

Public Disclosure Authorized

THE KYRGYZ REPUBLIC

**STAKEHOLDER ENGAGEMENT PLAN  
(SEP)**

**Resilient Agri-food Clusters Development Project (RACD)  
(P178120)**

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**Bishkek  
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## Abbreviations and acronyms

AA	Ayil aimak is an administrative and territorial division, a municipality consisting of one or more rural settlements and surrounding area.
ABCC	Agribusiness Competitiveness Center
AO	Ayil okmotu (village government)
CESA	Communities Engagement And Social Accountability
DGKR	Decree of the Government of the Kyrgyz Republic
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	The World Bank Environmental and Social Standards
FAPs	First Aid Point
FMB	Feedback Mechanism with beneficiaries
GKR	Government of the Kyrgyz Republic
GRS	Grievance Redress System (WB)
IDA	International Development Association
IDPs	Internally displaced persons
km	Kilometer
KR	Kyrgyz Republic
LCSP	Local Communities Support Project
LDS	Local Development Strategy
LMP	Labor Management Procedure
M&E	Monitoring and evaluation
MoF	Ministry of Finance
MLSWM	Ministry of Labor, Social Welfare and Migration
NGOs	Non-Governmental Organizations
O&M	Operation and maintenance
PDO	Project Development Objectives
POM	Project Operations Manual
PRO	Project Regional Office
RACDP	Resilient Agri-Food Clusters Development Project
RADD	Rayon Agrarian Development Department
USD	United States Dollar

# 1. INTRODUCTION / PROJECT DESCRIPTION

## Introduction

Agriculture remains one of the most important sectors of the Kyrgyz Republic, providing a significant share of employment and being a key source of livelihood for the rural population. Unlocking the full potential of the agricultural sector in terms of its contribution to the country's GDP and ensuring its competitiveness and climate resilience still requires significant investment. Supporting the Kyrgyz Republic's agricultural sector development agenda requires a strategic reorientation of investments and institutions to move from short-term food self-sufficiency to long-term food security, increased productivity and competitiveness, and sustainable food systems. It is in this context that the Government of the Kyrgyz Republic has prioritized nine agri-food clusters as part of its vision for developing a competitive and sustainable agricultural sector. These nine agri-food clusters include milk and dairy products, horticulture (fruits and vegetables), meat, fish (trout), vegetable oils, sugar beets, potatoes, honey and cereals. The proposed project, called the Resilient Agri-Food Clusters Development Project (RACDP), is well aligned with the Government's priority to address key barriers to productivity gains in the adoption of climate-smart and modern technologies, which can improve the competitiveness of agri-food value chains in the Kyrgyz Republic.

## 1.1 Project Description

Supporting the agricultural sector development program in the Kyrgyz Republic requires a strategic reorientation of investments and institutions to move from short-term food self-sufficiency to long-term food security, increased productivity and competitiveness, and sustainable food systems. To support such a transition, a programmatic framework approach would best suit the country's needs. Starting with a few but promising agri-food clusters in specific geographic locations that have a comparative advantage in terms of production and processing, the program will aim for a long-term growth horizon of 10 years (2023/24 to 2034/35) supported by a number of individual projects each of which is for 5 years with a partial overlap of 1.5 to 2 years between each project, which combines results and lessons to prepare for the next project. The proposed project will support 2 agri-food clusters (dairy and horticultural) in Chui, Naryn and Jalal-Abad oblasts. The choice of new clusters and geographic distribution will be based on several factors, including production volumes, degree of processing and benefit, as well as access to domestic, regional and export markets. Table 1 shows an outline of the proposed programmatic framework approach through a series of individual projects.

**Project development objectives** of the RACDP is to increase the productivity and climate resilience of selected agri-food clusters. RACDP will focus on improving production processes and linkages in selected agri-food clusters, strengthening associated national and regional support systems, and promoting climate smart technologies and practices.

Geographic coverage will be in Chui, Naryn and Jalal-Abad oblasts, selected on the basis of their agroecological potential, agricultural production patterns and proximity to a major urban market (in the case of Bishkek and Osh).

Total funding for the proposed RACD project is \$30 million including \$25 million IDA loan and \$5 million The Global Agriculture and Food Security Program (GAFSP).

## 1.2 Components / Activities of the project

The project will finance the following four components:

### ***Component 1: Investment for Agri-food Clusters Development (US\$16.2 million)***

This component would support investment loans in each selected agri-food cluster by financing producers and productive partnerships among producers and aggregators/processors engaged in production and value addition. The purpose of the investment loans to productive partnerships and other cluster participants is to

increase farmers' access to financing to directly support the production and processing operations that facilitate improved market access. The investment loans would prioritize climate-resilient and energy-efficiency considerations to maximize the project's adaptation and mitigation climate co-benefits through utilizing an implementation methodology that provides funding for climate-smart production and processing. The productive partnerships would cover multiple producer groups in and across one value chain – including farmers, collectors, processors, traders, and exporters. The productive partnerships would be formed around specific market opportunities and would be managed by a lead processor, producer organization or cooperative. Based on the demand, the investments for productive partnerships could include on-farm application of production improvement with climate resilient technologies, modern and more efficient farm equipment, climate resilient crop varieties or livestock breeds (such as drought-tolerant and heat-resistant seeds and breeds), post-harvest operations, and value chain relevant facilities (e.g., storage, washing, grading, packing, pre-cooling, cold storage). The productive partnerships would receive investment loans in accordance with agreed eligibility criteria. Detailed eligibility criteria and lending procedures will be described in a Credit Line Manual (CLM) within the overall Project Operational Manual (POM). The financial and commercial viability of the productive partnerships would be assessed by the PFIs (participating financial institutions) as selected qualified commercial banks.

### ***Component 2: Strengthening Institutions and Systems (US\$4.2 million GAFSP, US\$7.3 million IDA)***

This component would finance training, consulting and non-consulting services, goods, and equipment for the following sub-components.

***Sub-component 2.1 Training and capacity building of agri-food clusters (US\$4.2 million GAFSP).*** This sub-component would be financed through the GAFSP grant to provide climate smart training and capacity building of beneficiaries including farmers and processing enterprises, and other participants in the targeted agri-food clusters. This would include mobilizing the productive partnerships consisting of producers, producer groups, and processors engaged in dairy and horticulture clusters. Training curricula would include improved production, product quality management, livestock husbandry and health, integrated pest, and disease management, sanitary and phytosanitary (SPS) compliance, food safety, and adoption of climate resilient technologies and practices. Training and capacity building would also be provided for the relevant departments of the Ministry of Water Resources, Agriculture and Processing Industry (MoWRAPI) and PFIs. The training activities for the agri-food clusters would be expected to enable producers and processors to become credible partners for increasing their potential to access credit. Training would focus on improving: (i) organizational and business development; (ii) climate resilient, nutrition smart, and green technology adoption; (iii) productivity; and (iv) market readiness.

***Sub-component 2.2. Seed system improvement (US\$4.5 million).*** This sub-component would support the enabling environment for policies, strategies, legal frameworks, standards, and organisations associated with seed and planting material. The project would support the development, trialing, and selection of improved, locally adapted, high value market-preferred seed varieties that are climate resilient. This would include providing equipment and infrastructure development, access to foundation seeds, and innovative technologies. The Kyrgyz Research Institute of Agriculture (KRIA), the Kyrgyz Research Institute of Livestock, Veterinary, and Pastures (KRILVP), Kyrgyz Research Institute of Irrigation (KRII) would be supported under this sub-component. Support for variety multiplication and commercial production, processing, storage, delivery, and distribution networks would be provided along with training of seed producers for multiplication of high-quality super elite, elite and first reproduction seeds and planting materials. The project would also support the marketing, dissemination and quality assurance of seeds and planting materials through upgrading laboratories, seed, and variety testing centers at the district level for assessing and accrediting quality available to farmers in the supply chain. The project would promote use of commercially available seeds and planting materials to shift away from current practices of using low quality, segregating, low yield seeds and materials through timely advice and training to the farmers in selection and cultivation of locally adapted varieties that can access high-value markets.

