



Stakeholder Engagement Plan

Off-Grid Electrification Solutions in Gorno-Badakhshan Oblast, Tajikistan

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Acronyms and Abbreviations

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

1. Introduction

1.1. Background

The World Bank is considering providing support to the Tajikistan Rural Electrification Project (TREP), whose purpose is to provide electricity access to selected settlements in Khatlon and Gorno-Badakhshan Autonomous Oblast (GBO) regions of Tajikistan (Figure 1). The total cost of the World Bank project is US\$ 31.7 million. TREP is part of the Risk Mitigation Regime (RMR) that is included in the upcoming World Bank Country Partner Framework for the Republic of Tajikistan for fiscal years 2019-2023.

TREP is comprised of two major components:

- **Component 1: Provision of electricity access to target settlements in GBAO region.** This component will have the following sub-components.
 - Sub-component 1.1: Construction of micro-grids, and connection of consumers to micro-grids and centralized distribution network of Pamir Energy Company (PEC). This sub-component will finance provision of electricity supply to 61 settlements in GBAO region with total population of about 11,666. The investments will cover: (a) construction of electricity generation infrastructure, which will include micro-grids comprised of Solar PV, small hydro, wind, and battery energy storage systems (BESS); (b) distribution infrastructure, including expansion of 10 and 0.4 kV distribution lines and distribution transformers; and (c) connections and internal wiring for households and public facilities (e.g. hospitals, schools, kindergartens) to alleviate consumer affordability barriers.
 - Sub-component 1.2: Project implementation support to Pamir Energy, technical assistance for additional geological site investigation works for Sebzor Hydropower Project (HPP), and promotion of energy efficiency (US\$1.4 million IDA grant).
- **Component 2: Provision of electricity access to target settlements in Khatlon region.** This component will have the following sub-components.
 - Sub-component 2.1: Connection of target settlements to the centralized distribution network of Barqi Tojik (BT). This sub-component will finance connection to the electricity distribution network of 74 settlements, bordering Afghanistan, in the Khatlon region. The total population of the target settlements is about 31,460 people. The investments will cover the cost of distribution infrastructure, including construction of 35/10/0.4 kiloVolt (kV) distribution lines, installation of additional distribution transformers in existing substations; as well as connections and internal wiring costs for households and public facilities (e.g. hospitals, schools, kindergartens) to alleviate consumer affordability barriers. For all target settlements, access to energy services will be ensured by connecting the settlements to BT's centralized network because this is the least economic cost solution considering the proximity of the target settlements to the power distribution network. Most of the settlements are located within 0.5-2 kilometers of the distribution system.

- Sub-component 2.2: Project implementation support to BT. This sub-component will finance the cost of: (a) PMC to help BT with preparation of bidding documents for works to connect target settlements to its distribution grid; carrying of tenders for procurement of contractors to connect the settlements to the distribution grid of BT; technical supervision of grid-connection activities; and compliance with environmental and social requirement; and (b) monitoring and evaluation costs related to measuring availability of electricity service, efficiency of citizen engagement and addressing gender gaps under the Project.

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



Figure 1. Location of Gorno-Badakhshan Autonomous Oblast and Khatlon Region within Tajikistan

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

- *Environmental and social impact assessments.* The Sebzor hydropower project and the associated 18km transmission line will each be assessed in an Environmental and Social Impact Assessment (ESIA). Final feasibility studies are in preparation, and the environmental and social impacts of the projects have previously been subject to a desktop environmental

and social evaluation and a full feasibility study. The off-grid solutions projects will have preliminary assessments in Environmental and Social Management Frameworks (ESMFs) that will establish criteria for future evaluations of individual electrification projects.

- *Stakeholder Engagement Plans.* Each project component will have a tailored program to engage affected people and other stakeholders
- *Resettlement Policy Frameworks.* Each project component will require the temporary and permanent use of land that is currently allocated to other people and so will result in physical and/or economic displacement of some households. Each will require one or more separate Resettlement Action Plans in the future, but the principles and objectives of the program will be the same for all subprojects. For that reason, a single RPF has been prepared to cover all subprojects.

This report presents the **Stakeholder Engagement Plan (SEP)** for the off-grid renewable energy generation solutions and last-mile grid connection in GBAO. Documents required for each component are identified in Table 1.

Table 1. Environmental and social documentation for TREP and subprojects

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

Pamir Energy will be responsible for all the project components except the Khatlon last-mile solutions, which will be implemented by Barqi Tojik. Pamir Energy was formed in 2002 by the Aga Khan Fund for Economic Development (AKFED) in partnership with the Government of Tajikistan and the International Finance Corporation. Under a public-private partnership agreement with the Government of Tajikistan, the company has assumed the operational management of all power generation, transmission and distribution facilities of the Gorno-Badakhshan Autonomous Oblast (GBAO) of Tajikistan. Barqi Tojik is the state-owned company responsible for power generation and transmission in other provinces of Tajikistan.

1.2. Project Summary

In GBAO, over 12,000 people in 2,528 households in 54 villages currently are not served by electricity (**Ошибка! Источник ссылки не найден.**2). This subproject will include a number of solutions to achieve 100 percent electrification of these villages. These will be “last-mile connections” for villages near the existing grid. It will also include small generation plants (mini-hydro, wind, or solar) to serve other more remote villages, which will remain off the national grid but be served by local mini-grids. The subproject will likely finance household connections and basic wiring costs to alleviate consumer affordability barriers.

At present, the World Bank intends to provide financing for connecting all of the unserved villages (Figure 2), including almost 11,000 people. The subproject may also finance connection costs for social and public facilities (e.g. hospitals, schools, kindergartens), but will not finance such costs for commercial and industrial users. The subproject will be implemented by Pamir Energy, which has operational management of all power generation, transmission and distribution facilities of GBAO.

For the various villages, the electrification solutions will include:

- *Last-mile connections.* In general, these last-mile connections will include construction of 10kV and 4kV distribution lines from the existing grid to the villages of concern and then to houses in the villages.
- *Small hydropower plants* for 11 villages. This would involve building a small weir, diversion of water to a powerhouse, and generation of electricity by small turbines. It would also involve construction of distribution lines from the powerhouses to houses to be electrified.
- *Photovoltaic solar systems* for 18 villages. This would involve installing solar panels at a location near the settlement and connecting the cells to houses to be electrified.
- *Combined wind and photovoltaic solar systems* for six villages.

Connecting the small power plants to houses (and possibly other buildings, as noted) will require construction of 32 kilometers of 35kV transmission lines, about 117 kilometers of 10kV line, and 87.5 kilometers of 4kV line. Construction of these lines would be the same as for the last-mile connections described above.

Land will be needed for the small power plants. Pamir Energy anticipates it will be possible to avoid having the power plants use what are now household plots, and will also avoid trees and orchards wherever possible. In addition, the contractor will require some small amounts of land for temporary use for storage and preparation. Construction of the power plants will require multiple teams of 50 or more workers, with most from local communities but at least a few engineering and supervisory personnel coming from outside. Construction activities at any single plant would be completed within a single construction season (typically April to November). Work crews for the distribution lines would come predominantly from local communities, with only a few supervisory and technical personnel coming from outside. Construction of the lines would not take more than a few days or weeks in or near any settlement.

