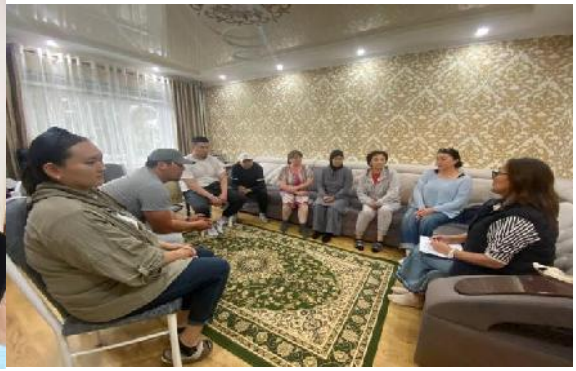
Annex 4: Information on work progress of the PF Abiyir EI, according to ToR and plan

Methods and format of interaction	Purpose of interaction	Responsible	Frequency	Implementation
1.Conducting focus group discussions and interviews among all households of Geolog village and other Local territorial administrations /neighborhood committees of Karakol	To identify information needs and preferences regarding communication channels, including women and girls.	Field Coordinator and Head of IC	June – July	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
2.Development of a communication strategy and plan.	Communication strategy and implementation plan, including recommendations on: Information requirements; Communication channels and frequency; Types of communication;	CLO	July – August	A Communication Strategy and Implementation Plan has been developed, including recommendations on: 1. Information requirements; 2. Communication channels and frequency; 3. Types of communication; 4. Sequence and consistency; 5. Feedback mechanisms; 6. Monitoring and evaluation. The document is being revised in accordance with the comments from the PMO

	Sequence and consistency; Feedback mechanisms; Monitoring and evaluation. This strategy has been delivered as guidance for the CLO			
3.Development of design and content for hard copies of information materials (posters, booklets, and memos))	Develop, publish, and distribute at events at least three types of materials: informational, educational, and communication (IEC): Information in hard copy in Kyrgyz and Russian (e.g., posters, brochures, etc.)	CLO	July-August	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
4.Posting publications/posts about the project (at least twice a month) on the social media of PF Abiyir EL and in WhatsApp and Telegram	Objective: To ensure regular communication with the population about the progress of the Project, its goals, and results	SMM Specialist	6 months	Information coverage on social media pages, links: https://www.facebook.com/share/1P2tMhZCnS/ https://www.instagram.com/abiyir_el?igsh=MTJhdjBnM2wxNXN2aA== Information was distributed through the channels indicated by the FGDs participants and interviews: WhatsApp groups 'Obshchestvennost Karakola';

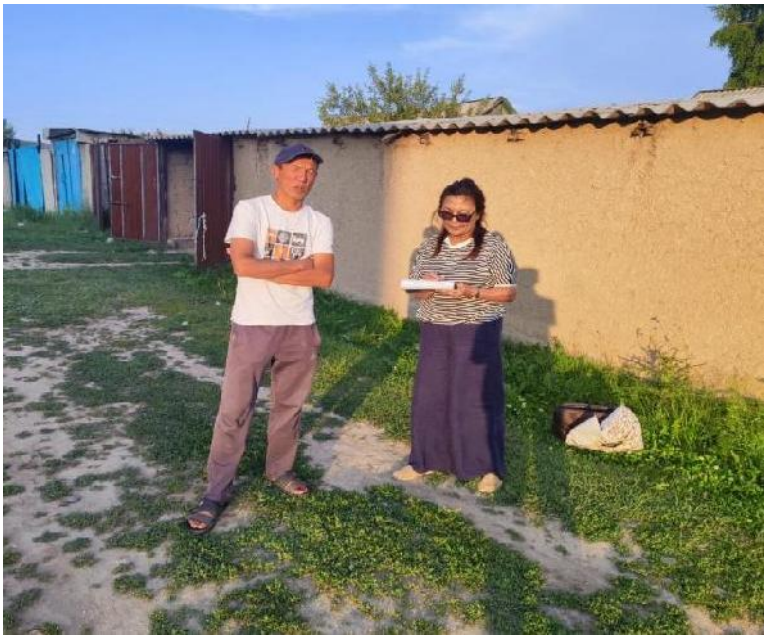
groups/channels (including a list of posts with links and view counts)	through publications on social media and messaging apps; to increase residents' awareness and engagement; and to strengthen trust in and support for the project within the local community			Facebook pages 'Issyk-Kul Turmush' and 'Karakol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

FGD at ATL №1



FGD at ATL №7

FGD in Geolog village



Interviewing in the Geolog village

"Управление сточными водами
Иссык-Куля"


“Управление сточными
водами Иссык-Куля”