Ministry of Employment and Labor Relations of the Republic of Uzbekistan

Strengthening Social Protection System in Uzbekistan

STAKEHOLDER ENGAGEMENT PLAN

Tashkent, Uzbekistan

April 2019
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Acronyms and abbreviations

CLO - Community liaison officer
ESC - Employment Support Center
ESS - Environmental and Social Standards
GOU - Government of Uzbekistan
GRC - Grievance Resolution Committee
GRM - Grievance Redress Mechanism
KOICA - Korea International Cooperation Agency
MELR - Ministry of Employment and Labor Relations
MoF - Ministry of Finance
OIPs - Other interested parties
PAPs - Project-affected parties
PDO - Project Development Objectives
PIU - Project Implementation Unit
RED - Regional Employment Department
SEP - Stakeholder Engagement Plan
I. INTRODUCTION

1.1 Project background

The World Bank is currently engaged in assisting Government of Uzbekistan for enhancing their capacity to strengthen and roll out a social safety net to protect the poor and vulnerable as well as those temporary affected by the economic reforms. The project has twofold goals of protecting the poor and vulnerable and preventing the near poor to fall into poverty. To achieve these objectives, the operation has been structured in three components to strengthen social protection systems, improve effectiveness of labor market programs and develop a monitoring system. The project recognizes the importance of environmental and social issues and the same is being addressed through the Bank’s new approach of Environmental and Social Safeguard Standards (ESS). Social Risk is perceived to be ‘substantial’, and towards managing the same, Social Assessment is to be conducted to inform project design and draw mitigatory measures to manage social risks (especially of exclusion), minimize adverse impacts and enhance positive benefits. Further, one of the Standards - ESS10 - relates to stakeholder engagement. This report details the stakeholders relevant for the project and the project’s arrangements to be engaged with them during the preparation as well as during implementation. Before presenting the results of stakeholder engagement, the project’s PDO and components are enumerated in the following sections.

The Project Development Objective (PDO) is to improve the social and labor market inclusion of the poor and vulnerable people, including those temporarily affected by the economic reforms in Uzbekistan. The three components to achieve the development objective are as follows:

- **Component 1.** Modernizing the social safety net in Uzbekistan. The objective of this component is to improve the effectiveness of key social interventions by better identifying the poor and vulnerable and providing a timely and predictable benefit to address their needs. The component will be implemented through two subcomponents: enhancing and rolling out the single registry and improving the effectiveness of social benefits.

- **Component 2.** Strengthening the effectiveness of labor market programs. The objective of this component is to (i) enhance the capacity of the MELR to implement job intermediation services and to (ii) introduce a new integrated labor market information system, and (iii) Strengthen the effectiveness of selected labor market interventions.

- **Component 3.** Project Monitoring and Management. The objective of this component is supporting Government to monitor and track labor market interventions and manage the overall IDA project. This component will include, on the one hand, developing and implementing a set of activities and tools to enhance Government’s monitoring capacity of social protection interventions, and on the other, financing a fully staffed Project Implementation Unit (PIU).

1.2 Purpose of the SEP

Government of Uzbekistan recognizes that the Strengthening Social Protection System Project’s stakeholder profile is quite diverse and heterogeneous and that their expectations and orientation as well as capacity to interface with the project are different. This differential necessitates systematic efforts viz., a Plan- Stakeholder Engagement Plan (SEP) --to enable identify elaborately different stakeholders and develop an approach for reaching each of the sub groups. In simpler terms, it provides an appropriate approach for consultations and disclosure. These in turn are expected to create an atmosphere of understanding that actively involves project-affected people and other interested parties, reaching out to them in a timely manner, and that each sub group is provided opportunities to voice their opinions and concerns. Overall, SEP serves the following purposes: i) stakeholder identification and analysis; (ii) planning engagement modalities viz., effective communication tool for consultations and disclosure; and (iii) enabling platforms for influencing decisions; (iv) defining role and responsibilities of different actors in implementing the Plan; and (iv) grievance redress mechanism (GRM).
1.3 Scope and Structure of the SEP

Scope of the SEP shall be as outlined in the World Bank’s ESS10. The engagement will be planned as an integral part of the project’s environmental and social assessment and project design and implementation. The project is to cover the entire country – 14 administrative provinces and 170 districts. Hence geographical scope will be for the country as a whole. Assessments and stakeholder engagements have been done focusing around the following three project interventions:

1) Cash and in-kind assistance to the unemployed poor and near poor;
2) Development of a social registry for enabling targeted social assistance;
3) Human and institutional development to address the above.

This document has 10 chapters. The first chapter, viz., this chapter serves as an Introduction. It provides a brief about the project and the context in which the SEP is being prepared. Chapter 2 lists the regulatory framework in Uzbekistan which provides a legitimacy for SEP. A summary of the consultations held so far is presented in Chapter 3. All the three chapters serve as a backdrop. Stakeholder Identification, Mapping and Analysis is elaborated in the chapter 4. Institutional analysis and impact assessments are presented in Chapters 5 and 6. Stakeholder Engagement Plan is presented in the next chapter, 7. Implementation Arrangements for executing the SEP is presented in Chapter 8. Grievance Redressal Mechanism (GRM) follows in Chapter 9. Monitoring, documentation and reporting are presented last, in Chapter 10.
II. ADMINISTRATIVE, POLICY AND REGULATORY FRAMEWORK

2.1 Legal, Regulatory and Policy Framework

The key legislation for this project can be subdivided into two groups:
1) Legislation directed on employment support;
2) Legislation directed on social protection to the vulnerable and unemployed population.

2.2 Relevant National Laws and Regulations

2.2.1 The main legislations concerning employment support

Decree of the President No. PP-4227 dated 05 March 2019 on state order for employment of the population and creation of new job places in 2019 providing for organization of new job places and seasonal and temporary employment of citizens of Uzbekistan in 2019, as well as allocation of subsidies and grants in 2019 for professional development of employees hired through Employment support centres, employment of vulnerable people, for payment of installation of light greenhouses and corresponding expenses, etc.


Decree of the President of the Republic of Uzbekistan No. PP-3777 dated 07 June 2018 On implementation of the Program “Every family is an entrepreneur” providing for support and creation of opportunities for the population to be engaged in domestic business (handicraft, sewing, etc.) and agriculture, creation of mini-clusters by successful entrepreneurs and other.

Decree of the Cabinet of Ministers No.799 dated 5 October 2017 approved the Regulation “On the order of organization of paid public works”. Starting from 1 October 2017, pilot public works were introduced in one district of the Republic of Karakalpakstan, regions and in Tashkent city. Since 1 January 2018, the unemployed population should be attracted phase by phase to public works in all district and cities of the Republic. Individuals undertaking public works are exempted from taxes on incomes received from (the following) public works:
- Improvement of the territories (planting, cleaning, whitewashing, cleaning of street channels, cemeteries, pilgrimage sites, cultural objects, and other) of cities, districts, settlements, mahallas and other;
- Repair of housing, adjacent territory of housing and communal and other infrastructure;
- Repair of streets, roads and sidewalks;
- Seasonal agricultural works, stocking, storage and processing of agricultural production, repair of irrigation and ameliorative networks;
- Taking care of disabled, elderly, sick people and other;
- Works at industrial organizations and in the sphere of services;
- Construction, reconstruction and repair of facilities.

According to the carried-out interviews within the previous projects, it was suggested to add making souvenirs for tourists into the list of public works, considering rapid development of tourism in the country in the last couple of years.

Citizens considered the unemployed, as well as registered as persons seeking for job, are attracted to paid public works. Assignment to public works is issued by the Employment Support Center. Labor contract is signed between the initiator of public works, organization, and the assigned unemployed person. Period of participation in public works (from 15 days to 3 months within the fiscal year) is entered to employment book and included in years of work experience. Citizens performed public works, are reserved the right for pensions and low-income allowances.
Decree of the Cabinet of Ministers No. 97 dated 15 May 2007 On Improvement of registration of the citizens of the Republic of Uzbekistan leaving abroad for labor activity - for improvement of registration of the persons leaving abroad for implementation of labor and business activity, ensuring protection of citizens of the Republic of Uzbekistan during their stay outside the country.