At present, the off-grid renewable energy solutions for GBAO project is currently under advanced planning phase awaiting further financial support.

As demonstrated in Figure 2, the majority of potential small hydro power projects (SHPPs) are clustered to the Bartang river basin in Rushan district of GBAO. The highest potential for solar power generation projects were identified in the Murghab district in mountainous settlements of the central and north-eastern parts of the district. Banj and Rushan districts have also been identified as having high potential for last-mile connections to the national grid.

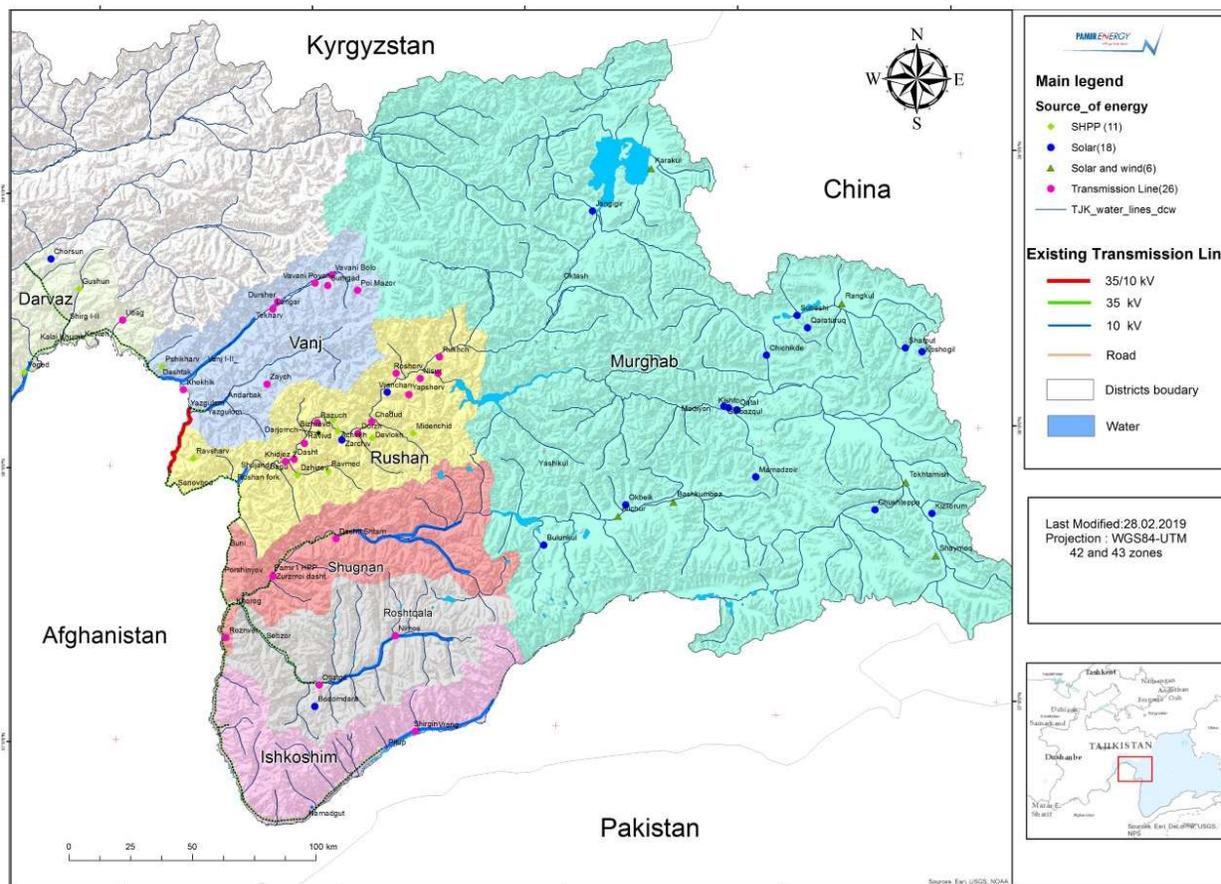


Figure 2. Non-electrified villages in GBAO

No	Name of settlement	Households	Population
Darvaz region			
1	Gushin	9	76
2	Chursun	4	25
3	Ubag	5	30
4	Yodged	121	796
<i>Region totals</i>		<i>139</i>	<i>927</i>
Vanj region			
5	Pshikharv	25	180

<i>No</i>	<i>Name of settlement</i>	<i>Households</i>	<i>Population</i>
6	Zaych	13	70
7	Dursher	5	25
8	Poi Mazor	47	270
9	Vanvani Bolo	41	240
10	Vanvani Poyon	17	120
11	Vavani Bolo	6	40
12	Vavani Poyon	1	6
13	Sumgat	5	50
<i>Region totals</i>		<i>160</i>	<i>1001</i>
Rushan region			
14	Devlokh	8	40
15	Dorzh	36	108
16	Barchidev	39	200
17	Nisur	47	232
18	Roshorv	191	1131
19	Yapshor	55	150
20	Rukhch	50	272
21	Jizev	13	76
22	Vranchen	8	38
23	Ravmed	65	300
24	Bijravd	4	18
25	Khidjez-2	18	92
26	Dasht-2	8	36
27	Midenchid	8	38
28	Chidud	32	149
29	Achirkh	21	68
30	Zarchiv	4	26
31	Darzhomch	56	220
32	Ravivd	58	227
33	Razuch	56	213
34	Ravsharv	5	40
<i>Region totals</i>		<i>782</i>	<i>3674</i>
Shugnan Region			
35	Ronzver	7	35
36	Zurzmoi Dasht	17	102

<i>No</i>	<i>Name of settlement</i>	<i>Households</i>	<i>Population</i>
37	Dashti Shtam	38	228
<i>Region totals</i>		62	365
Roshtqala region			
38	Nimos	2	10
39	Bodomdara	1	6
40	Otazhatga	3	16
<i>Region totals</i>		6	32
Ishkashim region			
41	Shirgin	7	36
<i>Region totals</i>		7	36
Murghab region			
42	Alichur	296	888
43	Bashkumbez	160	648
44	Bulunkul	54	250
45	Tokhtamish	168	795
46	Shaimoq	203	719
47	Subashi	14	58
48	Oqbeik	16	60
49	Qizilorum	10	51
50	Chueshteppa	7	28
51	Koshagil	11	44
52	Mamadzoir	13	52
53	Qaraqul	154	777
54	Rangkul	300	1196
55	Chichikde	33	315
56	Oqtal	8	40
57	Kishto	5	20
58	Gulbazqul	3	12
59	Shatput	28	103
60	Qaraturuq	24	123
61	Jangigir	11	72
<i>Region totals</i>		1518	6251
Totals in GBAO		2674	12286