***Sub-component 2.3. Improved livestock breeding and information management system (US\$2.7 million).*** This sub-component would support improvement of animal breeding policies and regulations and the

development of a national dairy breeding plan (through sub-component 2.1), support to the KRILVP and selected state and private breeding farm through provision of quality bulls, farm equipment and associated climate-smart technologies, upgrading the capacity of the institutions that provide private AI technicians with semen and liquid nitrogen and associated training. This sub-component would also support integration of a One Health approach to animal breeding and information management system that promotes a holistic approach to livestock management that integrates the animal-human-environment nexus. This sub-component would finance: (i) upgrading the central biotechnological laboratory for breed improvement focusing on adapted dairy breeds; (ii) establishment of a cattle breeding information system operating at central level and accessible at AI breeding centers located at oblast level; and (iii) expansion of the cadre of qualified AI technicians with improved skills to support farmers.

**Component 3: Operational Support and Project Management (US\$0.8 million GAFSP and US\$1.5 million IDA)**

This component would support project implementation, including developing a centralized project monitoring and evaluation system that is adopted by the PIUs and regional implementation units, a communication and citizen engagement strategy, compliance with environment and social standards and fiduciary requirements, training, and incremental operating costs. This component will also finance the preparation of cluster feasibility studies for future investments aimed at including other agri-food clusters. This component would also provide professional development and other interventions to promote gender diversity in agriculture sector institutions.

**Component 4: Contingent Emergency Response Component (CERC) (US\$0)**

The project would include a zero-dollar component that would provide support in the event of an eligible crisis or emergency, including climate-related disasters, to reallocate project funds to support emergency response. This component would draw from the uncommitted credit/grant resources under the project from other components to cover emergency response. An emergency eligible for financing is an event that has caused or is likely imminently to cause, a major adverse economic and/or social impact to the Borrower, associated with disaster.



Figure 1. Map of the Kyrgyz Republic

The Project activities will be carried out on the territory of the Kyrgyz Republic in Chui, Naryn and Jalal-Abad oblasts.

### **1.3. Objectives of the Stakeholder Engagement Plan**

The engagement of citizens and government agencies of the Kyrgyz Republic is fundamental to the success of the project. To minimize and mitigate environmental and social risks and ensure smooth collaboration between project staff and local communities in the project, the overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the project implementation. The SEP outlines the ways in which the implementing agency, the Agribusiness Competitiveness Center (hereinafter the ABCC) will communicate with stakeholders and includes mechanisms by which people can express their preferences, raise concerns, provide feedback or make complaints against contractors or project participants themselves.

The detailed objectives of the SEP are as follows:

- Outline the stakeholder engagement requirements of the GKR legislation and the World Bank Environmental and Social Standards.
- Provide guidance for stakeholder engagement, including timing and methods of stakeholder engagement throughout the project life cycle.
- Identify the key stakeholders that are affected and/or may affect the project.
- Describe the measures that will be used to remove barriers to participation and how the views of the various affected groups will be reflected.
- Determination of effective ways and methods of dissemination of information about the project in accordance with the needs of stakeholders.
- Establish a grievance redress mechanism(s) at the project level.
- Define roles and responsibilities for implementing the SEP.

The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program of stakeholder engagement, including public information disclosure and consultation, throughout project implementation. The SEP outlines the ways in which the ABCC will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project contractors and the project(s) themselves. The involvement of the local population is essential to the success of the project(s) in order to ensure smooth collaboration between project staff and local communities, and to minimize and mitigate the environmental and social risks related to the proposed project(s).

### **1.4. Stakeholder Engagement Plan Structure**

The rest of this document is structured as follows:

Chapter 2: Basic Standards and Legislation

Chapter 3: Project Stakeholders

Chapter 4: Stakeholder Engagement Plan

Chapter 5: Stakeholder Engagement Management System

Chapter 6: Grievance redress mechanism

Chapter 7: Monitoring and reporting

## **2. World Bank Standards and National Legislation**

### **2.1. National Disclosure Regulations**

In the Kyrgyz Republic, in accordance with the Constitution of the Kyrgyz Republic, a number of regulatory legal acts and international treaties ratified by the Kyrgyz Republic, the basis for public access to information, including environmental information, has been determined:

The Constitution of the Kyrgyz Republic guarantees freedom of speech and expression, establishing that every citizen of the country has the right “to free expression and dissemination of thoughts, ideas, and opinions, to

freedom of literary, artistic, scientific and technical creativity, freedom of the press, transmission and dissemination of information”, “the adoption of laws restricting freedom of speech and press is not allowed” (Articles 31, 33).

The main law governing the provision of information is the Law of the Kyrgyz Republic “On access to information held by state bodies and local self-government bodies of the Kyrgyz Republic” as amended on July 20, 2017 No. 130. This Law regulates relations related to the access of individuals and legal entities to information held by state bodies and local governments.

In the field of environmental protection, the Law of the Kyrgyz Republic “On Environmental Protection” dated June 16, 1999 N 53. Citizens of the Kyrgyz Republic have the right to receive complete and reliable information about the state of the environment and public health, about production facilities planned for construction (Article 46).

In accordance with the “Decree of the Government of the Kyrgyz Republic on environmental impact assessment”, dated February 13, 2015 No. 60, “Information on the environment” must be disclosed to the public and its purpose includes the following:

- informing the public on environmental issues;
- realization of the right of the public to participate in the discussion and adoption of environmentally significant decisions;
- taking into account the comments and suggestions of the public on environmental issues in the process of assessing the impact and making decisions on the implementation of planned activities;
- search for mutually acceptable solutions for the project initiator and the public in matters of preventing or minimizing the harmful effects on the environment during the implementation of the planned activities.

Appendix 1 contains articles from the main legislative acts of the Kyrgyz Republic on the participation of the population in issues affecting them and access to information from various state bodies.

## **2.2. Core Principles of the World Bank Environmental and Social Standard for Stakeholder Engagement**

The World Bank’s Environmental and Social Framework (ESF) came into effect on October 1, 2018. The ESF 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. ESS10 applies to all projects supported by the Bank through Investment Project Financing. The Borrower will engage with stakeholders as an integral part of the project’s environmental and social assessment and project design and implementation. According to the World Bank’s ESF (June 2018), the requirements set out by ESS10 are the following:

- 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 the 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 shall develop a stakeholder engagement plan commensurate with the nature and scale of the project and its potential risks and impacts. It should be disclosed as early as possible and prior to project appraisal, and the borrower should seek stakeholder views on the RACD, including stakeholder identification and proposals for future engagement. If significant changes are made to the RACD, the borrower must disclose the updated SEP. According to ESS10, the borrower must also propose and implement a grievance redress mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100).

For more information on the World Bank's environmental and social standards, please visit the following links: [www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards](http://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards) and more <http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>

### 3. Summary of previous engagement activities with stakeholders

#### 3.1. Brief description of previous activities on interaction with stakeholders

The SEP will be updated periodically as needed, more details will be provided in the first update scheduled after project approval. Stakeholders will be kept informed as the project progresses, including reporting on the project's environmental and social performance, as well as the implementation of the Stakeholder Engagement Plan and grievance redress. If necessary, this SEP will be updated and published again.

Table 1 provides information on the consultation activities carried out for the preparation of the RACDP.

Table 1. Summary of previous meetings with Stakeholders during the preparation of the RACDP

Place	Date	Members	Meeting topic
<b>The WB RACDP Support Mission</b>			
Bishkek / ABCC office	02.11.22	WB team ABCC team	Meeting with the ABCC team
Bishkek / office of the Ministry of Finance		WB team ABCC team MoF, CLMU	Meeting with Deputy Minister of the Ministry of Finance KR
Bishkek / Office of the CLMU under the Ministry of Finance		WB team MF, CLMU	Meeting with the CLMU team under the MoF
Naryn / regional administration	03.11.22	WB team ABCC team CLMU under MoF	Meeting with Plenipotentiary Representative of the President of the Kyrgyz Republic in Naryn oblast
Naryn city			Meeting with farmers, producers of fruit and berry products, representatives of seed and breeding associations
Naryn city			Visit to the Naryn Zonal Veterinary Laboratory
Naryn city	04.11.22	WB team ABCC team CLMU under MoF	Visit to a personal subsidiary farm for growing fruit and berry crops in Naryn.
Ak-Jar v. of the At-Bashy rayon			Visit to a training group in Ak-Zhar village, At-Bashy rayon. Interview with project beneficiaries (IDPIP)
			Visit to a private farm for growing fruit and berry crops in the Ak-Zhar village.