2.2.2 The main legislation concerning social protection

Decree of the Cabinet of Ministers of the Republic of Uzbekistan No. 44 "On approval of the regulations on the procedure for the assignment and payment of social benefits and financial assistance for low-income families" as of February 15, 2013 determines the procedure for the assignment and payment of benefits by citizens' self-government bodies to families with children under the age of 14 years, child care allowance for children aged under 2 years old and financial assistance for low-income families.

According to the Decree, the benefits / allowances for families with children and financial assistance are assigned for a period of 6 months, and child care allowance -for 12 months, but not more than a month after the child comes the age of 2. If child care is provided for two or more children, adopted or foster children, the childcare allowance is paid in a single rate benefit until the child comes the age of 2.

The decision on the assignment and payment of benefits to families with children, childcare allowance and financial assistance is made by the rural citizen’s council of community, village as well as the mahalla of towns, settlements, communities and auls, or by a commission authorized by rural citizen’s council to make such decisions. The allowance for families with children, childcare allowance and financial assistance are assigned to families with an average monthly total income for each family member in the amount not exceeding 1.5 times of the average amount of minimum monthly wage established in the period for which the aggregate income is calculated.

The preferential right for benefits to families with children, child care allowances and financial assistance are:

- Families who lost both parents, and the bringing up of their children is done by relatives;
- Families where one or both parents of children are disabled;
- Widows (widowers) raising two or more children under the age of 14, living separately from other relatives;
- Families with a disabled child (children);
- Mothers (fathers) raising a child (children) in an one-parent family. At the same time, the fact of raising a child by a mother (father) in an one-parent family is established by the self-governing body of citizens;
- Families, in which one or both parents are unemployed and registered at employment support centers as job seekers;
- Single pensioners.

Decree of the Cabinet of Ministers of the Republic of Uzbekistan No. 350 as of December 12, 2012 “On measures for further improvements of procedures on assignment and payment of social benefits” is directed on strengthening of targeted social protection of low-income families and families with minor children as well as increasing of role and responsibility of self-governmental bodies of citizens in implementation of measure on social protection of population. According to the Decree since January 1, 2013 monthly benefits for families with minor children are paid depending on number of minor children at the following amounts from minimal wage stated at the beginning of the year:

- Family with one minor child — 50 per cent;
- Family with two minor children — 80 percent;
- Family with three and more children — 100 percent.

Based on this decree, since January 1, 2013 the united criteria for all types of benefits and financial assistances is established to identify the needs of family and simplification the procedures of calculation of total income of the family at the appointment of social benefits and financial assistance for low-income families.
Decree on procedures of assignment and payment of allowances to old aged and disabled citizens without records of employment history required for admission of pension (Annex 2 to the Decree of the Cabinet of Ministries No. 107 as of April 7, 2011) determines the procedures of assignment and payment of monthly benefits to old aged and disable people without records of employment history required for admission of pension in compliance with the Law of the Republic of Uzbekistan “On state pension system”. According to this Decree the following types of pensions are assigned:

- old-age pension / allowance;
- disability pension (excluding the disable persons from childhood);
- pension / allowance for the loss of a breadwinner.

Allowance for the loss of a breadwinner receive the incapacitated family members who were supported by person who has no right on pension in compliance with Law of the Republic of Uzbekistan “On state pension system”.

The amount of the allowance for loss of breadwinner is established as a percentage of the allowance that the deceased citizen received or was entitled to receive, in the following amounts:

a) for three or more disabled members of the family - 100 percent of the benefit;
b) or two disabled family members - 75 percent of the benefit;
c) or one disabled family member - 50 percent of the benefit.

Law "On social protection of disabled people in the Republic of Uzbekistan" (No. 422-XII as of November 18, 1991, taking into account amendments and additions as of 11 July 2008 No.162) is aimed at regulation of the relations in the field of social protection of disabled people. The law defines the principle of recognizing a person as a disabled person, including children between the ages of sixteen and eighteen. The law defines the rights and benefits for people with disabilities of various categories. Social assistance to disabled people is provided in the following forms:

- cash payments (pensions, benefits, lump sum payments);
- provision of technical or other means, including cars, wheelchairs, prosthetic and orthopaedic products, printed editions with special typefaces, sound amplifying equipment and signalling devices;
- services for medical, professional, social rehabilitation and consumer services;
- transport services;
- provision of medicines.

Social assistance to disabled people is provided by local government bodies, labor and social protection agencies, public health services, public education, and other state bodies on the basis of the conclusions of medical and labor expert commissions and medical advisory commissions in accordance with the law. Social assistance to disabled people is provided at the expense of the republican and local budgets, an non-budget Pension Fund under the Ministry of Finance of the Republic of Uzbekistan, social protection funds for the disabled, as well as voluntary contributions from organizations and citizens in accordance with the procedure established by law.

Order of the President of the Republic of Uzbekistan No. 4782 “On measures for further improving and the system of social support and medical and social assistance to vulnerable people” as of February 22, 2016 is directed on further improving the system of providing medical and social assistance, increasing of the level and quality of disable persons, war and labor veterans, lonely elderly people and other vulnerable people as well as increasing of efficiency of organization of social protection and support.

Regulation No. 102 "On the mechanism of compensatory cash payments for payment of housing and communal services" as of November 30, 2010 defines the mechanism of compensatory cash payments for payment of housing and communal services. The target includes: a) Persons equated to disabled persons and participants in the war of 1941-1945. b) single pensioners in need of nursing care; c) Heroes of the Soviet Union, Heroes of Socialist Labor and persons awarded with Orders of Glory of three degrees; d) ex-underage prisoners of fascist concentration camps; e) citizens who worked during the siege of Leningrad; e) I category invalids on vision; g) citizens affected by the Chernobyl catastrophe; h) persons of retirement age who have served in radiative firing ranges and other radiative facilities.
Paragraph 6 of article 290 of the Tax Code of the Republic of Uzbekistan. Big families lost the breadwinner are exempted from land tax. For the taxation big families lost the breadwinner, are considered families where one of the parents or both parents have died and where there are five and more children under 16. This benefit is provided on the basis of the Certificate of regional (city) department of the Pension fund at the Ministry of Finance of the Republic of Uzbekistan.

2.3 State Development Programs

In addition to the legislation, there are four major programs which supports people and especially, women in urban and rural areas. Those are: “Obod Mahalla”, “Obod Kishlak”, “Every family – entrepreneur”, “Youth is our future”.

“Obod mahalla” program. The program provides carrying out construction, repair and improvement works in the places of residence of the population in the cities of regions: in 2018 - in 2 mahallas, and in 2019-2022 – not less than in 3 mahallas.

“Obod kishlok” program, similar to “Obod mahalla”, but for rural areas. For significant change of the situation with domestic conditions for population in the rural areas and increase in the standard of living of rural people “Obod Kishlak” program ("Improved village") is adopted. Its priorities comprise the following: drinking water and drainage; internal rural roads, construction of bus stops, sanitary facilities and irrigation systems; improvement of the condition of power supply networks, modernization of communication system; uninterrupted supply of liquefied gas and coal fuel to the population; and construction, reconstruction and capital repairs of kindergartens, schools, family policlinics.

“Every family – entrepreneur”. Full support of entrepreneurial initiatives of the population wishing to be engaged in entrepreneurship, allocation of soft loans and provision of "systematic practical support" at each stage of the organization and implementation of entrepreneurial activity are provided by the program, such as: Creation of mini-clusters — assigning successful businessmen to the families starting new business activity in mahallas, taking into account specialization of the area (handicraftship, sewing production, cultivation of some types of agricultural products, installation of compact greenhouses and others).