1.3. Objectives of Stakeholder Engagement Plan

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

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

2. Regulatory Context

2.1. Tajikistan requirements for stakeholder engagement

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

- The Environmental Protection Law establishes the right of citizens to live in a favorable environment and to be protected from negative environmental impacts (Article 12). Citizens also have the right to environmental information (Article 13) as well as to participate in developing, adopting, and implementing decisions related to environmental impacts (Article 13). The latter is assured by public discussion of drafts of environmentally important decisions and public ecological reviews. Public representative bodies have an obligation to take into consideration citizens' comments and suggestions.
- The Law on Environmental Expertise (art. 7) also provides the rights to citizens to conduct a Public Environmental Expertise (that is, a public environmental review). This law also empowers local authorities to facilitate public hearings, questionnaires, and referendums regarding planned activities that are subject to ecological expertise. On 17 July 2001, Tajikistan acceded to the 1998 Aarhus Convention, the provisions of which have priority over domestic law that stipulates the rights for Public Environmental Expertise. The element of public participation in the EIA procedure is described in detail in the Procedure (Order) for Conducting an EIA of 2018. Public participation procedures are envisaged for all categories of projects, although in practice they are mainly applied to major projects. The Procedure (Order) for Conducting the EIA of 2014 changed the focus and timing of public discussions, as the previous version (2006) provided for the participation of the public at an early stage of the process (i.e., after submitting a draft declaration of intent to the competent environmental authority) and it was indicated that comments and suggestions from the public

be taken into account in drafting the technical task for carrying out the EIA. In fact, this ensured the participation of the public at the stage of defining the range of EIA tasks (scoping). The Procedure for Conducting the EIA of 2018 assumes public discussions only after the preparation of the EIA report by the project developer.

2.2. World Bank requirements for stakeholder engagement

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

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

- "Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project."
- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts."
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not."

Borrowers are required to develop a Stakeholder Engagement Plan (SEP) proportionate to the nature and scale of the project and its potential risks and impacts (paragraph 13). Stakeholders have to be identified

and the SEP has to be disclosed for public review and comment as early as possible, before the project is appraised by the World Bank. ESS10 also requires the development and implementation of a grievance redress mechanism that allows project-affected parties and others to raise concerns and provide feedback related to the environmental and social performance of the project and to have those concerns addressed in a timely manner.

3. Stakeholder Identification, Analysis and Communication Methods

3.1. Scoping consultations

During the period of February 18 – March 10, 2019, Pamir Energy organized and carried out a series of scoping consultations, meetings and interviews¹. The scoping consultation process involved identification of key project stakeholders in Dushanbe and GBAO, meetings with state and local authorities in Dushanbe and Khorog (Houkumat, Jamoat), meetings with regional NGOs and academic research institutes and universities in Dushanbe and Khorog (e.g., University of Central Asia and Pamir Biological Institute in Khorog). The main objectives of scoping consultations included:

- To identify and verify interests of project stakeholders and to maintain or establish working dialogues between Pamir Energy and the stakeholders
- To disclose information about the proposed off-grid electrification solutions in GBAO
- To understand stakeholders' expectations about the project and their respective levels of interest in continued communication and participation in future Pamir Energy activities associated with the proposed project.
- To receive feedback, comments, and concerns from stakeholders about the project and on prospective regional electricity supply schemes in general
- To obtain feedback on major environmental, social and economic problems in Roshtqala, Shughnan, Rushan and Ishkashim districts and overall across GBAO.

Table 3 and Table 4 identify key project stakeholders who were consulted during scoping consultations.

¹ Consultations and discussions dealt with the full World Bank Tajikistan Rural Electrification Project, which includes the Sebzor hydropower plant, 18km connecting transmission line, **off-grid connections in GBAO** and Khatlon, and this 63km transmission line.

Table 2. Scoping consultations in Dushanbe

<i>Date</i>	<i>Stakeholder organization</i>	<i>Position</i>	<i>Full name</i>
21 February	Renewable Energy Center	Director	Kabutov Kurbondjon
21 February	Physics and Mathematics Institute of the Academy of Sciences of the Republic of Tajikistan	Deputy Head of Department	Boturov Kodir
21 February	BARS Consulting	Founder	Alikhon Latifi
23 February	Tajik Technical University, department «Communication networks and switching systems»	Senior lecturer	Bahdavlatov Asratbek
24 February	NGO «Civil society and environment»	Director	Alidodov T.
25 February	NGO Peshsaf	Director	Ruslan Shukurov
25 February	Office of Youth Ecological Center	Director	Yuri Skochilov
25 February	Tajik Technical University	Senior lecturer	Ganiev Zokirjon
25 February	Ministry of Health and social protection	Head of the Department of Management and Food Safety, State Sanitary-Epidemiological Service Management and the Ministry of Health and Social Protection	Kandakov Ahliddin
25 February	Committee on environment protection under the Government of Tajikistan	Head of international affairs sector	Salimov Muzaffar
26 February	Ministry of Energy and water resources	Head of Investment Department	Manuchehr Safarzoda
26 February	Barqi Tojik	Chief Engineer	Rahmatov Bakhtiyor
26 February	Ministry of Energy and Water Resources	Head of Department for Analysis and Monitoring of the Electric Power Industry Directorate, Ministry of Energy and Industry of Tajikistan	Tilloev Vays

Table 3. Second-round consultations in Khorog

<i>Date</i>	<i>Name of Unit</i>	<i>Position</i>	<i>Name</i>
25 February	Government	The Governor	Yodgor Fayzov
	Committee of Environmental protection	Head of committee	Mulkamon Nazaraliev
	Inspection Department of Environment Protection Control	Head of department	Aynulloev Shirin
26 February	University of Central Asia – Environmental Department	Professor	Royce Slydly
		Research fellow	Shodigul Mamadyorbekova
	Forest Protection Department	Engineer	Kambarov Hokim
		Forestry officer	Kosumbekov Khushvaqt
	Association of Entrepreneurs and Mountain Farmers «Milal-Inter»/Aarhus Center	Chairman/Director	Boymamad Alibakhshov
27 February	CAMP 'Tabiat', Forest Protection Department	Field coordinator	Haqrizo Nurmamadov
		Specialist	Abdulmajidov Abdulaziz
28 February	Pamir Biological Institute	Former Director	Dovutsho Navruzshoev
		Ornithologist	A.G. Abdunazarov

3.2. Project-affected people

3.2.1. People affected by land acquisition

Perhaps the key category of people who may be affected by the project would be those who may lose land they current use or other assets, including houses, buildings, trees, or other valuable property. In addition, some people may lose access to common resources due to the project's use of the land.

The hydropower projects will require land for construction of civil structures such as weirs, intakes, headraces, power houses and substations. Solar project may also require some limited land acquisition to place the PV panels on leased or owned private lands. Therefore, it is particularly important to examine the land acquisition, physical or economic displacement and compensation aspects during social appraisal of the proposed off-grid solution projects. Other people residing in the project areas

A second key category of PAPs will be people who live near the construction sites who may be disturbed by project traffic, noise, dust, or other construction impacts, and who may also benefit from employment opportunities. This category would also include those who use the rivers (for SHPP projects) from the future reservoir area downstream to the powerhouse area, who also may benefit from employment opportunities.