			Visit to a breeding farm for breeding cattle in the Ak-Zhar village.
Bishkek / office of the Ministry of Agriculture	09.11.22	WB team ABCC team	Meeting with the Ministry of Agriculture, Deputy Minister of the Kyrgyz Republic M.Baidyldaev
Bishkek / ABCC office		WB team ABCC team	Meeting with the ABCC team
ZOOM meeting			Fiduciary meeting, procurement and guarantee meeting
Bishkek / office of the Ministry of Agriculture	11.11.22	WB team MoF, CLMU	Final meeting with the MoWRAPI and the team of the ABCC, MF, CLMU
ZOOM meeting	15.11.22	David Lugg	Capacity Building Components
ZOOM meeting	14.02.23	WB team ABCC team	Discussion of the introductory part of the project
Bishkek / ABCC office	15.02.23	David Lugg	Meeting with the ABCC team to discuss RACDP components/subcomponents
Bishkek / office of the Ministry of Agriculture	16.02.23	David Lugg ABCC team Department of Livestock Breeding and Pastures under the Ministry of Agriculture Kyrgyz Research Institute of Livestock Breeding, "Elita" State Enterprise	Meeting with the Division of Livestock Breeding of the MoWRAPI, Department of Livestock Breeding and Pastures of the MoWRAPI, Elita SE, Kyrgyz Research Institute of Livestock Breeding: discussion on livestock breeding
	17.02.23	David Lugg ABCC team MoWRAPI Division of Expertise of Agricultural Crops National Research Institute of Agriculture	Meeting with the Department of Expertise of Agricultural Crops of the Ministry of Agriculture, the Department of Expertise of Agricultural Crops of the Ministry of Agriculture and the Research Institute of Agriculture: discussion on the development of the seed sector
Bishkek / ABCC office	17.02.23	Tahira Syed David Lugg Talaibek Koshmatov ABCC team	Continuation of discussions with the ABCC team on the details of the RACDP Components
Bishkek / MoWRAPI	20.02.23	Tahira Syed David Lugg Talaibek Koshmatov ABCC team MOWRAPI	Meeting with the MoWRAPI (Food Security Department, Department of Natural Resources, Department of Real Sector): discussion on climate-smart agriculture
Bishkek / WB office / ABCC office	20.02.23 21.02.23	Tahira Syed David Lugg Talaibek Koshmatov ABCC team	Continuation of discussions with the ABCC team (preparation of documents on RACDP)/Meetings with other WB members.
WB Pre-Evaluation Mission for the project from March 16 to April 6, 2023			
Bishkek / ABCC office	16.03.23	Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Meeting with ABCC: livestock and dairy/horticulture discussion

Bishkek / MoWRAPI	16.03.23	Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Meeting with the Ministry of Agriculture: Department of Real Sector Management, Department of Livestock and Pastures under the Ministry of Agriculture. Discussion of livestock policy and strategy
	16.03.23	Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Meeting with the Department of Strategic Development of the Ministry of Agriculture, the Department of Agricultural Clusters Development Discussion on the policy of agricultural clusters development
Bishkek / CVL office	16.03.23	Antonio Rota	Visiting Center for Veterinary Diagnostics and Expertise (Central Veterinary Laboratory - CVL)
	16.03.23	Khafiz Atymtay	Visit to the Kyrgyz Research Institute of Agriculture
	16.03.23	Khafiz Atymtay	Visit to the Department of Expertise of Agricultural Crops
Bishkek/ KNIIZHIP	17.03.23	Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Visit to the Kyrgyz Research Institute of Animal Husbandry and Pastures
Bishkek/ “Elita” breeding station		Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Visit to them “Elita” state breeding station
Tokmok/livestock market	18.03.23	Antonio Rota	Visiting livestock market in Tokmok
Stretenka village, Moscow rayon, Chui oblast	20.03.23	Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Meeting with the “Kyrgyz-Jer” Cooperative. Visiting a dairy farm, artificial insemination equipment in the Stretenka village
Belovodskoe v. Chui oblast	20.03.23	Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Visit to the milk collection point in the Belovodskoye village
Kara-Balta, Chui oblast	20.03.23	Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Visit to Jaiyl Zonal Veterinary Laboratory (ZVL)
Belek v., Sokuluk rayon of Chui oblast	20.03.23	Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Visit to a small dairy factory in Belek village
Bishkek / ABCC office	22.03.23	Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Meeting with the ABCC team
Jalal-Abad oblast / administration office	22.03.23	Tahira Syed Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Meeting with the plenipotentiary representative
			Meeting with potential beneficiaries: - Representatives of dairy enterprises, inseminators, large dairy farms, seed farms, breeding farms, forestries, Jalal-Abad State University, the Institute of Nut and Fruit Crops of the Southern Branch of the National Academy of Sciences of the Kyrgyz Republic, regional departments of agriculture
Ulgv v. of Suzak rayon	23.03.23	Tahira Syed Antonio Rota	Visit to the “Bakyt” breeding farm
Atabekov v. of Suzak rayon	23.03.23	Khafiz Atymtay Talaibek Koshmatov	“Abiy” LLC Orchard
			“Birdik” seed farm
Lenin village, Suzak rayon	23.03.23	Tahira Syed Antonio Rota Khafiz Atymtay Talaibek Koshmatov	“Oktyabrsky” Fruit and berry variety testing plot
Suzak v.			“Umut and CO” Dairy plant
Bazar-Korgon village, Bazar-Korgon rayon			Milk processing plant
Shaydan village, Nooken rayon			“Ishker-KG” Cooperative

Masy v. of Nooken rayon			Visit to Jalal-Abad Zonal Veterinary Laboratory (ZVL)
Burgundu v. Nooken rayon			“Burgundu” commodity-service agricultural cooperative
Suzak v. Jalal-Abad city	24.03.23	Tahira Syed Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Visit to the Suzak zonal veterinary laboratory Visit to the Saynur dairy plant in Jalal-Abad Visit to Jalal-Abad State University
Bishkek / MoF office	24.03.23	Tahira Syed Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Meeting with the MoF
Atabekov v. Suzak rayon	27.03.23	Gardening group K.Mamatkulov ABCC Andrey Yarmak	Visiting the Abiy LLC orchard
Yrys v. Suzak rayon			Visiting the “Syrgabaev” orchard
Suzak v. Suzak rayon			Visiting the “Imanov” orchard
Akman v. Bazar-Korgon Rayon			Visiting the "Topurak-Bel" orchard
Karacha v. Bazar-Korgon Rayon			Visit to Cherry Garden in 4 hectares
Komsomol v. Bazar-Korgon Rayon			Visiting the “Yusupov” fruit garden
			Visit to the “Makkamov” nursery
Shaidan v. of Nooken rayon	28.03.23	K.Mamatkulov ABCC Andrey Yarmak	Visit to the Ishker-KG Cooperative (processing of nuts and pistachios)
Burgundu v. Nooken rayon			Visit to the “Burgundu” Commodity and Service Agricultural Cooperative Cherry Orchard.
Dostuk v. Nooken rayon			Visit to the “Dostuk” Cherry Orchard
Akman v. Bazar-Korgon Rayon			Visiting the “Bakyt” orchard (walnut, cherry, almond)
Ulgu village, Suzak rayon			Visiting the vineyard of “Abdykadyr” PE
Jalal-Abad city			Visit to the Institute of Walnut and Fruit Crops of the SO of the National Academy of Sciences of the Kyrgyz Republic
Bishkek / ABCC office	27.03.23	Tahira Syed Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Meeting with the ABCC team: discussion on components/documents
Sokuluk v., Chui oblast	27.03.23	Antonio Rota Khafiz Atymtay	Sokuluk Complex State Variety Testing Plot
Komsomolskoe v. Sokuluk rayon			“Rostik” seed farm
Bishkek / ABCC office			Visiting other companies
Administration of Chui oblast	28.03.23	Tahira Syed Antonio Rota Khafiz Atymtay Talaibek Koshmatov	Meeting with representatives of dairy plants, inseminators, milk collection points, large dairy farms, seed farms, breeding farms.
Kant Chui oblast			Visit to Ak-Bulak dairy plant in Kant
			Meeting with the Association of Dairy Producers (Dairy Chamber), the “Kyrgyz-Zher” cooperative
Close to Tokmok	29.03.23	Tahira Syed Antonio Rota	Visit to the “Bakaidyn Jaiyty” mini dairy plant - pasteurization of milk