Expansion of the volumes of services provided to family business with creation of objects of market infrastructure, maintenance and service stations for organization of trade in products made by families entrepreneurs, is provided. New family entrepreneurs are provided free land plots in rural areas and mahallas, thus to create additional jobs and sources of income for the population. Business entities temporarily not carrying out financial and economic activity and not undergone the state registration, are revealed for recovery and legalization of their activity. Special working groups are established to train the population entrepreneurial skills and consultations. Within the program soft loans in amount of up to 150 minimum wages — for development of family business, up to 1000 minimum wages — to the registered entities of small business and over 1000 minimum wages — for crediting of investment projects of entrepreneurship entities are allocated by the banks.

“Youth is our future” program. It is aimed at employment of youth by assistance and support in implementation of youth business initiatives, startups, ideas and projects, training of unemployed youth in demanded specialties and business skills, as well as increase in their social and economic activity in general. For financing of the program activities, the "Yoshlar — kelajagimiz" Fund is established under the Youth Union of Uzbekistan. Its funds will be used for allocation, through banks, of soft loans and property in leasing at 7% annual interest for youth business initiatives, issuance of guarantees for credits (up to 50% of the credit amount), participation in the projects of no more than 50% of their cost (with the subsequent sale of the share of fund within five years).

Households with the unemployed youth will be able to get out of the fund up to 20 pieces of young poultry and rabbits, 5 heads of small cattle and 2 heads of cattle, with repayment of their cost within the stipulated terms. Assistance in breeding poultry and livestock and their subsequent sale will be rendered to them. Under the conditions of public-private partnership, construction of co-working centers "Yosh tadbirkorlar" ("Young entrepreneurs") for preferential rent of rooms, office equipment and consumables, Internet access
and other assistance, including development of business plans, consulting, legal, accounting and other services, organization of forums, master classes and seminars, are planned. In manpower-surplus areas, "Yoshlar mehnat guzari" complexes for creation of trade and domestic and small production sites, are established.

2.4 Summary

The legal and regulatory framework of Uzbekistan provide an adequate and appropriate enabling framework for implementing the key activities to be taken up under the program. Social Protection, consumer responsiveness and public accountability are well enshrined in the legal framework at different levels. The constitution of Uzbekistan and several laws highlight the importance of state’s commitment to serving and ensuring protection of the public, in general, and the poor and vulnerable sections.

2.5 World Bank Environmental and Social Standard on Stakeholder Engagement

The main World Bank Environmental and Social Standards (ESS) for Stakeholder Engagement is ESS10: Stakeholder Engagement and Information Disclosure recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

Objectives of ESS10:
- To establish a systematic approach to stakeholder engagement that will help Borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties;
- To assess the level of stakeholder interest and support for the project and to enable stakeholders’ views to be taken into account in project design and environmental and social performance;
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them;
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format;
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow Borrowers to respond to and manage such grievances.

2.5.1 Scope of application

ESS 10 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, as outlined in ESS1. For the purpose of this ESS, “stakeholder” refers to individuals or groups who:
(a) are affected or likely to be affected by the project (project-affected parties); and
(b) may have an interest in the project (other interested parties).

2.5.2 Requirements

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.

In the background of these regulatory requirements, the SEP is prepared.
III. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

3.1 Key stakeholder meetings and consultations

Details about the meetings and consultations are as presented below:

Table 3.1: Stakeholder Consultations

<table>
<thead>
<tr>
<th>Place</th>
<th>Date</th>
<th>Participants</th>
<th>Key points raised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Support Center (ESC) Sergely district, Tashkent city</td>
<td>October 2018, February 2019</td>
<td>World Bank, ESC staff, Consultants, Job aspirants</td>
<td>What services are provided, how the work is organized, main category of beneficiaries of assistance/benefits/employment.</td>
</tr>
<tr>
<td>Tashkent region Yangiyul ESC</td>
<td>October 2018</td>
<td>World Bank, ESC staff, Consultants</td>
<td>What services are provided, how the work is organized, main category of beneficiaries of assistance/benefits/employment.</td>
</tr>
<tr>
<td>KOICA Training center of the Ministry of Employment and Labor Relations (Tashkent)</td>
<td>February 2019</td>
<td>World Bank, ESC Sergely staff + training center KOICA</td>
<td>What training programs are available, who is referred for training / retraining, statistics on the ratio training / employment.</td>
</tr>
<tr>
<td>Micro credit bank Operational department of Joint-Stock Commercial bank “Microcreditbank” (Tashkent)</td>
<td>October 2018</td>
<td>World Bank, Representatives of the Micro credit bank</td>
<td>Issues of microcrediting for vulnerable people (women, low income, lost breadwinner etc.).</td>
</tr>
<tr>
<td>Khokimiyats of the regions and districts Khokimiyats of Tashkent city and districts of Tashkent city</td>
<td>2018-2019</td>
<td>World Bank, Specialists of Khokimiyat, Consultants</td>
<td>Project scope and implementation arrangements; Future projects.</td>
</tr>
<tr>
<td>Mirzo-Ulugbek ESC (Tashkent)</td>
<td>March 2019</td>
<td>ESC staff Consultants, Job aspirants</td>
<td>Project scope and implementation arrangements; Project funding modalities.</td>
</tr>
</tbody>
</table>

1 The Ministry of Labor and Social Protection of the Republic of Uzbekistan, together with the Korea International Cooperation Agency (KOICA), opened a Vocational Training Center in the Sergely district of Tashkent city. The Center was opened in accordance with the Resolution of the Cabinet of Ministers "On Measures for the establishment of a vocational training center in Tashkent with the participation of the Korean International Cooperation Agency (KOICA)" dated August 13, 2007. Trainings are conducted in such areas as mechanical engineering, electrical engineering, electronics, information technology, car maintenance.
2 Municipal office
<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Staffing</th>
<th>Key Issues</th>
</tr>
</thead>
</table>
| Mirabad ESC| March 2019 | ESC staff Consultants Job aspirants | • Availability of District Development Plans  
• Role of MEDT in the project implementation  
• Steering Committee Members |
| Sergeli ESC| March 2019 | ESC staff Consultants Job aspirants | • Support in relevant data collections and availability of national and regional statistical reports |
| Gulistan ESC| March 2019 | ESC staff Consultants Job aspirants | • Status and conditions of women centers in rural areas |

**3.2 Key issues emanating from these consultations**

Key issues at ESC:
1) There are many applications from people to work as a nurse, but there is no opportunity to employ everybody for the position of nurse as there are no vacancies. In this view, these applicants are offered retraining in seamstress.
2) For registration as the unemployed at the Employment Support Centres, a lot of documents are required and templates to fill in. In this view, it is highly recommended to transfer all the procedures to automated and electronic system.
3) People submit their grievances and claims to ESC. The main reason is disagreement with the refusal to assign unemployment benefit.
4) Certain applicants take quite a time to get explanations.
5) Where are the jobs, we have no answer for job aspirants.
6) Low awareness of people about ESC.
7) There are no suitable vacancies for applicants for the moment of application and people are offered retraining. Some people do not want retraining and express their dissatisfaction.
8) Retraining program fees should be covered by unemployed people.
9) Information on vacancy is received from the company. When people are sent there, the vacancy is already occupied.
10) There are many dissatisfied people because of low salary jobs proposed by ESC staff.
11) ESC’s database do not include vacancies from private companies.
12) Low employment opportunities for disabled people.
13) Rural people, especially women, find it difficult to reach ESC, as they are located in district centers.
14) Capacity of ESCs is low. ESCs require more equipment and human resources.
15) Many ESCs offered vacancies are temporary.

The above issues manifest throughout the preparation of the SEP.
IV. STAKEHOLDER MAPPING, SEGMENTIZATION AND ANALYSIS

4.1 Stakeholder Mapping and Analysis

ESS10 recognizes two broad categories of stakeholders; one, “Project-affected parties” and “Other Interested parties”. The former includes “those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities”. They are the individuals or households most likely to observe changes from environmental and social impacts of the project. Project affected parties are described in the table below.