3.2.2. Village representatives (Jamoats)

A third category of important PAPs will be representatives of Jamoats. Head of Jamoats typically have frequent communication with their villages and smaller communities so it will be important that they have information about the project, including employment status and upcoming activities.

3.3. Other interested parties

3.3.1. Other interested parties - external

Table 5 summarizes the key categories of other interested parties and their potential interest in the project.

3.3.2. Other interested parties – Internal

Internal interested parties with stakes in the project include the management and staff of Pamir Energy, their future contractors and subcontractors, service providers, local vendors, and suppliers.

Table 4. Other interested parties - external

<i>Other interested parties</i>	<i>Interest in the project</i>
Ministries and Government agencies (State level) <ul style="list-style-type: none"> – Committee on environment protection under the Government of Tajikistan – Ministry of Energy and water resources 	Overall: To ensure project compliance with Tajik legislation (e.g. energy policies, environmental performance) during construction and operation <ul style="list-style-type: none"> – Responsible for protected areas and proposed protected areas that are or may be created in the vicinity of the project – Promote Tajik energy security and development – Possible involvement in some project-related mitigation measures
Local (region and district scale) Government departments and villages (Jamoats)	<ul style="list-style-type: none"> – Protect the rights of inhabitants in the project area – Represent local communities and PAPs – Receive and address any feedback and grievances from them – Responsible for land allotments and compensation under Tajik law
Nongovernmental organizations (local, regional, national, international)	Monitor project performance in areas of their respective concerns Consult with Pamir Energy and governments as needed
Business and workers' organizations	Interest in procurement and supply chain, potential environmental and social impacts as well as community health and safety
Other project developers in GBAO and their financiers (e.g. SECO, ADB, EBRD, KfW, IFC)	Future developments may require more and more reliable power (no known developments at present)
Press and media	Inform people and authorities in the project area and the wider public about project implementation and planned activities
General public, tourists, jobseekers	Interest in the general socioeconomic impacts of the project, both adverse and beneficial
Academic institutions (universities, think tanks, schools)	<ul style="list-style-type: none"> – Potential concerns regarding environmental and social impacts – Potential educational/outreach opportunities to increase awareness and acceptance of the project

3.4. *Disadvantaged / Vulnerable individuals or groups*

Disadvantaged or vulnerable individuals or groups are those who may potentially be disproportionately affected by the project and/or less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project. For purposes of this project, the following people and households are considered vulnerable:

- Households headed by women, including those whose husbands or partners are working abroad and do not make significant contributions to the household's income or welfare
- Elderly households (headed by pensioners or elderly people)
- Households with disabled persons
- Households in extreme poverty. There is no threshold for poverty in Tajikistan, so this will be determined on a case-by-case basis during studies conducted as part of the Resettlement program.

From the analysis of basic demographic and social data for the proposed villages in GBAO, it is estimated about just over 3 percent of the population would be considered vulnerable, including elderly (over 60 years), disabled, and/or widowed.

As described in the Resettlement Policy Framework (RPF), vulnerable people and households will be eligible for special allowances and compensation.

3.5. *Summary of stakeholder interest in and influence over the project*

Table 6 summarizes the level of interest in and potential influence over the project of the various stakeholder categories identified above. Categories having “high level of interest” and “high ability to influence/impact the project” will require regular and frequent engagement, typically face-to-face and written, and several times per year. Categories with medium interest or medium influence will require regular engagement (e.g. every half-a-year), typically through written information. Other will require infrequent engagement (e.g. once a year), typically through indirect written information (e.g. mass media).

Table 5. Level of interest and influence over the project

<i>Level of interest in project</i>	<i>Ability or likelihood to influence or impact the project</i>		
	<i>High</i>	<i>Medium</i>	<i>Low</i>
High	<ul style="list-style-type: none"> – State Ministries, Committees and Government Agencies – Project-affected persons – Other people residing in project areas 	<ul style="list-style-type: none"> – Regional government (Khoukumat in Khorog) – Regional Government (Committees) – Jamoats and villages 	
Medium	<ul style="list-style-type: none"> – NGOs – Press and media 	Businesses and workers' organizations	<ul style="list-style-type: none"> – Academic institutions – General public, tourists, jobseekers
Low			Other project developers and donors

4. Stakeholder Engagement Program

4.1. Engagement methods to be used

A summary description of the engagement methods and techniques that will be applied by project developer is provided in Table 7 below. The summary presents a variety of approaches to facilitate the processes of information provision, information feedback as well as participation and consultation.

4.2. Planned stakeholder engagement activities

Stakeholder engagement activities will need to provide stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. Table 8 presents the stakeholder engagement activities Pamir Energy will undertake for the project. The activity types and their frequency are adapted to the three main project stages: project preparation (including design, procurement of contractors and supplies), construction, and operation and maintenance.

Table 6 Methods, Tools and Techniques for Stakeholder Engagement

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

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

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

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

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

Method / Tool	Description and Use	Contents	Dissemination Method	Target Groups
Site Tours	<p>Visits to Project Site and facilities organised for local communities, authorities and the media to demonstrate Project solutions.</p> <p>Visitors are accompanied by the Project's staff and specialists to cover various aspects and to address questions arising from the public during the tour.</p>	<p>Demonstration of specific examples of Project's design solutions and approaches to managing impacts.</p>	<p>Targeted invitations distributed to selected audience offering an opportunity to participate in a visit to the Project Site.</p> <p>Limitation: possible safety restrictions on the site access during active construction works.</p>	<p>Local communities within the Project Area of Influence.</p> <p>Elected officials.</p> <p>Media groups.</p> <p>NGOs and other initiative groups.</p>

4.2.1. Public/community meetings

Prior to other activities, at the time of disclosure of the Environmental and Social Impact Assessment, the Resettlement Policy Framework, and this SEP, Pamir Energy will organize project launch meetings in Khorog and in each of the villages or Jamoats within three districts having the highest potential for off-grid solution projects, namely Murghab district in mountainous settlements of the central and north-eastern parts of the district; Vanj and Rushan districts; Shugnan and Roshtqala districts. Meetings will be open house events where Pamir Energy (and/or contractors) will present information and people will be invited to make comments and express any concerns. Following the disclosure meeting, comments will be considered in the development of final ESMF and SEP. After the other meetings, Pamir Energy will follow up with Jamoat leaders and with stakeholders who expressed concerns about any E&S topic or the project as a whole.

4.2.2. Mass/social media communication

Pamir Energy will appoint/assign a community liaison officer (CLO) for each subproject and during each construction season (about six or seven months per year) in order to remain in close communication with PAPs, village leaders, and with contractor supervisors.

Meetings will be advertised in two newspapers “Asia Plus” and “Badakhshan”. In addition, meetings will be announced in Pamir Energy’s monthly published magazine and on Pamir Energy’s website, and notices will be placed local notice-boards at Pamir Energy offices and in district & village offices.