Tokmok Chui oblast		Khafiz Atymtay Talaibek Koshmatov	Visit to Zonal Veterinary Laboratory (ZVL)
Issyk-Ata rayon Chui oblast			Visiting a dairy farm in the Issyk-Ata rayon
Ak-Kiya v., Kochkor rayon, Naryn oblast	30.03.23	Andrey Yarmak Khafiz Atymtay Talaibek Koshmatov	Visit to a strawberry farm (“Barat uulu O” private farm) in Kochkor rayon, rayon administrations, local administrations
Kochkor v.			Visit to Asanbekov's fruit and berry farm
Ottuk village Naryn oblast			Visit to a blackcurrant nursery in the Ottuk village, Naryn rayon, rayon administrations, local administrations
Ornok village, Naryn oblast			Visiting a site for growing currants in the Ornok village, Naryn rayon
Naryn oblast administration			Meeting with the plenipotentiary representative of the President of the Kyrgyz Republic in the Naryn oblast, local administration, representatives of the Ministry of Agriculture in rayon, forestry, NRO, Naryn State University
Bishkek / ABCC office	30.03.23	Antonio Rota	Meeting with the ABCC team and other meetings as needed on the livestock part
Kenesh v. Naryn oblast	31.03.23	Andrey Yarmak Khafiz Atymtay Talaibek Koshmatov	Visiting a site for growing currants in the Kenesh village, Naryn rayon
Naryn city			Visit to a private raspberry farm
Ak-Zhar village, At-Bashy rayon			Meeting with a group of farmers growing currants and sea buckthorn in Ak-Jar village, At-Bashy rayon
			Visiting plots for growing currants and sea buckthorn in the Ak-Jar and Acha-Kaiyndy villages, At-Bashy rayon
Bishkek	03.03.23	Tahira Syed Talaibek Koshmatov	Visit to the Kyrgyz Agrarian University
			Visit to the “Technologist” training center at the Kyrgyz State Technical University
	04.03.23	Tahira Syed Talaibek Koshmatov	Meetings with the ABCC team, MoWRAPI and other potential beneficiaries

#### 4. Stakeholder mapping and analysis

Project stakeholders are defined as individuals, groups or other organizations that:

- are directly or indirectly, positively or negatively affected or likely to be affected by the Project (also known as “affected parties”); and
- may have an interest in the Project (known as “interested parties”). These include individuals or groups whose interests may be affected by the Project and who may in any way influence the results of the Project.

Collaboration and negotiation with stakeholders during the preparation and implementation of a project often also requires the identification of individuals in groups who act as the legitimate representatives of their respective stakeholder group, i.e. individuals who have been trusted by their peers in the group to advocate for the interests of the groups in the process of interacting with the Project. Community representatives can provide useful information about local conditions and act as the main channels for the dissemination of information related to the Project and as the main channel of communication/communication between the Project and the target communities and their established networks. Verification of stakeholder representatives (i.e. the process of verifying that they are legitimate and true advocates of the community, they represent) is an important task when reaching out to community stakeholders. The legitimacy of community representatives can be tested by talking informally to a random sample of community members and listening to their opinions about who can represent them in the most effective way.

## 4.1 Methodology

To comply with best practice approaches, the project will apply the following stakeholder engagement principles:

- *Informed participation and feedback*: information will be provided and widely disseminated to all stakeholders in an appropriate format; opportunities are provided for the exchange of views of stakeholders, analysis and consideration of comments and problems;
- *Inclusiveness and sensitivity*: Stakeholder identification will be carried out to support better interaction and build effective relationships. The process of participation in projects is inclusive. All stakeholders are always encouraged to participate in the consultation process. All interested parties are given equal access to information. Sensitivity to the needs of stakeholders is a key principle underlying the choice of interaction methods. Particular attention is paid to vulnerable groups, in particular women, internally displaced persons (IDPs), returning migrants, persons with disabilities, youth, older people and cultural backgrounds of various ethnic groups, and those living in remote or hard-to-reach areas.

In order to communicate effectively and individually, CSP stakeholders can be divided into the following main categories:

- **Affected Parties**- persons, groups and other entities within the project area of influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- **Other stakeholders**- individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- **Vulnerable groups**- persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

It is important to negotiate and cooperate with the stakeholders who act as the legitimate representatives of their respective stakeholder group, i.e. the village elders who have been appointed by their peers in the group to advocate for the interests of the groups in the process of interacting with the Project. Community representatives can inform about local conditions and act as the main channel for disseminating information related to the project and as the main channel of communication between the project and the target communities. List of key stakeholders at oblast, rayon and AA levels.

Among the participants are state and non-state stakeholders, including representatives of local authorities, youth movements, public organizations and media representatives.

Examples of legitimate stakeholder representatives include:

- Representatives of oblast and rayon state administrations, representatives of regional structural units (RADD, Veterinary Department, Forestry, and Department for Expertise of Agricultural Crops), etc.
- Elected/appointed civil servants in aiyl okmotu and aiyl kenesh;
- Elected/appointed village leaders;
- heads of community organizations, civil society organizations, media, local NGOs and women's groups, youth committees and heads of women's councils, jamaats, enterprises, OSF public seed fund;
- Other respected people in local communities, etc.

## 4.2 Affected parties and project beneficiaries in target areas of the main project.

Affected parties and beneficiaries of the project, as well as other parties that may be directly affected by the Project, in particular include:

- Community Leaders
- Farmers, gardeners, livestock breeders.
- Local community workers and ABCC specialists involved in providing support during project implementation.
- Communities in project AO, AA and in 3 cities.
- Community leaders
- Cooperatives

### 4.3 Other stakeholders

Project stakeholders also include parties that are not directly affected communities, including:

- Government stakeholders;
- Community Leaders;
- Other national and international NGOs;
- The public at large;
- Public organizations, civil society groups and NGOs;
- Suppliers of goods and services involved in the supply chain of the project;
- Media and other interest groups, including social networks;
- Interested enterprises.

Table 2. List of Potential Project Stakeholders by Pilot Oblasts

No.	Name of organization	Kind of activity	Organizational form	Location
<b>Naryn oblast</b>				
1	Naryn forestry	Implementation and fulfilment of the state policy for the protection and multiplication of the forest fund of the Naryn rayon	Government agency	Naryn city
2	At-Bashy forestry	Implementation and fulfilment of the state policy for the protection and multiplication of the forest fund of the At-Bashy rayon	Government agency	Ak-Jar village
3	Jungal forestry	Implementation and fulfilment of the state policy for the protection and multiplication of the forest fund of the Jungal rayon	Government agency	Chaek v.
4	Ak-Talaa forestry	Implementation and fulfilment of the state policy for the protection and multiplication of the forest fund of the Ak-Talaa rayon	Government agency	Baetovo v.
5	Kochkor forestry	Implementation and fulfilment of the state policy for the protection and multiplication of the forest fund of the Kochkor rayon	Government agency	Baetovo v.
6	Naryn State University	Training of specialists with higher education in accordance with the license of the Ministry of Education of the Kyrgyz Republic	Higher education institution, university	Naryn city
7	“Nur” commercial cooperative	Production and processing of agricultural products	Agricultural cooperative	Naryn rayon, Uchkun v.
8	Arzymat Kazybaev	Gardening	Farmer	Naryn rayon, Ornok village
9	Usonkul Mamyrov	Gardening	Farmer	Naryn rayon, with. Tosh Bulak
10	Azat Isakov	Gardening	Farmer	Naryn rayon, Eki-Naryn village