Table 4.1. Description of project-affected parties

<table>
<thead>
<tr>
<th>Name of stakeholder</th>
<th>Description</th>
<th>Issues</th>
<th>Significance level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>Women with no skills (school education only). Women engaged in seasonal agriculture. Women after maternity leave. Women with secondary vocational education. Women with higher education (especially, those with foreign degrees). Single mothers/Female headed households.</td>
<td>Women wish to be employed, but either they have no sufficient skills or have nobody to leave their children with, while they are at work. Permanent job with official employment expected.</td>
<td>High</td>
</tr>
<tr>
<td>Young people</td>
<td>Young people with no skills (school education only). Unemployed young people engaged in seasonal agriculture or construction. Unemployed young people with secondary vocational education.</td>
<td>Want to get well-paid job and need training, free of charge. Permanent job with official employment expected.</td>
<td>High</td>
</tr>
<tr>
<td>Elderly/disabled</td>
<td>Elderly people willing to work with various skills and certain experience. People with disabilities.</td>
<td>In some organizations/companies/enterprises there are no work conditions for disabled people.</td>
<td>Medium to High</td>
</tr>
<tr>
<td>Ex-prisoners</td>
<td>Ex-prisoners face difficulties to get jobs.</td>
<td>Require training and special control in the beginning. Employers are afraid or refuse to hire ex-prisoners.</td>
<td>Medium</td>
</tr>
<tr>
<td>Retired military officers</td>
<td>People retire from military at the very working age (35-40 years old) do not get appropriate jobs.</td>
<td>Require new skill training.</td>
<td>Medium</td>
</tr>
<tr>
<td>Return migrants</td>
<td>Migrants returning from either seasonal or long-term migration. Wish to work in Uzbekistan, but cannot find job with similar payment.</td>
<td>Require well-paid job.</td>
<td>Medium</td>
</tr>
<tr>
<td>Laid off workers</td>
<td>People fired for various reasons, including for the reason of staff reduction, especially in SOE.</td>
<td>Subject to unemployment benefits or other allowances. Require urgent employment.</td>
<td>High</td>
</tr>
<tr>
<td>About to be laid off</td>
<td>People losing jobs for various reasons, including for the reason of staff reduction, especially in SOE.</td>
<td>Subject to unemployment benefits or other allowances. Require urgent employment.</td>
<td>High</td>
</tr>
<tr>
<td>Unskilled people</td>
<td>Do not have full secondary education.</td>
<td>Require skill training.</td>
<td>Medium</td>
</tr>
<tr>
<td>Graduates</td>
<td>Graduates of colleges and higher educational institutions. Educational institutions have plan to place them to jobs.</td>
<td>Placement services required.</td>
<td>High</td>
</tr>
<tr>
<td>People without citizenship with passport</td>
<td>Have limited rights. Are considered citizens of the world. Can travel. Can work</td>
<td>Have to pay high fees.</td>
<td>Low</td>
</tr>
<tr>
<td>People without citizenship without documents</td>
<td>Difficult to register with the Employment support center.</td>
<td>Need documents.</td>
<td>Low</td>
</tr>
<tr>
<td>Rural unemployed</td>
<td>Lack of awareness, accessibility to services. Have no appropriate skills. Remunerative jobs are not offered to them.</td>
<td>Far distance from house to ESC.</td>
<td>Medium</td>
</tr>
</tbody>
</table>
The term “Other interested parties” (OIPs) refers to “individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women’s organizations, other civil society organizations, and cultural groups”. Other key interested stakeholders of this project are described in the Table below.

Table 4.2. Description of other interested parties

<table>
<thead>
<tr>
<th>Name of stakeholder</th>
<th>Level</th>
<th>Description</th>
<th>Key role in social protection system</th>
<th>Significance level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of Finance of the Republic of Uzbekistan</td>
<td>National</td>
<td>The Ministry of Finance is state body engaged in elaboration of state policy in the budgetary, tax and customs and tariff spheres, as well as in the sphere of financial market, insurance, provision of pensions to citizens, accounting and financial statements, financing of state organizations and state funded organizations, pricing on goods and services of the enterprises - monopolists, ensuring achievement of strategic macroeconomic indicators and parameters of the State budget of the Republic of Uzbekistan.</td>
<td>Department of financing the social protection of the population at Ministry of finance and regional finance departments carries out coordination and development of normative documents for the regulation the sector of social protection of the population. This department assign the budget for the social allowances and pensions through the Pension Fund and mahalla committees.</td>
<td>High</td>
</tr>
<tr>
<td>Republican Pension Fund</td>
<td>National</td>
<td>According to the Law of the Republic of Uzbekistan «On the state provision of pensions of citizens» and with a view of the further perfection of organizational structure of the system of a provision of pensions, timely financing and realization in full payments of pensions and social benefits from an off-budget Pension fund underthe Ministry of Finance of the Republic of Uzbekistan, and also increase in control over targeted use of the assets directed to a provision of pensions of citizens of republic, assignment, financing, accounting and monitoring of payment of pensions, and also social allowances, compensatory and other payments are carried out by corresponding territorial divisions of the Pension fund.</td>
<td>Pension Fund is responsible for consideration the application for the social allowances and the appointment the social allowances. Functions of Pension Fund are based on the Order of the President of the Republic of Uzbekistan #41 dated December 30, 2009 and Decree of the Cabinet of Ministers of the Republic of Uzbekistan # 30 dated February 19, 2010.</td>
<td>High</td>
</tr>
<tr>
<td>Ministry of Employment and Labor Relations of the Republic of Uzbekistan</td>
<td>National</td>
<td>Ministry of Labor of the Republic of Uzbekistan is the main state institution responsible for labor, employment, and social protection policy making. The ministry is tasked with the development and regulation of labor market and ensuring employment of population, regulation of labor relations and</td>
<td>Department on monitoring of payments of the allowances at Ministry of labor or regional labor departments is engaged in analysis of the current situation on allowances, number and size of allowances provided to the population, number of</td>
<td>High</td>
</tr>
<tr>
<td><strong>Agency for foreign labor migration</strong></td>
<td>National</td>
<td>Improvement of organization of labor activity of citizens of the Republic of Uzbekistan abroad and prevention of illegal labor migration.</td>
<td>participation in development and implementation of projects of the international cooperation in labor migration; cooperation with relevant authorities of the foreign states; assistance to citizens of the Republic of Uzbekistan in implementation of their right for work abroad; coordination of work of citizens of the Republic of Uzbekistan abroad and foreign citizens in the Republic of Uzbekistan; development of cooperation with foreign firms (enterprises, institutions, companies) employing foreign labor; issuance (extension) of permissions to citizens of the Republic of Uzbekistan to work abroad; issuance (extension) of permissions to legal entities for involvement of foreign labor, and accreditations for work to foreign citizens in the territory of the Republic of Uzbekistan.</td>
<td>High</td>
</tr>
<tr>
<td><strong>Enterprises (State-owned/private)</strong></td>
<td>Countrywide</td>
<td>Employment of people either permanently, or for public works, professional development</td>
<td>Medium</td>
<td></td>
</tr>
<tr>
<td><strong>Employment support center</strong></td>
<td>City/district</td>
<td>Engaged in support to the population who are unemployed due to various reasons, including social vulnerability (disability, women-head household, poor, unskilled people etc.). All the districts are divided into the sectors – mahallas. The inspector of district Employment support center (ESC) is assigned for several mahallas (3 or more). They usually visit the mahallas attached to them and gather information on required support from the ESC as well as provide information on vacant job places available for the unemployed population. ESC organize training courses for professional development and retraining of people for further employment. Inspectors of ESC and representatives of Pension Fund informs residents of mahallas on any changes and amendments on legislation through the regular visiting the areas, organization discussions and meetings as well as fairs of vacant jobs on the designed schedule. Specialist of ESC who is appointed as a member of commission (for assessment the households’ conditions applied for social allowances) visits the household who applied for social allowance. All members of the commission assess the real conditions of the household livelihood and</td>
<td>High</td>
<td></td>
</tr>
</tbody>
</table>
opportunity to increase the income and improve their living conditions. ESC’ specialist assess the opportunity to employ household’s members, develop recommendation for them how to use their existing resources to improve the well-being.