4.2.3. Communication materials

Written information will be disclosed to the public in a number of ways. Initially, the draft ESMF, draft RPF, and SEP will be disclosed in English and Russian. In addition, Pamir Energy will prepare brochures on a number of topics, including the project as a whole, on the land acquisition and compensation process, and on the grievance mechanism. These brochures will be available at meetings and will also be posted on bulletin boards in Jamoat offices and on information boards. Pamir Energy will also update its website regularly (at least on a quarterly basis) with key project updates and reports on the project’s environmental and social performance. The website will also provide information about the grievance mechanism.

4.2.4. Information desks

When construction is about to be undertaken in any of the districts and Jamoats, and while construction is ongoing there, an information desk will be set up to provide local residents and affected people with information on stakeholder engagement activities, construction updates, contact details of the Pamir Energy Community Liaison Officer, and grievance management. Pamir Energy will set up these information centers, which may be staffed by contractors. They will be set up in village centers or other easily accessible places where people can receive and share information about the project. The brochures mentioned above will be available at these information desks.

Table 7. Planned stakeholder engagement activities

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

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

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

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

4.2.5. Grievance redress mechanism

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

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

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

4.2.6. Project tours

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

4.2.7. Citizen/PAP perception survey

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

4.2.8. Trainings and workshops

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

4.2.9. Vulnerable groups

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

4.3. Information disclosure

The Pamir Energy website (<http://www.pamirenergy.com/en/presscenter/public.php>) will be used to disclose project documents, including those on environmental and social performance. This began with disclosure of a draft of this SEP and the draft ESMF and RPF. Besides the draft disclosure documents (and the final documents in future), project brochure was made available. On the Pamir Energy website, an easy-to-understand guide to the terminology used in the environmental and social reports or documents will be posted prior to project initiation. In addition, the site will provide details about the Grievance Redress Mechanism and contact details for the Community Liaison Officer. Pamir Energy will update and maintain the website regularly, at least quarterly.

4.4. Disclosure of and consultations on ESMF, RPF, and SEP

This ESMF was prepared to meet requirements of the World Bank and also the requirements of Tajikistan laws on Environmental Protection and Law on Environmental Expertise. Documentation includes this ESMF, a Stakeholder Engagement Plan (SEP), and a Resettlement Policy Framework (RPF). When this draft ESIA and other documents was disclosed to authorities and the public on 24 April 2019, it was announced in the regional/state newspaper (“Asia Plus”) and local newspaper “Badakhshon”. It was also announced on Pamir Energy web page (<http://www.pamirenergy.com/en/presscenter/public.php>).

Besides the draft disclosure documents (and the final documents in future), project brochures and updates were posted. An easy-to-understand guide to the terminology used in the environmental and social reports or documents will also be posted on the website. In addition, the site will provide details about the Grievance Redress Mechanism (Subsection 9.5) and contact details of the Community Liaison Officer. Pamir Energy will update and maintain the website regularly during project implementation, at least quarterly.

Paper copies of all ESIA documentation will be placed in Jamoats and advertisements of meetings placed on notice boards. Electronic copies are available at the website above. Addresses where the ESIA documents can be reviewed include the following:

- Pamir Energy, 75 Gulmahmadova Street, 736000 Khorog, GBAO, Tajikistan
- Administration (Khoukumat) of GBAO in Khorog, address: city Khorog, Lenin street 47, Tajikistan

- Administration (Khoukumat) of Roshtqala district in Roshtqala; address: Khorog, Committee for Environmental Protection (CEP), Lenin street, 46, Tajikistan.

In the week of 22 April, Pamir Energy advertised and gave notice of meetings in selected villages. At the meetings, Pamir Energy distributed brochures and presented information on the overall project and the project that would be implemented to electrify their villages. They noted that more detail information on the project as well as documentation on environmental and social aspects of the projects are available on the Pamir Energy website, the brochures and newspapers developed by Pamir Energy that are distributed, in the regional newspaper “Badakhshon”, and messages sent to consumers via phones.

Darzhomch

One of the meetings was held in Darzhomch village (population 220) in the Bartang community of Rushan district on 25 May. Representatives of Razuch village (population 213) also attended. A total of about 50 men and women from Darzhomch and nearby communities attended, as shown in the photographs below. Pamir Energy asked people to sign in and receive brochures that describe the project. Pamir Energy’s presentation noted the poles will be located so that no households will need to be relocated, but that compensation would be paid when poles were on agricultural or other land or when people suffered any sort of losses. Given the lack of access to electricity and its implications for living conditions, attendees at the meeting very much supported the project.



Consultation meeting in Darzhomch



Pamir Energy noted that by increasing the capacity of the current mini-hydropower plant, Razuch and Ravidd (population 136) villages would be electrified. Most questions and concerns were related to employment – who would be employed, how would they be selected, etc. Pamir Energy reported that construction contractors will announce openings and qualifications required and will then short-list and hire applicants based on availability and qualifications. In addition, Pamir Energy noted that new employees during operation would be selected based on relevant qualifications such as education and technical knowledge.

No attendees expressed concerns or objections to the project, and all were supportive. Minutes of the meeting, the list of attendees, and the brochure that was made available to attendees (and also made available to other villages) are presented as Annex 2.

Zaych

Another meeting was held in Zaych village (population 136) of Vanj District on 26 May. A total of 37 community members attended, including many women, as shown in the photographs below. Pamir Energy asked people to sign in and handed out brochures that describe the project. Pamir Energy’s presentation noted the poles will be located so that no households will need to be relocated, but that compensation would be paid when poles were on agricultural or other land or when people suffered any sort of losses. Given the lack of access to electricity and its implications for living conditions, attendees at the meeting very much welcomed the project’s implementation.



Consultation meeting in Zaych

Attendees expressed no objection or concerns about the project and its impacts. They are generally very hopeful it will contribute to positive developments for their village. The primary points of interest were potential employment opportunities and compensation (in-kind) for potential loss of land. The village leader expressed the hope that instead of having to migrate to Dushanbe or Russia to support their households, their employment on the project could contribute to the local economy. A local teacher noted that students have to study in daylight and teachers cannot use videos or other teaching methods that require electricity. Both they and all others expressed support for the project. Minutes of the meeting, the list of attendees, and the brochure that was made available to attendees (and also made available to other villages) are presented as Annex 3.

5. Grievance Redress Mechanism

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

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

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

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

- Land acquisition and compensation
- Construction damages to property, crops, or animals
- Traffic
- Environmental impacts such as erosion
- Nuisances such as dust or noise
- Worker misbehavior
- Reduction in water flows in the river

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

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

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

Grievances would be handled as described in the following subsection.