11	Taalai Duishokov	Gardening	Farmer	Naryn rayon, Kenesh village
12	Kalygul Asanbaev	Gardening	Farmer	Naryn city
13	Ormon Barat uulu	Horticulture, greenhouse farming		Kochkor rayon, Kochkor village
14	Bolot Asanbekov	Horticulture, greenhouse farming	Farmer	Kochkor rayon, Kochkor village
15	Symbat Attokurova	Gardening	Farmer	At-Bashy rayon, Ak-Jar village
16	Temirbek Sydykov	Gardening	Farmer	At-Bashy rayon, At-Bashy village
17	Zaman Tendesh	Protection of interests and support for the development of agricultural entrepreneurs	Public association	Naryn city
18	Nur-Jolber	Protection of interests and support for the development of entrepreneurs	Public association	Naryn city
<b>Chui oblast</b>				
19	Chamber of Commerce and Industry of the Kyrgyz Republic	Conducting a state policy to stimulate offshoot producers and export of domestic goods	State organization	Pervomaisky rayon. Bishkek
20	Association of Suppliers (Manufacturers and Distributors)	Protecting the interests of manufacturers and suppliers	Public association	Pervomaisky rayon. Bishkek
21	“Ak-Sut” LLC	Dairy production	Limited Liability Company	Moskow rayon, Belovodskoe v.
22	“Umut and Co” LLC	Dairy production	Limited Liability Company	Issyk-Ata rayon, Hydrostroitel v.
23	“Kant-Sut” LLC	Dairy production	Limited Liability Company	Issyk-Ata district, Kant
24	“Ursus” LLC	Dairy production	Limited Liability Company	Moskow rayon, Temen-Suu v.
25	“Artezian” LLC	Dairy production	Limited Liability Company	Sokuluk rayon Sokuluk v.
26	“Riha” LLC	Dairy production	Limited Liability Company	Alamudun rayon Lebedinovka v.
27	Aliya Milenova	Dairy production	Private entrepreneur	Bishkek
28	“Jol Bogoshtu” Public Foundation	Protection of the rights and interests of manufacturers and suppliers	Public association	Sverdlovsk rayon Bishkek
29	“Chui-Tokmok” public association for the protection of consumer rights"	Protection of the rights and interests of consumers	Public association	Tokmok
30	Alamudun rayon “Tenchildik” public association for the protection of consumer rights	Protection of the rights and interests of consumers	Public association	Alamudun rayon
<b>Jalal-Abad oblast</b>				
31	Oktyabrsky fruit and berry state variety testing site	Gardening	State enterprise on a self-supporting basis	Suzak rayon
32	Seed farm named after A. Yunusov	Seed production	Seed-growing agricultural cooperative	Suzak rayon
33	“10th anniversary of Kyrgyzstan” Agricultural cooperative	Seed production	Seed-growing agricultural cooperative	Ala-Buka rayon



34	“NNN-3” Agricultural cooperative	Seed production	Seed-growing agricultural cooperative	Bazar-Korgon rayon
35	“Abdykerim-Agronomist” Peasant farm	Seed production	Peasant farm	Nooken rayon
36	“Birdik” Seed-growing agricultural cooperative	Seed production	Agricultural cooperative	Suzak rayon
37	“Atay” Seed farm	Seed production	Peasant farm	Toguz-Toro rayon
38	“Nagdai” Seed-growing agricultural cooperative	Seed production	Agricultural cooperative	Nooken rayon
39	“Taza-Dan” Seed farm	Seed production	Peasant farm	Suzak rayon
40	“Kench” Production cooperative	Seed production	Agricultural cooperative	Nooken rayon
41	“Agro Ken” LLC	Dairy production	Limited Liability Company	Suzak rayon
42	“La Voie Lacte” LLC	Dairy production	Limited Liability Company	Toktogul district
43	“ALYMBAY” peasant farm for livestock breeding and growing agricultural products	Livestock breeding and cultivation of agricultural products	Peasant farm	Jalal-Abad city
44	“Union of Peasants and Farmers “BASHAT” of Jalal-Abad oblast Public association	Protection of the rights and interests of peasants and farmers	Public association	Jalal-Abad city
45	“Protection of the rights of a rural child” public association	Protection of the rights and interests of children	Public association	Bazar-Korgon rayon
46	Jalal-Abad Regional Voluntary Society of Amateur Beekeepers	Protection of the rights and interests of beekeepers	Public association	Jalal-Abad city

#### 4.4 Disadvantaged/vulnerable individuals of a community or groups

It is especially important to understand whether the project's impacts may be disproportionately affected by disadvantaged or vulnerable individuals or groups, who often do not have the right to voice their concern or understanding of the project's impact. It is also important to ensure that stakeholders are aware of and engage with disadvantaged or vulnerable individuals or groups, in particular with regard to those undergoing infectious diseases and undergoing treatment, in order to adapt them, taking into account their characteristics and the problems of such groups or individuals. Vulnerability may be related to a person's background, gender, age, ability, health status, economic disadvantage and financial insecurity, social disadvantage (such as minorities or marginalized groups), dependence on others or natural resources,

Vulnerable or disadvantaged groups under the Project may include, but are not limited to:

- people in extreme poverty
- disabled people
- unemployed older people of working age
- unemployed women
- members of large families
- households headed by single women
- young people at risk, and
- households at risk of climate change
- returned migrants (many due to COVID-19)

- communities in remote or hard-to-reach areas.

The project will ensure the inclusion of the poor and vulnerable groups throughout the project activities. Stakeholder engagement activities will also be conducted to ensure that these groups are not disproportionately affected and have an equal opportunity to benefit from the project.

Ultimately, an objective of engaging with the various categories of stakeholders identified above is to create an atmosphere of understanding that actively engages project-affected people and other stakeholders in a timely manner, and that these groups are given sufficient opportunity to voice their opinions and concerns, which may influence the decision on the project. The project will also support measures to prevent the use of forced labor and child labor within project activities. Mitigation measures will include the involvement of rayon-level children's rights departments in raising farm awareness of legal restrictions on child labor; and building the capacity of Project Regional Offices (PROs) to monitor child and forced labor at project sites. Ministry of Labor, Social Welfare and Migration of the Kyrgyz Republic (MLSW&M KR) to: (i) conduct regular trainings for local authorities and PRO staff on labor practices and use of monitoring tools; (ii) track and report all identified cases. The ABCC will establish an internal communication channel with the State Supervision Service (MLSW&M KR) to report cases of forced labor and child labor submitted through the project's Grievance Mechanism (GM) and facilitate the investigation process.

Vulnerable groups in the affected communities will be further identified and, if necessary, consulted through special events. Table 3 defines the relative interests of stakeholder groups, and a description of the methods of interaction that will be implemented within the framework of the project is given in the following sections.

Table 3. Stakeholders Affected by the Project

AP groups	The nature of the interest in project	Interest	Influence
<b>Stakeholders Affected by the Project</b>			
<b>Community members</b> farmers, gardeners, livestock breeders.	Interest in projects affects livelihoods; understanding the benefits of the project.	High	High
<b>Youth from target communities</b> with special roles in mobilization, social responsibility (also supported by the CESA project).			
<b>Vulnerable groups</b> in all target areas: <ul style="list-style-type: none"> <li>• people in extreme poverty</li> <li>• disabled people</li> <li>• unemployed older people of working age</li> <li>• unemployed women</li> <li>• members of large households</li> <li>• households headed by single women</li> <li>• young people at risk, and</li> <li>• households at risk of climate change</li> <li>• returned migrants (many due to COVID-19)</li> <li>• communities in remote or hard-to-reach areas</li> </ul>	Migrants who have returned from abroad due to the spread of the coronavirus pandemic and who want to stay and work in the country.	High	Low
<b>Government Agencies with direct or likely involvement:</b>			

<ul style="list-style-type: none"> <li>• Ministry of Agriculture</li> <li>• Ministry of Finance</li> <li>• Administrations of Naryn, Chui, Jalal-Abad oblasts</li> <li>• AA leaders</li> <li>• Local keneshes</li> <li>• Ministry of Emergency Situations</li> <li>• State Agency for Architecture, Construction, Housing and Communal Services (GKR)</li> <li>• Ministry of Health</li> <li>• State Inspectorate for Environmental and Technical Safety under the Government of the Kyrgyz Republic.</li> <li>• Plenipotentiary representatives of the President in Naryn, Chui and Jalal-Abad oblasts.</li> </ul>	<p>Interest in planning and implementing the project, coordinating project activities and distributing services, addressing potential environmental, social, and health and safety impacts.</p>	<p>High</p>	<p>Average</p>
<b>Other government agencies</b>			
<ul style="list-style-type: none"> <li>• State Agency for Environmental Protection and Forestry under the Government of the Kyrgyz Republic.</li> <li>• State Inspectorate for Veterinary and Phytosanitary Safety.</li> <li>• State Agency for Land Resources.</li> </ul>	<p>Potential interest in project planning and implementation, coordination of project activities and distribution of services, mitigation of potential environmental, social, and public health and safety impacts.</p>	<p>Average</p>	<p>Average</p>
<p>NGOs, local civil society organizations</p>	<p>Support for vulnerable groups</p>	<p>Average</p>	<p>Average</p>

The identified stakeholders were divided into spheres of influence. The main and important stakeholders are described in the table below.