<table>
<thead>
<tr>
<th>Department of public works (temporary employment) at Ministry of labor</th>
<th>District/city/mahalla</th>
<th>Support on employment the population</th>
<th>This department provide the information on organized public works and support the population who have no permanent employment, in particular, unemployed or unskilled workers.</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Khokimiyat</td>
<td>District/city</td>
<td>Determination of scope of public works. Consideration and approval of applications for public works in the district/city</td>
<td>High</td>
<td></td>
</tr>
<tr>
<td>Territory improvement department</td>
<td>District/city/mahalla</td>
<td>Provision of the scope for public works</td>
<td>Medium</td>
<td></td>
</tr>
<tr>
<td>Mahalla committee</td>
<td>Mahalla</td>
<td>Responsible for collection the detailed information on households who need social protection/social allowances, employment and migration.</td>
<td>The representatives of mahalla committee (usually, mahalla adviser (maslakhatchi) or assistant of the mahalla chairman) list all the households on their area. They inform all the households, who need social support, on the opportunity to obtain the social allowance, order established for application, types of the allowances, documents required for the application etc. The allowances are assigned to all households who meet the requirements of the legislation. Assessment of the need of social allowances is carried out in compliance with the Decree № 44.</td>
<td>High</td>
</tr>
<tr>
<td>Farms</td>
<td>Countrywide</td>
<td>Employment of people either permanently, or for public works</td>
<td>Low</td>
<td></td>
</tr>
</tbody>
</table>

---

3 Neighborhood
4.2 Challenges

Main challenges state authorities (Other Parties) engaged in social protection, face in provision of their services are described in the Table below.

Table 4.3. Challenges faced by state authorities engaged in social protection and employment.

<table>
<thead>
<tr>
<th>Institute</th>
<th>Challenges</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of finance</td>
<td>Lack of a single body responsible for social protection issues.</td>
<td>Now we have a Pension Fund, which is responsible for social security and protection. There is a Ministry of Health. The Ministry of Labor is responsible for monitoring and control social benefits. But there is no single responsible body. Issues of social protection are resolved in part, each body examines issues only in its part. At the moment, there is no united policy. Now the issue on creating either a council or a separate ministry which will fully answer all questions is being considered.</td>
</tr>
<tr>
<td>Ministry of labor department on public works</td>
<td>Low wage per month on works.</td>
<td>Department is ready to provide employment to every citizen who does not want to wait for social benefits. Public works programs are a good response to current problems faced by households in Uzbekistan. Since the number of unemployed has decreased significantly. Participation in public work does not require a certain level of knowledge and experience, so the unskilled population is provided with work. The number of people seeking work abroad is decreased. The number of people waiting for money for social allowances is decreased.</td>
</tr>
<tr>
<td>Termination of the employment contract with our specialist in the regions.</td>
<td>The Employment Support Centers do not have enough people and resources to develop public works programs. There is 1 employee in each area. Employees of the district work at 0.5%, so all documents are incomplete. The problem is not a lack of work, but a low salary. Employees do not have enough motivation. It would be better to raise the salaries of employees to fight corruption.</td>
<td></td>
</tr>
<tr>
<td>Employment Support Centers</td>
<td>People do not want to work at the proposed vacant jobs because of low wages.</td>
<td>The working conditions and amount of wage is to be improved. ESC cannot provide employment to some people because of no vacancies for their profession and offer retraining instead that in some cases causes dissatisfaction.</td>
</tr>
<tr>
<td></td>
<td>There is lack of vacancies for certain professions.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ESC’s specialists are provided with the car to drive / transport the people who engaged in temporary work. However, there is a lack of tablet computers at the specialists who visits mahalla committees.</td>
<td>Inspectors visit the mahallas. They implement the monitoring and control the employment rate, provide information on vacant positions and other services on employment of the population. Table computers will speed up the collection and processing the information as well as servicing the population.</td>
</tr>
<tr>
<td></td>
<td>ESCs in the regions face lack of staff.</td>
<td>Inspectors visit all mahallas, including remote ones according to the established schedule. However, there are cases when additional orders and tasks from higher instances are assigned and as a result employees of ESC and inspectors lack time to perform all the assigned tasks and regular job tasks.</td>
</tr>
<tr>
<td><strong>Republic pension Fund</strong></td>
<td>When calculating a pension there is no document confirming the period of work - a work book, a salary certificate, etc. The organization does not operate; there are no accrual documents at the archive. The court can confirm the period of work, but cannot give information on the salary at the time of work. Consequently, the Pension Fund cannot calculate the pension.</td>
<td>Improvements of the legislation will allow simplifying the process of calculation of pensions as well as increase the size of calculated pension.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Pension Fund of Tashkent city</strong></td>
<td>There is a difficult situation with the people who lost their passport, need the social allowance, but cannot apply for it. They cannot provide the required documents.</td>
<td>Assistance of Ministry of internal affairs at each district as well as public prosecutor's office to have the document (passport) re-issued. Then, people can apply for the allowance for low-income families or other allowances.</td>
</tr>
<tr>
<td><strong>District Pension Funds</strong></td>
<td>Many people receive minimum pension as they cannot prove their years of work experience. There are 2 inspectors on pensions for 3000 – 4000 people in each district: 1 inspector for assignment of pension, 1 inspector – for payment of pensions. If there are 12 000 people in the district, 4 inspectors for assignment of pension and 4 inspectors for payment of pensions are engaged in this process.</td>
<td>In 90s many organizations opened and closed without submission of documents to Archive. As a result, people working at these organizations cannot prove their work experience, as documents are not available. In this view, electronic document turnover should be introduced with single database with all information about people. It will reduce time for collection of documents and will be convenient for everybody. Electronic database should contain all necessary data about people, from tax inspections, places of work and other institutions.</td>
</tr>
<tr>
<td><strong>Khokimiyats</strong></td>
<td>It is necessary to understand that social benefits are directed on improvement of people’s life conditions, but not for permanent financial assistance. Thus, it is necessary to increase the legal and economic consciousness of people in order to avoid dependency.</td>
<td></td>
</tr>
<tr>
<td><strong>Mahalla committee</strong></td>
<td>People can apply for the allowance only at the place of permanent registration. If person is registered at another district / mahalla, he/ she must apply for the allowance to the local authorities at the place of permanent residence, not at actual living place.</td>
<td>According to the legislation, mahalla committee is not authorized to consider the application on the applied persons registered at another place of permanent residence.</td>
</tr>
<tr>
<td><strong>Final conclusion on the considered application for low-income families is given</strong></td>
<td>People do not agree with the calculations and acts on assessment the household living conditions. They think that they are low-income families.</td>
<td></td>
</tr>
</tbody>
</table>
by the mahalla committee based on their calculations and visit of the households. However, results of assessment of the commission do not allow considering the household as low-income. Such households usually have good living conditions, support of their parents and other relatives. Conclusion on the submission of the low-income allowance must be given by other legal institutes based on the provided documents and acts. Now this conclusion is given by mahalla committee.

| Provision of allowance for children under 2 years old is provided to the housewives by mahalla committee. |
| If all the allowance for children under 2 years old are given by the employer, then mother of children will try to be employed. This will allow stimulate the employment of the population, increase their responsibility for well-being of the families and reduce the expenses of local budget for such type of allowance. Finally, mahalla committee will re-distribute these financial assignments for other types of allowances for needy families. |

| Insufficient amount of funds for payment of allowances, i.e. monthly limit resulting in inability to support all eligible applicants |
| Mahalla committee has monthly limit for payment of allowances based on the number of applications submitted in the previous month. However, sometimes mahalla committee faces the situation when more applicants submitted the applications for allowances and are proved to be eligible according to the results of income assessment. Consequently, not all applicants can be supported the month they submitted the application and thus, are shifted to next month. |

| Banks | Non-payment of soft loans by some of the debtors |
| Provision of soft loans requires availability of guarantor. However, not any person can be a guarantor, only those with fixed income, mainly from state-owned enterprises. In this view, too complex requirements for issuance of soft credits affect the amount of people able to take them. |

Source: Results of carried out expert interviews
V. IMPACT ASSESSMENT AND RISK MANAGEMENT

The impact assessments are made in the back drop of the employment scenario in 2018.