5.1. Grievance resolution process

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

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

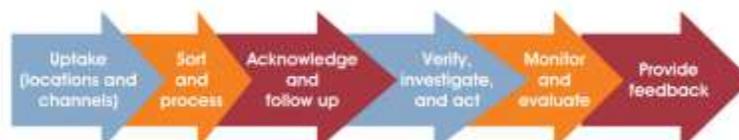


Figure 3 Schematic process of GCM mechanisms

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

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- **Step 1: Uptake.** Project stakeholders will be able to provide feedback and report complaints through several channels: in person at offices (village/mahalla, jamoat, project, and Pamir Energy offices) and at project sites, and by mail, telephone, and email.
 - **Step 2: Sorting and processing.** Complaints and feedback will be compiled by the Community Liaison Officer and recorded in a register. Submissions related to the resettlement and compensation program will be referred to the HSE Department for processing and resolution. The Department will assign one individual to be responsible for dealing with each complaint, including following through within Pamir Energy and with the complainant to arrive at a resolution, with the goal to resolve complaints within 15 days of receipt.
 - **Step 3: Acknowledgement and followup.** Within seven (7) days of the date a complaint is submitted, the responsible person will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint. If complaints are not resolved within 15 days, the responsible person will provide an update about the status of the complaint/question to the complainant and again provide an estimate of how long it will take to resolve the issue. In addition, the HSE Department will report to the General Director every two weeks on grievances that have remained unresolved for 30 days or more.
 - **Step 4: Verification, investigation and action.** This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint's validity, and then developing a proposed resolution, which could include changes of decisions concerning eligibility for compensation, additional compensation or assistance, changes in the program itself, other actions, or no actions. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue. It is expected that many or most grievances would be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register.
 - **Step 5: Monitoring and evaluation.** Monitoring refers to the process of tracking grievances and assessing the progress that has been toward resolution. The HSE Department will be responsible for consolidating, monitoring, and reporting on complaints, enquiries and other feedback that have been received, resolved, or pending. This will be accomplished by

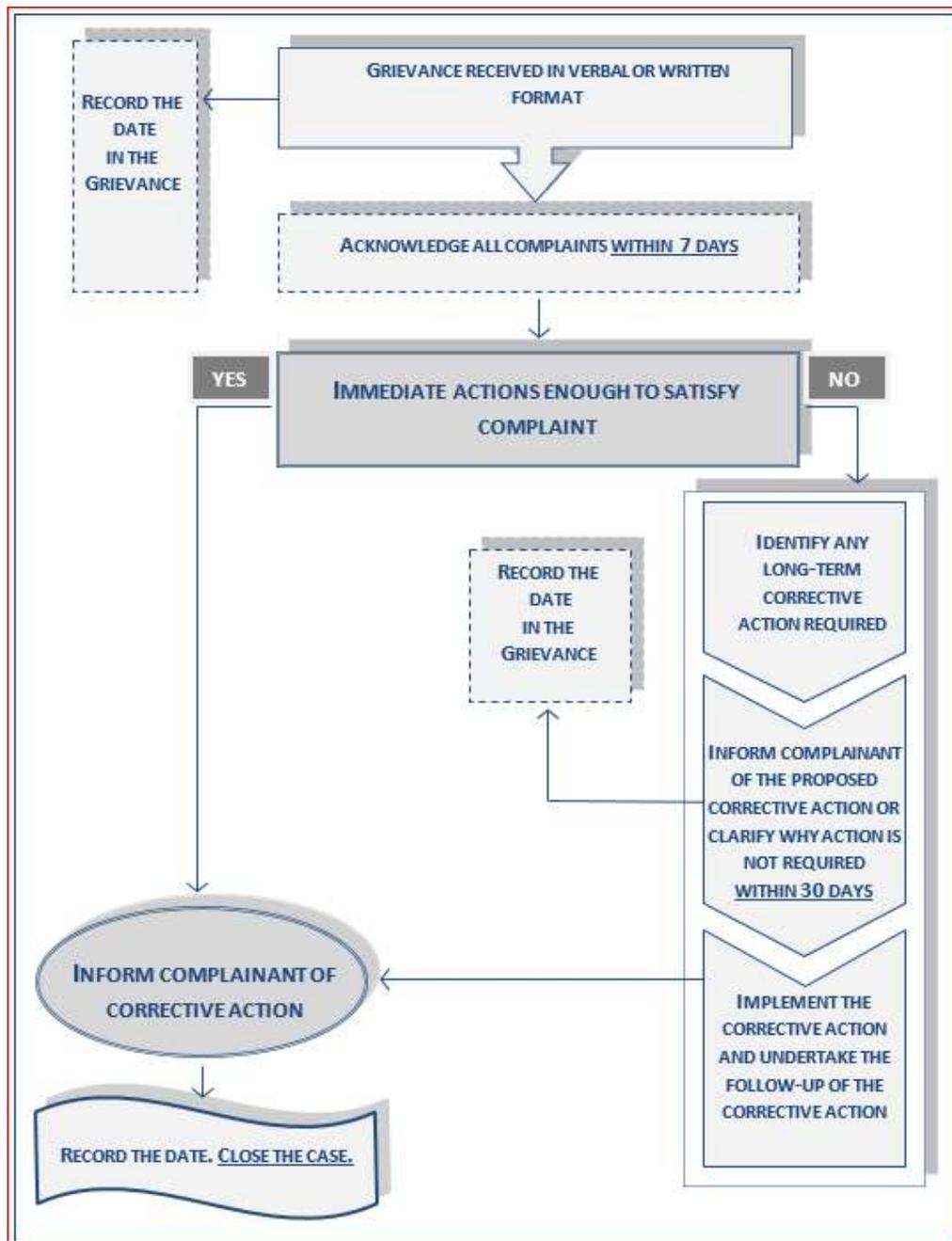


Figure 4. Typical grievance resolution process

maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions.

- **Step 6: Providing Feedback.** This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person. If the complainant is not satisfied with the resolution, he or she will be informed of further options, which would include pursuing remedies through the World Bank, as described below,

or through avenues afforded by the Tajikistan legal system. On a monthly basis, the HSE Department will report to the General Director on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 30 days. Data on grievances and/or original grievance logs will be made available to World Bank missions on request, and summaries of grievances and resolutions will be included in periodic reports to the World Bank.

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

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

If a person who submits a grievance is not satisfied with the resolution at the first or second tiers, he or she may request it be elevated to the next tier. If they are not satisfied with the ultimate resolution, they may pursue legal remedies in court or pursue other avenues as described in section 5.6. Throughout the entire process, Pamir Energy will maintain detailed records of all deliberations, investigations, findings, and actions, and will maintain a summary log that tracks the overall process.

5.2. Grievance processing

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

- By completing a written grievance form that will be available (a) in the Jamoat and in the villages crossed by the line, (b) at Pamir Energy’s offices in Khorog and on their website, and (c) from CLOs or other members of the HSE Department. An example of a grievance registration form is provided in Annex 1.
- By contacting the Pamir Energy Community Liaison Officer or other member of the Pamir Energy HSE Department team, either by telephone or in person. In addition, grievances may be communicated to contractor supervisors or to Pamir Energy electrical inspectors, who will be briefed on receiving and reporting complaints. Grievances received verbally will be recorded by the Community Liaison Officer on a grievance registration form and logged into the Grievance Register. A copy of the logged grievance will be given to the complainant, giving them the opportunity to alert Pamir Energy if the grievance has not been noted down correctly.