Table 4. Stakeholder analysis and mapping of key agencies and groups involved in project planning and implementation

Stakeholder	Level	Description	Area of influence	Interest	Influence
Project Steering Committee	National	Ensuring the effective implementation of the Project, coordination of the project and the flow of information for timely decision-making. It will include the MoWRAPI, MoF, and ABCC.	<b>Strategic and programmatic aspects at the highest level</b>	High	High
Working Group on Communications	National	Ensuring two-way information flows between stakeholders at the local and national levels. Communication campaign coordination, coordination of communication materials.	National and local levels	High	High
Ministry of Finance	National	The Ministry of Finance provides functions for the development and implementation of state policy in the field of public financial management, as well as policies in the field of internal audit and public procurement. Carries out the execution, accounting and analysis of the development budget (state investment programs, capital investments and stimulating (equity) grants), external financial, technical assistance and guarantees.	Project Coordination. The Ministry is responsible for the overall coordination of the project with ministries and departments.	High	High
Agribusiness Competitiveness Center (ABCC)	National	ABCC Responsible organization for project implementation.	The project implementing organization responsible for all fiduciary and safeguards functions for the project.	High	High
Chui, Jalal-Abad, Naryn regional administrations	Regional	In accordance with the laws of the country, the oblast administration (OA) is the second level after the national government. The regional administration provides political leadership for the socio-economic development of the oblast.	The oblast administration provides political leadership for the socio-economic development of the oblasts.	High	High
Local governments	Local	Local legislative body representing AA residents.	Information and Communication Provision of land plots (if possible) and provide permission required at the municipal level	High	High

Local keneshes of deputies	Local	Provide guidance for the social and economic development of AA	Assistance and control over the implementation of the project at the municipal level. Municipal advice. Municipal property of the project.	High	High
Local Contractors	Regional	Local contractors will carry out civil work in general in the oblasts.	Repair and construction	High	Moderate
Business Partners Communities		Express interest in and participate in project opportunities to create livelihoods as well as to participate in the value chain. A person or group of persons, men or women, who have been successful in entrepreneurial activities, own their business and / or can help other entrepreneurs start a business.	Establish partnerships with business partners, AOs and the local community to develop sub-projects to create livelihoods	High	Average
<b>Associated partners</b>					
State Agency for Land Resources	Regional	Provision of owner information on land resources, provision of information on the boundaries of land plots	Providing information on the rights to land and other real estate for the development of the project	Moderate	Short
Ministry of Health	Regional	Carry out management and state policy in the field of protecting the health of citizens	Providing information about medical facilities	Moderate	Short
Department of Sanitary and Epidemiological Surveillance under the Ministry of Health	National	Develops state policy in the field of sanitary and hygienic development.	Providing the project with specific information on sanitation and health safety policy.	Moderate	Average
Ministry of Natural Resources Ecology and Technical Supervision.	National	The Ministry is responsible for the implementation of the rules of the state environmental and technical safety policy.	Overall control and responsibility for ensuring compliance with environmental and social standards by all organizations, individuals whose actions and processes have a potential impact on the environment.	Moderate	Moderate

## 5. Stakeholder Engagement Program: Strategy and Implementation Approach

After identifying, mapping and analyzing of stakeholders, the project developed an integrated stakeholder engagement plan as shown below.

The SEP under the RACD is designed to ensure that direct and indirect project stakeholders receive relevant, timely and accessible information to enable them to express their views and concerns about the project and its impacts. The SEP describes at different stages of the project how these activities will take place and with what frequency. In cases where decisions about public gatherings, locations and dates have not yet been made, information is provided on how people will be aware of upcoming opportunities to view information and express their views. The SEP takes into account the key characteristics and interests of stakeholders, as well as different levels of participation and consultation that are appropriate for different stakeholders, defining interactions with all stakeholders and exploring opportunities and risks, connected with interaction with them.

### 5.1 Stakeholder Engagement Program Principles

The key principles of the implementation strategy and approach for the SEP under the RACD include:

- *Alignment with citizen engagement activities:* This SEP is fully aligned with the citizen engagement activities planned under the project and ensures that the citizen engagement activities are not duplicated, and also ensures that the planned activities provide greater depth of engagement.
- *The SEP Stakeholder Communication Strategy also defines the mechanisms* through which stakeholders can express their concerns and communicate their complaints, as well as ways to resolve such concerns and complaints in a timely manner. Complaints under the SEP will be resolved in accordance with the procedures of the FM. Within 30 days.
- *Timely Participation.* The project will ensure timely communication with all stakeholders from inception to completion.

The strategy includes disclosure of information, consultations and other citizen engagement activities, and grievance redress, as outlined below.

### 5.2 Proposed Information Disclosure Strategy

The information disclosure strategy ensures that target groups receive complete information in a user-friendly manner through multiple channels.

- a. **Public meetings at the AA level.** The project provides for social mobilization of the community, which has several stages. At the initial stage of project implementation, the ABCC organizes meetings in Chui, Naryn and Jalal-Abad oblasts. From this moment, the ABCC team will help to organize community mobilization meetings in municipalities throughout the project implementation.
- b. **Social communication in the media.** The ABCC will be involved in the project at all stages of project implementation through various campaigns throughout the project life. Various channels will be used, both traditional mobilization (meetings, media, radio, television, print publications) and adapted, in a pandemic, the use of social networks to the maximum extent possible to disseminate information.
- c. **Information materials.** Written information will be disclosed to the public through various communication materials, including brochures, leaflets, posters, etc. A public relations typesetting will be specially designed and distributed both in print and online. The ABCC will also regularly update its website (at least quarterly) with key project updates and project environmental and social performance reports in both English and Russian. The website will also include information on the project's grievance redress mechanism (see next subsection).
- d. **Internet accessible from mobile phones.** All materials are posted on the online platform. Links will be sent via WhatsApp to target groups with relevant information on the activity in question (eg consultations on safeguards, etc.).

In order to notify the public and provide information to beneficiaries living near the project area, various communication methods will be used to reach the majority of stakeholders. Links will be sent to village WhatsApp groups at every stage of the project cycle. Additional public sources of information include local newspapers, radio and television; brochures, posters on village bulletin boards; official correspondence, oral communication through meetings.

In the event of significant changes to the project that may result in additional social and environmental risks

and impacts. Additional public consultations will be conducted using the online platform, the above sources of information and various adapted or traditional methods. Following consultations, an updated version of the ESMF will be published on the MoWRAPI website through the project's online platform.

The procedure for consultation with affected persons in the event of significant changes to the project that may lead to additional risks and impacts.

### **5.3 Overview of comments and feedback from stakeholders**

Ongoing feedback and comments received from stakeholders throughout the project will be considered and further action will be taken with relevant stakeholders as necessary to ensure the smooth implementation of the project.

In addition, the GM of the project will be active throughout the life cycle of the project in order to receive any feedback from both internal (project staff) and external stakeholders.

#### **Review of comments**

The procedure for collecting and considering comments (received in writing and orally) from stakeholders will be governed by the Feedback Mechanism.

### **5.4 Strategy for engagement with beneficiary communities**

Depending on the target audience, different methods will be used to consult with each of the stakeholder groups; this will be based on planned citizen engagement activities and commitments agreed upon in the assessment. These engagement tools are agreed upon during the evaluation and will be monitored throughout the project.

The project is based on the principle of collective development, and community mobilization activities involve community members in three stages: citizen engagement and social responsibility:

- joint needs assessment
- joint planning and prioritization of investments
- joint monitoring of implementation.

To enhance community impact, the youth-centric approach included in the project will be expanded through capacity building for development youth participation in AA-selected project target areas and ensuring full community participation in investment selection and monitoring. Beneficiary engagement includes innovative social responsibility mechanisms that include community scorecards and social audits in each community making investments. This will help provide semi-annual feedback from the communities to track results. Engaging beneficiaries also includes efforts to engage target communities in climate change roles, such as tracking climate change co-benefits.

The public technology platform the ABCC, distributed through rural social media groups (WhatsApp) and traditional materials, will provide ongoing information sharing and feedback through rural WhatsApp groups that collect and process community feedback. As such, it will include, among others, project pyritization and decision-making, participatory monitoring and supervision, social impact assessment studies, disclosure and consultation on safeguard instruments (Environmental and Social Management Framework (ESMF) and Environmental and Social Management Plans (ESMP), and a climate dashboard to increase accountability for delivering climate co-benefits. The project will include metrics that measure feedback to beneficiaries and the effectiveness of citizen engagement processes.