Table 5.1. Information about job search services for the unemployed nationwide during 2018 (Jan – Dec)

<table>
<thead>
<tr>
<th>#</th>
<th>Indicators</th>
<th>Registered as unemployed</th>
<th>Successful placements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Total</td>
<td>Including</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Women</td>
<td>Rural residents</td>
</tr>
<tr>
<td>1</td>
<td>Total number of beneficiaries</td>
<td>626480</td>
<td>327386</td>
</tr>
<tr>
<td>a) The reasons of unemployment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Quit job</td>
<td>105613</td>
<td>50377</td>
</tr>
<tr>
<td>3</td>
<td>Dismissed due to poor discipline</td>
<td>318</td>
<td>191</td>
</tr>
<tr>
<td>4</td>
<td>Laid-off due to liquidation</td>
<td>7911</td>
<td>3389</td>
</tr>
<tr>
<td>5</td>
<td>Discharged from military service</td>
<td>4780</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Released from jail</td>
<td>3877</td>
<td>834</td>
</tr>
<tr>
<td>7</td>
<td>Graduated from school, secondary general</td>
<td>83139</td>
<td>41653</td>
</tr>
<tr>
<td>8</td>
<td>Graduated from college, vocational</td>
<td>108312</td>
<td>56431</td>
</tr>
<tr>
<td>9</td>
<td>Graduated from university</td>
<td>38103</td>
<td>28196</td>
</tr>
<tr>
<td>10</td>
<td>Other reasons</td>
<td>274427</td>
<td>146315</td>
</tr>
</tbody>
</table>
Impact assessment and risk management results are summarized in the Table below:

Table 5.2. Impact assessment and risk management.

<table>
<thead>
<tr>
<th>№</th>
<th>Stakeholders</th>
<th>Positive Impacts</th>
<th>Negative Impacts</th>
<th>Risk and remarks</th>
<th>Mitigatory Measures</th>
</tr>
</thead>
</table>
| 1  | Affected parties       | - The registration at the Employment center will increase.  
                        - Skills training and/or retraining.  
                        - Increase in general awareness among job aspirants, as well as employers.  
                        - Targeted social assistance will be much more effective. | None             | Currently risks are substantial. With the Project this is expected to become low. | - Public outreach program by the Ministry of Labor through ESC.  
                        - Cash or in-kind assistance to poor and near poor.  
                        - Rolling out of a new social registry. |
| 2  | Other interested parties | - Surplus funds for unemployment benefit.  
                        - System will be digitalized.  
                        - Capacity building. | The workload at the employment centers are likely to go up, which will have implications on resources. | Currently risks are substantial. With the Project this is expected to become low. | - Modernization of systems and procedures.  
                        - Reorienting the staff through state-of the art technologies and techniques.  
                        - Incentives in reaching out poor and near poor. |
VI. STAKEHOLDER ENGAGEMENT PLAN

6.1 Planned stakeholder engagement activities

The project interventions are countrywide, therefore, the project team needs to be strategic in designing the SEP. The project stakeholder engagement activities need to be streamed horizontally and vertically (Figure №6.1). The horizontal stream implies an engagement with stakeholders on a national level. Activities on the horizontal level are assumed to improve awareness and coordination of efforts in the social protection system of the country. Whereas, vertical stream implies the application of cascading mode which will allow the project to establish the communication with project-affected parties. Furthermore, the cascading approach will be applicable for capacity building at each project engagement level (regional, district and mahalla). Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. The table below presents the stakeholder engagement activities envisaged under the project.

Figure 6.1. Schematic visualization of stakeholder engagement process.
<table>
<thead>
<tr>
<th>Subgroup</th>
<th>With whom</th>
<th>Channels of Engagement</th>
<th>Venue</th>
<th>Frequency</th>
<th>Engagement methods</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of Finance (MoF)</td>
<td>Other stakeholders</td>
<td>Official internal and external communications</td>
<td>—</td>
<td>Regularly</td>
<td>Project progress, budget and financing.</td>
<td>Sharing of information, reviews, clearance and seeking support.</td>
</tr>
<tr>
<td>MELR</td>
<td>Written requests via official letters and emails</td>
<td>Virtual, visits, official meetings</td>
<td>As needed</td>
<td>Progress reports, official requests, and letters.</td>
<td>To keep informed the Financial Guarantee of the GoU.</td>
<td></td>
</tr>
<tr>
<td>Ministry of Employment and Labor Relations (MELR)</td>
<td>Other stakeholders</td>
<td>Official internal and external communications</td>
<td>—</td>
<td>Regularly</td>
<td>Monitoring, progress reports, face-to-face meetings, virtual and offline.</td>
<td>Sharing of information, reviews, clearance and seeking support.</td>
</tr>
<tr>
<td>Project Implementation Unit at MELR (PIU)</td>
<td>All stakeholders</td>
<td>Stakeholder awareness and consultations campaigns</td>
<td>Internal or external event venues</td>
<td>Annual</td>
<td>Public/community meetings, seminars, face-to-face meetings with all project stakeholders.</td>
<td>To keep informed about the project achievements.</td>
</tr>
<tr>
<td></td>
<td>Regional employment departments</td>
<td>Operational meetings</td>
<td>Meeting hall of the Ministry</td>
<td>Quarterly</td>
<td>Monitoring reports, face-to-face meetings with regional employment departments.</td>
<td>To implement the project components.</td>
</tr>
<tr>
<td></td>
<td>All stakeholders</td>
<td>GRM</td>
<td>PIU office</td>
<td>Regularly</td>
<td>The website, telephone, email, social media, leaflets, ads, posters, brochures, hand-outs.</td>
<td>To ensure beneficiaries are informed about the project level GRM.</td>
</tr>
<tr>
<td>Regional employment departments (Regional)</td>
<td>ESCs</td>
<td>Operational meetings</td>
<td>Meeting hall of khokimiyat</td>
<td>Quarterly</td>
<td>Monitoring reports, Face-to-face meetings with ESCs and PAPs.</td>
<td>To implement the project components.</td>
</tr>
<tr>
<td></td>
<td>All stakeholders including PAPs</td>
<td>PAPs consultations and outreach campaigns</td>
<td>Meeting hall of khokimiyat or community premises</td>
<td>Semiannual</td>
<td>Public/community meetings, seminars, face-to-face meetings with PAPs.</td>
<td>To increase awareness, provide consultations and collect feedbacks.</td>
</tr>
<tr>
<td></td>
<td>PAPs</td>
<td>Information desks</td>
<td>The front office at Regional employment departments</td>
<td>Regularly</td>
<td>Face-to-face meetings with PAPs. Leaflets, Posters, brochures, hand-outs.</td>
<td>To increase awareness and provide consultations.</td>
</tr>
<tr>
<td>Employment support center (District/city)</td>
<td>Mahalla and Project-affected parties</td>
<td>PAPs consultations and outreach campaigns</td>
<td>ESC office and community premises</td>
<td>Quarterly</td>
<td>Public/community meetings, face-to-face community meetings with mahalla representatives and PAPs. Participatory PAP needs assessment and subproject prioritization. PIU</td>
<td>To ensure inclusion of poor and vulnerable PAPs.</td>
</tr>
<tr>
<td>Project-affected parties</td>
<td>Information desks</td>
<td>The front office at ESCs</td>
<td>Regularly</td>
<td>Face-to-face meetings with PAPs. Leaflets, Posters, brochures, hand-outs.</td>
<td>To increase awareness and provide consultations.</td>
<td></td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------------------</td>
<td>--------------------------</td>
<td>-----------</td>
<td>--------------------------------------------------------------------</td>
<td>--------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Project-affected parties</td>
<td>GRM</td>
<td>ESC office</td>
<td>Regularly</td>
<td>Face-to-face meetings, virtual and off-line.</td>
<td>To ensure beneficiaries are informed about the project level GRM.</td>
<td></td>
</tr>
<tr>
<td>Village / Mahalla committee</td>
<td>Project-affected parties</td>
<td>Public forums campaigns Mahalla office and community premises</td>
<td>Quarterly</td>
<td>Face-to-face community meetings, Participatory PAP needs assessment and subproject prioritization. PIU field reports on needs assessment and subproject prioritization.</td>
<td>To ensure inclusion of poor and vulnerable PAPs.</td>
<td></td>
</tr>
<tr>
<td>Project-affected parties</td>
<td>GRM</td>
<td>Village / Mahalla office</td>
<td>Regularly</td>
<td>Telephone, social media, leaflets, ads, brochures, hand-outs.</td>
<td>To ensure beneficiaries are informed about the project level GRM.</td>
<td></td>
</tr>
</tbody>
</table>
VII. IMPLEMENTATION ARRANGEMENTS FOR STAKEHOLDER ENGAGEMENT