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

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

Information to be recorded in the grievance log will include name and contact details of the complainant and a summary of the grievance and how and when it was submitted, acknowledged, responded to and closed out. All grievances will be acknowledged within 7 days and resolved as quickly as possible. If there has been no resolution within 30 days, the person assigned responsibility for the grievance will contact the complainant to explain the reason for the delay. On at least a monthly basis, a summary of grievances and resolutions will be provided to the Pamir Energy General Director. A generic flow chart for registering and processing grievances is shown as **Ошибка! Источник ссылки не найден.5**. The status, number, and trends of grievances will be discussed between the project team and Pamir Energy senior management during meetings held at least monthly and more frequently as needed.

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

In certain situations, it may not be possible to reach a satisfactory resolution. This could occur if a complaint cannot be substantiated or is proved to be speculative or fraudulent. In such situations, Pamir Energy’s efforts to investigate the grievance and to arrive at a conclusion will be well documented and the complainant advised of the situation. It is also possible that a complainant will not be satisfied with the

proposed resolution. In such cases, if Pamir Energy cannot do more, the complainant will be asked to acknowledge refusal of the proposed resolution in writing. Pamir Energy will then decide whether to implement the resolution without the agreement of the complainant and the complainant will decide whether to pursue legal remedies.

5.3. Grievance logs

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

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

5.4. Monitoring and reporting on grievances

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

5.5. Pamir energy point of contact

The point of contact regarding the stakeholder engagement program:

<i>Description</i>	<i>Contact details</i>
Name	Asligul Mamadatoeva
Address:	75 Gulmamadova Street 736000 Khorog, GBAO, Tajikistan
E-mail:	mavluda.mamadatoeva@pamirenergy.com
Telephone:	+992 35 222 23 10

Information on the project and future stakeholder engagement programs will available on the project’s website and will be posted on information boards in the villages crossed by the line. Information can also be obtained from Pamir Energy in Khorog.

Six-monthly E&S reports that document the implementation of the Stakeholder Engagement Plan (SEP) will be disclosed on the project website and made available in the Jamoats or at the village heads houses.

5.6. World Bank Grievance Redress System

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

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

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

The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the complaint. Finally, the complaint should identify the complainant(s) or assigned representative/s, and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

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

Annex 1: Example Grievance Form

Grievance Form

Grievance reference number (to be completed by Pamir Energy):

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

Annex 2: Minutes for Consultation Meeting in Darzhomch Village

MINUTES OF MEETING

PROJECT NAME

Tajikistan Rural Electrification Project

VENUE

Darzhomch village, Bartang community of Rushan district, Viloyati Mukhtori Kuhistoni Dadakhshon (VMKB)

DATE OF MEETING

25/04/2019

PRESENT

N. Khaydarova – Engineer, Pamir Energy Company
 R. Yormonov – Master of Rushan TEC, Pamir Energy Company
 I. Nasillobekov – PR Specialist, Pamir Energy Company
 M. Tolibshoev – Chairman of Bartang Community
 The community members [the list of participants is attached]

1. Summary

For the consultative meeting (on TREP off-grid component, particularly E&S documentation) all village residents were invited and about 50 community members gathered and participated in the meeting. They received information and details about the planned project implementation as well as related environmental and social impacts that were identified in recent assessments. Given the lacking access to electricity (and related implications for living conditions) Darzhomch villagers very much welcome the project’s implementation. They expressed no objection or concern related to the project and its impacts as they are generally very hopeful that it will contribute to positive developments for their village. Primarily, employment opportunities and compensation (in-kind) for potential loss of land were the main points of community interest and discussion.

2. Welcome and Introduction

An introductory speech was made by the chairman of Bartang community, Mr. Tolibshoev Mamadyor, who welcomed the representatives of Pamir Energy Company (PE) and expressed his opinion and the opinion of the local community about how pleased they are that the company had launched rural electrification project in non-electrified villages.

Ms. Nazira Khaydarova, a representative of PE, presented the Tajikistan Rural Electrification Project that was developed as part of the Government of Tajikistan and PE initiative on electrification of the off-grid rural population in VMKB and Khatlon regions in cooperation with the World Bank (WB). She mentioned that although within 16 years of operation, the company has significantly increased energy availability for 218,000 people (96% of the population) in Eastern Tajikistan, there are still 12,286 people, residing in 61 villages of VMKB, without electricity. Therefore, the given project aims at electrification of these people through the construction of hydropower plants, solar plants, and wind turbines, as well as the connection of some villages to the company's power grid through the construction of transmission lines. The project will be financed by the WB. Along with the requirements of the legislation of the Republic

of Tajikistan, as a precondition for financing, the WB also requires several activities including the environmental and social assessment, according to Ms. Khaydarova.

The environmental and social assessment will help to determine the potential environmental and social effects of the project, therefore, as she noted the additional research/assessment will be conducted on each individual project component and other required documents will be developed, which are listed in the brochures that I have distributed earlier. For instance, as a common practice, while implementing such projects, a plan for resettlement and compensation is developed. An example of the socio-economic aspect would be not only electrification of the targeted areas, but also employment opportunities for the local population.

Ms. Khaydarova also highlighted other components of the project, such as construction of 11 MW Sebzor HPP, construction of a 63 km of 110kV transmission line from “Khorog” substation to the “Kozidekh” substation of Ishkashim district, as well as 18 km T-line from the planned “Sebzor” substation to the 110/35kV “Khorog” substation. More detail information on the project as well as the developed documents on environmental and social aspects of the projects are available on the PE website, the brochures and newspapers (developed by PE) that are distributed, as well as on the regional newspaper – “Badakhshon” and messages sent to consumers via phones.

The link to the website is provided in the PE newspapers that were distributed during the meeting. The dates for consultative meetings with the local communities for each targeted village under the project are indicated in the newspaper. That is why we are here today – emphasized Ms. Khaydarova, to present the project’s objectives and activities as well as to know the communities’ opinions as stakeholders and to answer their queries.

According to Ms. Khaydarova, there is a small hydropower plant in Darzhomch village, the rehabilitation of which was included in the rural electrification project. PE is aware that the technical conditions of the HPP are terrible and all the equipment is worn out, therefore, the technical team suggested to reconstruct the HPP and increase its generation capacity. The company also intends repair electricity networks so that not only consumers of the Darzhomch village, but also residents of the Razuch and Ravidd villages of the Bartang valley of Rushan district could be supplied with the clean and reliable electricity.

Ms. Khaydarova also highlighted that Pamir Energy will design the transmission and distribution lines in a way that it will not result in any displacement. However, when towers are built on agricultural or other productive lands, it will take measures that people who are currently using the small plots of land are compensated for taking off their lands for towers. In-kind compensation is the preferred means of compensation that Pamir Energy generally aims to use in its projects, according to Ms. Khaydarova.

3. Questions and Answers

Mr. Khushqadam Muborakqadamov expressed his gratitude to Ms. Khaydarova for the meeting with the local community and mentioned that as electricity is the basic need for human beings, the community is glad that PE started implementing the project and expressed his as well as community’s willingness to assist in the timely implementation of the project. He further queried the implementation period of the project.