Table 5. Suggested consultation strategy

#	Subject of consultation	Used Method	Schedule: place/date	Target groups of stakeholders	Responsible
1	Design, preparation of information materials	Posting in the media and online messengers	On the project site / in the process of project implementation	All stakeholders	ABCC
2	Informing about the objectives, scope and mechanisms of the project implementation	Holding traditional and online meetings	On the project site / in the process of project implementation	Community members and stakeholders at the level of oblasts, rayons.	ABCC
3	Joint study of community needs and their prioritization	Holding traditional and online meetings	In AA territory	Community Members	ABCC
4	Implementation of subprojects	Holding traditional and online meetings	On the territory of the subprojects	Stakeholders	ABCC
5	Response to a crisis or emergency	Conducting traditional and online consultations	In the Project coverage area / in the event of an emergency	Stakeholders	ABCC



## 5.5 Strategy for engagement with disadvantaged/vulnerable groups

Vulnerable groups identified in stakeholder mapping include:

- people in extreme poverty
- disabled people
- unemployed older people of working age
- unemployed women
- members of large households
- households headed by single women
- young people at risk
- households at risk from climate change.

The disadvantages faced by these groups are often exacerbated by less awareness of their rights, less access to information due to language or limited mobility, low levels of education, low qualifications and relevant work experience. Lack of access to the Internet and the inability to use Internet messages to access information about the project.

The project includes mechanisms that will ensure that attention is paid to the involvement of vulnerable members of the community. The stakeholder engagement strategy will remove these restrictions and include measures to facilitate access to information (eg through printed materials in their own language, disclosures that meet the needs of these vulnerable groups), support from local NGOs and project specialists.

The proposed strategy to ensure the engagement of vulnerable groups will include: public awareness campaign, language, community leadership and coordination centers, links to local NGOs, and dedicated links and online platform features as described below.

- **Public awareness activities.** In order to ensure the participation of vulnerable groups in designing and implementation of the project through regular meetings and structured engagement processes, it is necessary to disseminate information more widely through local traditional media (such as radio, telephone and SMS) and involve NGOs.
- **Language:** To ensure that joint activities developed under the project with local communities include representatives of vulnerable groups, presentations and dialogues will be conducted in Kyrgyz, Russian and other languages (as needed) to make them more convenient for members of local communities. Additional formats will be used as needed to improve understanding.
- **Support for farm leaders:** Assistance from farm leaders will be required to encourage effective representation of vulnerable/disadvantaged groups in group discussions at all stages of the project.
- **Training activities** will be held in target AAs to ensure broader participation of the target group. All of the above methods will be specifically designed for activities with vulnerable groups and will take into account the specific needs and suggestions received from members of vulnerable groups during consultations.
- **Links to relevant NGOs:** The ABCC will work with local organizations and NGOs representing the interests of people with disabilities.
- **This is fully consistent with the citizen engagement mechanisms created for vulnerable groups in the project,** that is, the voice of vulnerable groups in the community, including older people, people with disabilities and disadvantaged households will be addressed through a range of targeted outreach mechanisms that ensure they are an integral part of project decision making. These specific mechanisms will use vulnerability mapping, traditional mobilization (community organizations) and the media (public radio, telephone).

## 6. Resources and responsibilities for implementing stakeholder engagement activities

Table 6. Stakeholder Engagement Budget Plan (2023-2028)

Position	Qty	Unit cost (US\$)	Months	Total cost (US\$)	Notes
Periodic stakeholder consultations	20	500	-	10,000	On average once a quarter for 5 years
Transportation expenses	60	1,500		90,000	On average once a month for 5 years
Logistics costs	-	-	-	10,000	Lump sum (about 2000 USD per year for 5 years)
Exposition visits	5	3,000	-	15,000	1 time per year for 5 years
Training and Orientation for Communications Staff (for ABCC staff in Jalal-Abad, Chui and Naryn oblasts).	8	1,000	-	8,000	Twice a year for 5 years
Training and orientation of GM staff and members of the Grievance Redress Committee	5	1,000	-	5,000	Once a year for 5 years
Work / promotion of the FM	-	-	-	-	All phases of project implementation
Monitoring and evaluation, including a semi-annual report on the implementation of the SEP	10	1,000	-	10,000	Twice a year for 5 years
<b>Total:</b>				148 000	

## Training Seminar

Capacity building under the project will be carried out in a traditional way and/or using an online platform. Training activities, including practice and coaching, as well as mutual exchange through a network of participants in accordance with the project plan. Appropriate trainings will be targeted at ABCC staff, youth coordinators, women, initiative and community groups, as well as members of aiyl okmotu and aiyl keneshes. Training will also be provided to support women who want to become entrepreneurs (e.g. role model mentors, training programs designed for women and logistics) and will include support to raise awareness on issues related to climate change.

## 6. Beneficiary Grievance Redress and Feedback Mechanism

The project will include a Feedback Mechanism (FM) and a Grievance Mechanism (GM) to enable beneficiaries and other project stakeholders to provide feedback on the project. FM/GM is a process of obtaining prompt, objective information, evaluation and consideration of appeals (applications, proposals, complaints, requests, positive feedback) related to the project. The GM includes a grievance redress mechanism.

Gradual procedure of GM compliant with the ESS2 standard was developed in the AF IDPIP (P1554412) prior to project implementation and included in the Project Operations Manual (POM). As part of the current project, it has proven its effectiveness and a three-level grievance redress will be introduced into this project and reflected in detail in the RACDP ESMF.

Guided by the Law of the Kyrgyz Republic “On the Procedure for Citizens’ Appeals” and the ABCC’s internal regulations for handling appeals, beneficiaries and other stakeholders of the project can send any appeals on issues related to the implementation of the ABCC projects at all stages of project implementation.

### Scope of GM.

The GM will cover all three oblasts (Jalal-Abad, Chui and Naryn).

**Principles.** Project stakeholders are those who will be directly or indirectly affected by the project, both positively and negatively. Project stakeholders have, among others, the following rights:

Right to information

Right from unlawful interference by third parties;

The right to project without cases of fraud and corruption.

Any stakeholder (including villagers, contractors, project staff, authorities and other stakeholders) may file a complaint if he/she believes that one or more of the above rights or any of the project principles or procedures has been violated.

Information about the GM, including contact details, is distributed to all participating villages at public hearings through brochures/booklets in the local language whenever possible, and posted on the stands of the AO.

FM offers a number of different channels for providing feedback. The villagers and stakeholders themselves decide how best they can file a complaint.

Complaints are subject to public disclosure, but the identity of the person filing the complaint remains confidential unless the person chooses to reveal their identity. The identity of all complainants is kept confidential.

There is no fee for filing a complaint.

The deadline for responding to a complaint should not exceed 30 days from the date of official receipt of the complaint. Complaints must be resolved within 90 days of receipt of the complaint.

Complaints are, if possible, resolved at the local level, the lowest level. In case of impossibility, complaints are sent to a higher level within 30 days.

Any person can submit comments or suggestions on any aspect of the project through the GM. Comments, suggestions, acknowledgments or questions should be recorded and forwarded to the responsible specialist on GM at the ABCC regional or Central Office for a response in consultation with the relevant project staff,

ensuring that all responses are in line with the Operational Manual.

**Feedback channels.** The ABCC project will establish the following channels of communication through which beneficiaries and other stakeholders of the project can submit appeals and complaints at different stages of project implementation:

- Hotline (the call can be made around the clock, the conversation will be recorded);
- WhatsApp (instant messaging system for mobile devices with support for voice and video communication);
- Social networks (Facebook, Instagram);
- Oral or written requests received in the course of working meetings on the ground,
- Incoming correspondence to the reception of the ABCC regional or central offices;
- Incoming correspondence by e-mail.

The feedback mechanism should provide flexibility and accessibility in the use of the above channels for beneficiaries and other stakeholders of the project who wish to submit appeals. Work with appeals is carried out by the GM specialist responsible for the implementation of the Feedback Mechanism. Steps for processing and providing feedback responses.