7.1 Implementation Arrangements

The PIU under the Ministry of Employment and Labor Relations will shoulder full responsibility for engaging with the stakeholders. Social Development Specialist recruited from the market will steer the SEP in the PIU. As this is countrywide program other key entities like regional employment centers, district employment centers and mahalla committees will also play a major role. At the sub-national level each regional ESC will identify one person (either from the Department of employment and social support, or from the Sector for creation and maintenance of database on vacancies) will act as a nodal person for SEP (Figure №7.1.). However, the entire ESC will be involved in engaging with the stakeholders.

Figure 7.1. Employment Support Center structure

![Employment Support Center structure diagram](image-url)
### 7.2 Roles and Responsibilities

A core Community Liaison Team comprised of MELR, the PIU, Regional employment departments and Employment support centers staff will take responsibility for and lead all aspects of the stakeholder engagement. However, to implement the various activities envisaged in the SEP, the Community Liaison Team will need to closely coordinate with other key stakeholders – other national and local government departments/agencies and PAPs. The roles and responsibilities of these actors/stakeholders are summarized in the Table below.

Table 7.1. Responsibilities of key actors/stakeholders in SEP Implementation

<table>
<thead>
<tr>
<th>Actor/Stakeholder</th>
<th>Responsibilities</th>
</tr>
</thead>
</table>
| Ministry of employment and labor relations and Project Implementation Unit | • Planning and implementation of the SEP;  
• Leading stakeholder engagement activities;  
• Management and resolution of grievances;  
• Coordination/supervision of contractors on SEP activities;  
• Monitoring of and reporting on social performance to GOU and the World Bank. |
| Regional employment departments                              | • Inform PIU of any issues related to their engagement with stakeholders;  
• Provide report on all complaints to the PIU GRM Focal Point;  
• Transmit and resolve complaints caused by the project interventions in close collaboration with and as directed by PIU and by participating in the local Grievance Resolution Committee;  
• Disclose and implement various plans (e.g. Labor Management Plan, Gender Action Plan etc.). |
| Employment support centers (district/city)                  | • Monitor Project compliance with Uzbek legislation;  
• Participate in the implementation of assigned activities in the SMP and SEP;  
• Provide report on all complaints to the Regional GRM Focal Point;  
• Participate in the local Grievance Resolution Committee (see Section VIII. Grievance Redress Mechanism);  
• Make available the disclosed SMP, SEP documents and GRM procedures. |
| Project-affected parties                                    | • Invited to engage and ask questions about the Project at Project Meetings and through discussions with Community Liaison Officers where it is of interest or of relevance to them;  
• Lodge their grievances using the Grievance Resolution Mechanism defined in the SEP (Section VIII. Grievance Redress Mechanism);  
• Help the Project to define mitigation measures; |
| Other project stakeholders                                   | • Engage with PIU regarding project design;  
• Raise concerns to help the project to be inclusive. |

### 7.3 Stakeholder Engagement Methods to be used

**Public/community meetings**

Prior to other activities, at the time of disclosure of the Social Assessment, Social Management Plan and this SEP, MELR will organize project launch meeting on a national level. District/city employment support centers with the support of Regional Employment Departments will organize meetings in each district/city for mahalla leaders, PAPs, and other interested parties. Meetings will be open house events where ESCs will present information and people will be invited to make comments and express any concerns. If there is sufficient interest, separate meetings will be held for women, at which women will also be the primary representatives of ESCs. Meetings in each of the district/city will also be organized on a quarterly basis.

**Communication materials**

Written information will be disclosed to the public via a variety of communication materials including brochures, flyers, posters, etc. A public relations kit will be designed specifically and distributed both in print and online form. MELR will also update its website regularly (at least on a quarterly basis) with key project updates and
reports on the project’s performance both in Uzbek, Russian and English. The website will also provide information about the grievance mechanism for the project (see next sub-section).

**Mass/social media communication**
A community liaison officer (CLO) or social media expert (from MELR/PIU staff or an external consultant) will be engaged on the Project during the project implementation in order to remain in close communication with stakeholders including PAPs, mahalla leaders. The CLO will also be responsible for posting relevant information on the dedicated MELR website, social media channels (Facebook, Telegram, etc.) and on information boards throughout the project’s lifecycle. Social media channels will be used as much as possible to disseminate information as rates of social media use (especially Telegram channels) appear to be high across users of different age and background in project-affected communities.

**Information Desks**
Information Desks in each region and district will provide local residents with information on stakeholder engagement activities, project interventions, contact details of the Focal point, etc. The focal point, in turn, will set up these information desks, either in their offices or other easily accessible places where they can meet and share information about the project with PAPs and other stakeholders. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.

**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 around the mid-implementation phase, and once towards the end of the project’s implementation.

**Training, workshops**
Training on a variety of social issues will be provided to MELR, PIU, REDs and possibly relevant government or non-government service providers. Issues covered will include sensitization to inclusion/exclusion, labor issues, gender-based violence risks.

**Grievance redress mechanism**
In compliance with the World Bank’s ESS10, a project-specific grievance mechanism will be set up to handle complaints and issues, and this will be integrated into a country system on GRM 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 ESC and mahalla offices, and PIU will maintain a grievance register in order to capture and track grievances from submission to resolution and communication with complainants.

The initial effort to resolve grievances to the complainant’s satisfaction will be undertaken by mahalla. If that is not successful in resolving grievances, they will be referred to a committee at the ESC. The mechanism is described in more detail in Section VIII 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. MELR’s website, posters, and leaflets 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.

7.4 Proposed strategy to incorporate the view of vulnerable groups

The project 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 CLO with the support of social specialist will help to ensure proactive outreach to all population groups. Training and awareness raising sessions will be conducted in villages and mahallas rather than municipal centers to ensure higher participation of the targeted population. Focus groups dedicated specifically to vulnerable groups may also be envisaged as appropriate.
7.5 Information disclosure

The current MELR website (www.mehnat.uz) is being used to disclose project documents, including those on social performance in Uzbek and Russian. MELR will create a webpage on the Project on its existing website. All future project-related social monitoring reports listed in the above sections will be disclosed on this webpage. Project updates will also be posted on the homepage of MELR’s website. An easy-to-understand guide to the terminology used in the social reports or documents will also be provided on the website. All information brochures/fliers will be posted on the website. Details about the Project Grievance Resolution Mechanism will be posted on the website. An electronic grievance submission form will also be made available on MELR’s website. Contact details of the Community Liaison Team and headquarters and all Community Liaison Officers at the Regional and District levels will also be made available on the website. MELR will update and maintain the website regularly (at least on monthly basis). Further, MELR will create a dedicated project Facebook page and a Telegram channel for PAPs and other stakeholders.