Ms. Khaydarova responded that the project implementation period primarily depends on the type of energy source that will be used, either hydropower plant, solar plant, wind turbine or construction of a transmission line to be connected to the existing grid. For example, the construction of hydropower plants usually takes 10 -18 months depending on the generation capacity of the hydropower plant. Construction of a wind or solar station takes approximately 6-10 months and construction of transmission lines depends on the length and terrain of the area, which takes from 8 to 14 months.

The community also queried about the staff – those who will be working during the operational stage at the HPP?

Ms. Khaydarova replied that the PE staff as well as local residents, who will be selected based on the required qualifications i.e. with relevant technical knowledge and education.

The people were also interested in employment opportunities and queried how the selection process will be held and what are the key requirements?

Ms. Khaydarova responded that prior to the construction, the contractor will announce the necessary vacancies and those interested can apply. The contractor will then shortlist the candidates and hire/select those who fit the best.

The representatives of Razuch village also participated in the meeting. They noted that if the capacity of the Darzhomch HPP will be increased, by constructing the transmission line, their village will also be electrified.

Ms. Khaydarova commented that as it was mentioned earlier, as part of the rural electrification project, PE aims at electrification of Razuch and Ravivd villages as well through connecting the villages to the Darzhomch HPP by increasing its generation capacity.

4. Closing Remarks

At the end of the meeting, project information brochures and regional and PE’s newspapers were distributed to all the participants. The pictures of the meeting and the list of participants with their signatures are attached.

Signatures of PE representatives:

/s/ N. Khaydarova

/s/ R. Yormonov

/s/ I. Nasillobekov

Annex 3. Minutes of Consultation Meeting in Zaych

MINUTES OF MEETING

PROJECT NAME

Tajikistan Rural Electrification Project

VENUE	DATE OF MEETING
Zaych village of Vanj district, Viloyati Mukhtori Kuhistoni Badakhshon (VMKB), Tajikistan	26/04/2019
PRESENT	
N. Khaydarova – Engineer, Pamir Energy Company M. Noyoftov – Master of “Andarbak HPP”, Pamir Energy Company I. Nasillobekov – PR Specialist, Pamir Energy Company The community members [the list of participants is attached]	

1. Summary

For the consultative meeting (on TREP off-grid component, particularly E&S documentation) all village residents were invited and about 37 community members gathered and participated in the meeting. They received information and details about the planned project implementation as well as related environmental and social impacts that were identified in recent assessments. Given the lacking access to electricity (and related implications for living conditions) Zaych villagers very much welcome the project’s implementation. They expressed no objection or concern related to the project and its impacts as they are generally very hopeful that it will contribute to positive developments for their village. Primarily, employment opportunities and compensation (in-kind) for potential loss of land were the main point of community interest and discussion.

2. Welcome and Introduction

An introductory speech was made by the head of Zaych community, who welcomed the representatives of Pamir Energy Company (PE) by emphasizing on the purpose of the meeting.

Ms. Nazira Khaydarova, a representative of PE, presented the Tajikistan Rural Electrification Project that was developed as part of the Government of Tajikistan and PE initiative on electrification of the off-grid rural population in VMKB and Khatlon regions in cooperation with the World Bank (WB). She mentioned that although within 16 years of operation, the company has significantly increased energy availability for 218,000 people (96% of the population) in Eastern Tajikistan, there are still 12,286 people, residing in 61 villages of VMKB, without electricity. Therefore, the given project aims at electrification of these people through the construction of hydropower plants, solar plants, and wind turbines, as well as the connection of some villages to the company's power grid through the construction of transmission lines. The project will be financed by the WB. Along with the requirements of the legislation of the Republic

of Tajikistan, as a precondition for financing, the WB also requires several activities including the environmental and social assessment/framework, according to Ms. Khaydarova.

The environmental and social assessment will help to determine the potential environmental and social effects of the project, therefore, as she noted, the additional research/assessment will be conducted on each individual project component and other required documents will be developed, which are listed in the brochures distributed earlier. For instance, as a common practice, while implementing such projects, a plan for resettlement and compensation is developed. An example of the socio-economic aspect would be not only electrification of the targeted areas, but also employment opportunities for the local population.

In regards to the 61 non-electrified villages in VMKB, Mr. Khaydarova mentioned that for electrification of each village, a separate solution was proposed, for instance, for some villages the construction of small hydropower plant is the best option, for others either solar, wind plants or where it is possible to connect the villages to the PE's grid. Those 61 villages are located in different parts of VMKB. For instance, as Ms. Khaydarova mentioned, for electrification of the Zaych village, the company plans to construct the distribution line from Zhamak village.

3. Questions and Answers

Mr. Navruzbek Aliev, the head of Zaych village, noted that they had been waiting for a long time when their village will get electricity. To this end, they applied many times to both related authorities and PE in regards to the electrification of their village and now finally they are glad to hear that the projects have begun. As he mentioned, in their turn, the local community is ready to cooperate to have the project implemented. He further mentioned that due to the high unemployment rate a large number of the male population travel either to Dushanbe or even to Russia to seek seasonal jobs and generate income for their households. However, the project might help with contributing to their local economy.

Mr. Arabsho Khudoydodov, a teacher at a local elementary school, noted that due to the lack of electricity they cannot even do the ironing. The most important thing is that children study in classes without electricity, only in daylight, they cannot show videos to the students as part of the study plan. Therefore, as he mentioned, the villagers have a positive opinion in regards to the project and its overall implementation.

According to Ms. Khaydarova during construction, the contractor will hire local people who will be selected based on the contractor's needs. The population might be involved in activities like digging/excavation of pits foundations for the transmission lines and etc. The projects will not only bring electricity to the population but will make sure that the local population gets economic benefit by being involved in the project implementation directly (i.e. as a worker).

Ms. Khaydarova also highlighted other components of the project, such as construction of 11 MW Sebzor HPP, construction of a 63 km of 110kV transmission line from "Khorog" substation to the "Kozidekh" substation of Ishkashim district, as well as 18 km T-line from the planned "Sebzor" substation to the 110/35kV "Khorog" substation. More detail information on the project and the developed documents on environmental and social aspects of the projects are available on the PE website, the brochures and newspapers (developed by PE) that are distributed, as well as on the regional newspaper – "Badakhshon" and messages sent to consumers via phones. Although, as she

mentioned, the company understands that there is no mobile connection in Zaych village, however, in order for the villagers- stakeholders to get acquainted with the project: its main components, activities, donors as well as to understand the potential risks and effects (positive/negative) of the project, it utilized all means available (mentioned earlier) to disclosure and disseminate the information.

Ms. Khaydarova also highlighted that Pamir Energy will design the transmission and distribution lines in a way that it will not result in any displacement. However, when towers are built on agricultural or other productive lands, it will take measures that people who are currently using the small plots of land are compensated for taking off their lands for towers. In-kind compensation is the preferred means of compensation that Pamir Energy generally aims to use in its projects, according to Ms. Khaydarova.

4. Closing Remarks

At the end of the meeting, project information brochures and regional and PE's newspapers were distributed to all the participants. The pictures of the meeting and the list of participants with their signatures are attached.

Signatures of PE representatives:

/s/ N. Khaydarova

/s/ M. Noyoftov

/s/ I. Nasillobekov