**Step 1. Registration of an appeal.** All requests are registered in order to track the analysis and provide uniform data (reports for donors, the ABCC Director and project coordinators).

Appeals received in writing or orally are registered in the GM log for analysis and monitoring of incoming correspondence containing the following information (depending on the type of appeal):

- Full Name;
- Address of registration and residence or telephone number;
- The content of the appeal;
- Other background information.

Appeals may be submitted anonymously. In the event that the appeal was received in the absence of any of the above data.

Electronic appeals received through GM channels (e-mail, hotline, social networks, etc.) are recorded in the GM log. Confidentiality must be maintained in all cases, including when the identity of the person making the petition is known, to avoid stakeholder conflicts.

Step 2. Categorization/Category classification of GM, distribution by safeguards.

Upon receipt of applications, the FM regional specialists distribute them into categories.

No.	Category	Classification
1		General requests
2		Complaints regarding violations of policies, guidelines and procedures
3		Complaints about breaches of contract
4		Complaints regarding misuse of project funds
5		Complaints regarding abuse of power/interference
6		Complaints regarding sexual harassment / gender-based violence
7		Force majeure notifications
8		Offers
9		Gratitude

For complex work with appeals of beneficiaries regarding protective measures, received appeals are distributed by the FM regional specialists. Expected appeals during the project implementation period, socio-environmental risks that bear environmental aspects of the GM are included in the table below.

No.	Safeguards measures	Classification of measures (during construction and during use)
1.	<b>Environmental (biological)</b>	Flora Fauna

2.	<b>Social</b>	health security community access to existing communications aesthetics and landscape preservation of cultural heritage conflicts
3.	<b>Physical</b>	soil water resources air quality

**Step 3: Action/Response.** After distribution, cases identified as complaints are assigned to the responsible person for study, if necessary. Complaint officers collect facts and clarify information to create a big picture of the circumstances that led to the complaint. Verification usually includes field visits, review of documents, a meeting with the complainant (if known who wishes to be involved), and meetings with those who can solve the problem (including official and non-official AA leaders). Complaints relating to misuse of funds may also require meetings with suppliers and contractors. The responsible person coordinates the action plan with the FM specialist and sets the deadlines for solving the problem.

FIRST LEVEL. The first step in the process of prompt consideration of complaints and proposals will be the applicant's contact with the regional representatives of the project, working in contractor organizations hired to implement the project components (hereinafter referred to as "partner organizations"). Terms of consideration are 3 working days from the date of receipt of the appeal.

SECOND LEVEL. To the ABCC regional offices. Terms of consideration are 5 working days from the date of receipt of the appeal.

THIRD LEVEL. In the ABCC head office (depending on the direction of the question), the applicant's appeal must be submitted in writing. Terms of consideration are 7 working days from the date of receipt of the appeal.

**Step 4. Notification.** If the person making the complaint is not anonymous, they will be notified by phone or other channels of the FM that their complaint is being considered. The notification will be registered in the log of outgoing correspondence.

Specialists provide the following information:

Full name of the implementing officer (project specialist) to whom the appeal was received.

Terms of implementation (minimum 30 days, maximum 60 days from the date of registration of the appeal).

The timing and course of actions are determined in accordance with the instructions of the ABCC's FM for handling appeals.

**Step 5. Performance control.** Upon completion of the study, the beneficiary will receive notification of the decision made by the ABCC on their case. If the citizen/beneficiary is not satisfied with the decision received as a result of consideration of the appeal, he/she has the right for appeal. Appeal instructions will be provided with the response.

**Step 6. Appeal.** The appeal is considered by a special ABCC Appeals Committee. The Executive Director of the ABCC will form an Appeal Review Committee of project leaders and other project stakeholders that will hold a hearing of appeals. The Grievance Review Committee will consist of [X] people, of which [X] are members of the FM and [X] are individuals independent of the project implementation authorities and the Government of the Kyrgyz Republic. After consideration of the appeal, the beneficiary or other interested person of the project, dissatisfied with the decision received as a result of the consideration, has the right to appeal the decision in court. The number of people depends on the issue or complaint under consideration.

**Raising awareness of the population about the GM.** Information about the Feedback Mechanism will be disseminated to all beneficiaries and persons affected by the ABCC project through regular information channels (for example, television and radio companies, print media, radio stations, news agencies, social networks), including through the organization of meetings, round tables, public hearings, working meetings at all stages of the implementation of the ABCC project; as well as through the training module of the ABCC FM and other sources of information.

The ABCC will provide information on the scope of the Feedback Mechanism, eligibility criteria for filing complaints, the procedure for filing complaints (where, when and how), timelines for receiving a response to complaints, as well as the principle of confidentiality and the right to file anonymous complaints.

Awareness raising campaigns will be held annually. Campaigns will be prepared by the ABCC's communications team to encourage the use of the GM and the publication of information on complaints received and resolved. The campaign will use local media (eg television, newspapers, radio). When organizing and conducting such campaigns, special efforts should be made to reach vulnerable segments of the population.

Campaigns should include information on the scope of the GM, eligibility criteria for filing complaints, the procedure for filing complaints (where, when and how), the study process, the deadlines for providing responses to complainants, the principle of confidentiality and the right to file anonymous complaints.

**Publication of appeals.** Once the appeal (statements, suggestions, complaints, requests, positive feedback) is resolved, to encourage the use of the FM, the measures taken to resolve it will be published in the media at the local level. If desired, the identity of the appeal will be kept confidential.

**Reporting on the progress of GM activities.** The ABCC project's quarterly and annual reports should include a GM section that provides updates on the following:

Status of the GM (procedures, training, public awareness campaigns, budgeting, etc.);

Qualitative data on the type of appeal and the answers provided on them, problems that remained unresolved;

The level of satisfaction with the measures taken (response);

Any corrective action taken.

**Monitoring the effectiveness of FM.** In addition, the following measures will be taken to monitor the proper functioning of the GM:

During open hearings on social audit, villagers discuss the effectiveness of the grievance redress system and make their proposals for improving this system.

During its regular monitoring visits, the ABCC central office will evaluate the functioning of the grievance redress system.

The ABCC team and the World Bank will jointly review GM monitoring data as part of regular implementation support missions.

## 7. Monitoring and reporting

Monitoring and evaluation will be based on indicators identified and detailed in the Project Operations Manual. Mid-term and end-term evaluations will also be carried out during the course of the project. As the project's process framework includes innovations in youth participation, women's participation, social inclusion and accountability, specific methods will be explored. M&E and disseminated lessons to improve knowledge in these areas. M&E will also provide evidence of whether the project has managed to capture the dynamics of possible associated risks.

Monitoring and evaluation activities will be assigned to the ABCC to ensure adequate accountability. This will include reporting on outcome indicators (including updates on citizen engagement processes), progress in implementing Component activities, status of the Environmental and Social Management Plan (ESMP), and independent feedback from beneficiaries through citizens and interaction tools. Semi-annual progress reports to be provided after the end of each reporting period and will include the performance indicators described in the Project Appraisal Document.

The project will also conduct ongoing monitoring. M&E during implementation, including an analysis of the functioning of the GM and the types of grievances registered.

Upon completion of the SEP activities, a review of the results will be conducted to evaluate the effectiveness of the implemented SEP.

The SEP will be monitored based on the following indicators: (i) the number of annual complaints, disaggregated by sex (both directly received by the Project and through other GM) and how they were handled, and (ii) the number of complaints.

The project coordinator will periodically evaluate the stakeholder engagement activities. The project coordinator ensures that all consultations and disclosures are properly recorded. The implementation of the

SEP and project-related grievances will be reported in the aforementioned semi-annual reports in a separate section. Reports will include all stakeholder engagements and consultations, grievances and resolutions, new stakeholders and partnership progress, and plans for the next period.

### **7.1 Involving stakeholders in monitoring activities**

Monitoring activities will be carried out at several levels:

- **ABCC central office.** Continuous monitoring is carried out through; (i) regular reports from regional offices; (ii) regular visits by Central Office staff to regional offices and locations.
- **IDA.** Through regular project management reports, regular monitoring missions, reports of independent auditors, reports on special studies.
- **Donors.** Subject to relevant grant, loan, assistance and cooperation agreements.

### **7.2 Reporting to stakeholder groups**

Project information, including stakeholder engagement activities, will be periodically posted on the ABCC's online platform to inform the community.

#### ***Annex 1 List of AA/Villages***