7.6 Estimated Budget

A tentative budget for implementing the stakeholder engagement plan over five years is reflected in Table №7.2. The stakeholder engagement activities featured above cover a variety of social issues, which may be part of other project documents, so it is possible that they have also been budgeted in other plans. However, the table below summarizes all the stakeholder engagement activities in one place for better coordination and monitoring. MELR will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. If so, the plan will be updated, and a new revision distributed. The budget will be revised accordingly.

Table 7.2. Stakeholder Engagement Plan – Estimated Budget (5 years)

<table>
<thead>
<tr>
<th>Stakeholder Engagement Activities</th>
<th>Q-ty</th>
<th>Unit Cost, USD</th>
<th>№ of years</th>
<th>Total cost (USD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community liaison officer (5 years x USD 300 per month)</td>
<td>1</td>
<td>300</td>
<td>5</td>
<td>18000</td>
</tr>
<tr>
<td>Travel expenses of staff (cost per year)</td>
<td></td>
<td>5000</td>
<td>5</td>
<td>25000</td>
</tr>
<tr>
<td>Information desk (PIU - 1, regional departments - 14, ESCs -170) = 185</td>
<td>185</td>
<td>100</td>
<td>1</td>
<td>18500</td>
</tr>
<tr>
<td>Communication materials (leaflets, posters, PR kits including design)</td>
<td></td>
<td>25000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Project press conferences (twice per year)</td>
<td>2</td>
<td>1000</td>
<td>5</td>
<td>10000</td>
</tr>
<tr>
<td>Trainings (Social issues, outreach, GRM, etc.) for PIU, Regional employment departments and ESCs</td>
<td>14</td>
<td>1500</td>
<td>1</td>
<td>21000</td>
</tr>
<tr>
<td>Suggestions / GRM boxes (PIU and in each Regional department and ESCs)</td>
<td>185</td>
<td>20</td>
<td>1</td>
<td>3700</td>
</tr>
<tr>
<td>MIS/GRM data base (including mobile application with online and offline uploads)</td>
<td>1000</td>
<td></td>
<td>1</td>
<td>10000</td>
</tr>
<tr>
<td>Subtotal</td>
<td></td>
<td></td>
<td></td>
<td>131200</td>
</tr>
<tr>
<td>Contingency</td>
<td></td>
<td></td>
<td></td>
<td>13800</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td></td>
<td>145000</td>
</tr>
</tbody>
</table>
VIII. GRIEVANCE REDRESS MECHANISM

The GRM will be accessible to the full range of project stakeholders, including project-affected parties, community members, civil society, media, and other interested parties. Stakeholders can use the GRM to submit complaints, feedback, queries, suggestions, or even compliments related to the overall management and implementation of the project. The GRM is intended to address issues and complaints from external stakeholders in an efficient, timely, and cost-effective manner. A separate mechanism will be used for worker grievances. The PIU at MELR will be responsible for managing the stakeholder GRM. The PIU will enable (i) regional (Regional Employment Departments), (ii) district (Employment Support Centers) and (iii) community (village and/or mahalla) level as GRM focal points. By this arrangement the project will be able to address effectively and efficiently all grievances raised at grassroots level – households, which will have countrywide scattered pattern including those in remote areas. To manage the project GRM it will include three successive tiers of extra-judicial grievance review and resolution:

- The first tier will be the mahalla. They will deal 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 ESCs and of the complainant’s village and/or mahalla. 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) under leadership of PIU and includes one or more senior Regional Employment Department (RED) and ESCs managers and one mahalla and/or village leaders. GRC2 will resolve issues that could not be resolved by GRC1.

8.1 Grievance resolution process

Information about the GRM will be publicized as part of the Public/community meetings. Brochures will be distributed during consultations and public meetings, and posters will be displayed in public places such as in government offices, project offices, ESCs, village and mahalla notice boards, etc. Information about the GRM will also be posted online on the MELR website (https://www.mehnat.uz). The overall process for the GRM will be comprised of six steps, as shown on Figure 8.1 and described below.

![Feedback and GRM Process](https://www.mehnat.uz)

Figure 8.1. Feedback and GRM Process

- **Step 1: Uptake.** Project stakeholders will be able to provide feedback and report complaints through several channels: in person at focal points of various levels (offices village/mahalla, ESCs, REDs, PIU, and MELR) 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. Each focal point will assign one individual to be responsible for dealing with each complaint, and with the complainant to arrive at a resolution, with the goal to resolve complaints within 15 days of receipt.
- **Step 3: Acknowledgement and follow-up.** 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 it.

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resolve the issue. In addition, each focal point will report to the PIU 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 mitigation, 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 PIU 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 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 Uzbekistan legal system. On a monthly basis, the PIU will report to the MELR 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.

MELR through PIU 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 ESC 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 ESC for communication to complainant and implementation of recommended actions (if any)**

- **Complainant would be asked to acknowledge acceptance (or rejection) of the resolution.**

- **ESC 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/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 8.2. Throughout the entire process, ESC will maintain detailed records of all deliberations, investigations, findings, and actions, and will maintain a summary log that tracks the overall process.
8.2 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 village/mahalla, (b) at ESC’s offices and on their website, and (c) from CLOs or other members of the PIU. An example of a grievance registration form is provided in Annex 1.

- By contacting the ESC or other member of the RED team, either by telephone or in person. Grievances received verbally will be recorded by the assigned 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 PIU if the grievance has not been noted down correctly.

The ESCs will explain to local communities the possibilities and ways to raise a grievance during consultation meetings organized in each district and selected villages 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 ESC administration buildings.

The ESC 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 PIU. The status, number, and trends of grievances will be discussed between the project team and ESC 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 ESC.

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, ESC’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 ESC cannot do more, the complainant will be asked to acknowledge refusal of the proposed resolution in writing. ESC will then decide whether to implement the resolution without the agreement of the complainant and the complainant will decide whether to pursue legal remedies.

**8.3 Grievance Logs**
As noted previously, the PIU 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).

**8.4 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 PIU. 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.

**8.5 Central point of contact - PIU**
The point of contact regarding the stakeholder engagement program:
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 ESCs.

8.6 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, Uzbek or Russian, 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 Uzbekistan Country Office in Tashkent: 107B Amir Temur Street, Block C, 15th floor, 100084, Tashkent, Uzbekistan, tashkent@worldbank.org, Tel. +998 71 120-2400

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. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.
Annex 1. Example Grievance Form

<table>
<thead>
<tr>
<th>Grievance Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grievance reference number (to be completed by GRM Focal Point):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact details (may be submitted anonymously)</th>
<th>Name (s):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Address:</td>
</tr>
<tr>
<td></td>
<td>Telephone:</td>
</tr>
<tr>
<td></td>
<td>Email:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>How would you prefer to be contacted (check one)</th>
<th>By mail/post:</th>
<th>By phone:</th>
<th>By email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

| Preferred language | ☐ Uzbek       | ☐ Russian   | ☐ other_______ |

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 Employment Support Center or another party/person to do to solve the problem?

<table>
<thead>
<tr>
<th>How have you submitted this form to the project?</th>
<th>Website</th>
<th>email</th>
<th>By hand</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>In person</td>
<td>By telephone</td>
<td>Other (specify)</td>
</tr>
<tr>
<td>Who filled out this form (If not the person named above)?</td>
<td>Name and contact details:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of Focal Point person assigned responsibility</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Resolved or referred to GRC1?</th>
<th>☐ Resolved</th>
<th>☐ Referred</th>
<th>If referred, date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolved referred to GRC2?</td>
<td>☐ Resolved</td>
<td>☐ Referred</td>
<td>If referred, date:</td>
</tr>
</tbody>
</table>

**Completion**

<table>
<thead>
<tr>
<th>Final resolution (briefly describe)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Short description</th>
<th>Accepted? (Y/N)</th>
<th>Acknowledgement signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st proposed solution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd proposed solution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3rd proposed solution</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>