

Social Monitoring Report

October 2020

Reporting period: January - June 2020

Project number: 48401-008

**KGZ: CAREC Corridors 1 and 3 Connector Road -
Additional Financing: Phase 2 (Section 1 and
Section 2A**

Prepared by Ministry of Transport and Road KR in consortium with Roughton International Ltd. and sub-consultants RAM Engineering Associates LLC.

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ABBREVIATIONS

ADB	Asian Development Bank
AH	Affected household
AP	Affected person
CAREC	Central Asia Regional Economic Cooperation
DMS	Detailed Measurement Survey
GRG	Grievance Redress Group
GRM	Grievance Redress Mechanism
IPIG	Investment Projects Implementation Unit
LAR	Land Acquisition and Resettlement
LARP	Land Acquisition and Resettlement Plan
MOTR	Ministry of Transport and Roads
ROW	Right of way
SPS	ADB's Safeguard Policy Statement 2009
SSEMP	Site Specific Environmental Management Plan

1. PROJECT BACKGROUND

1. The Government of the Kyrgyz Republic has requested the Asian Development Bank (ADB) to identify, formulate, and prepare an ensuing loan and/or grant for the rehabilitation of CAREC Corridors 1 and 3 Connector Road. The whole corridor will be financed by different financing agencies.

2. The proposed Project will improve the following socioeconomic indicators of the regions of the Kyrgyz Republic:

- Reduce the cost of passenger and cargo transportation between southern and Issyk-Kul and Naryn regions by providing direct access.
- Reduce transport costs due to route cutting and better road conditions.
- Increase in local and international transportation and movement.
- Origination of additional income-generating opportunities for local residents
- Creation of new jobs
- Good state of vehicles/Reduction of operating costs

3. To facilitate the project design and financing from international banking institutes, CAREC Corridors 1 and 3 Connector Road was divided into five (5) sections:

Table 1. CAREC Corridors 1 and 3 Connector Road Sections

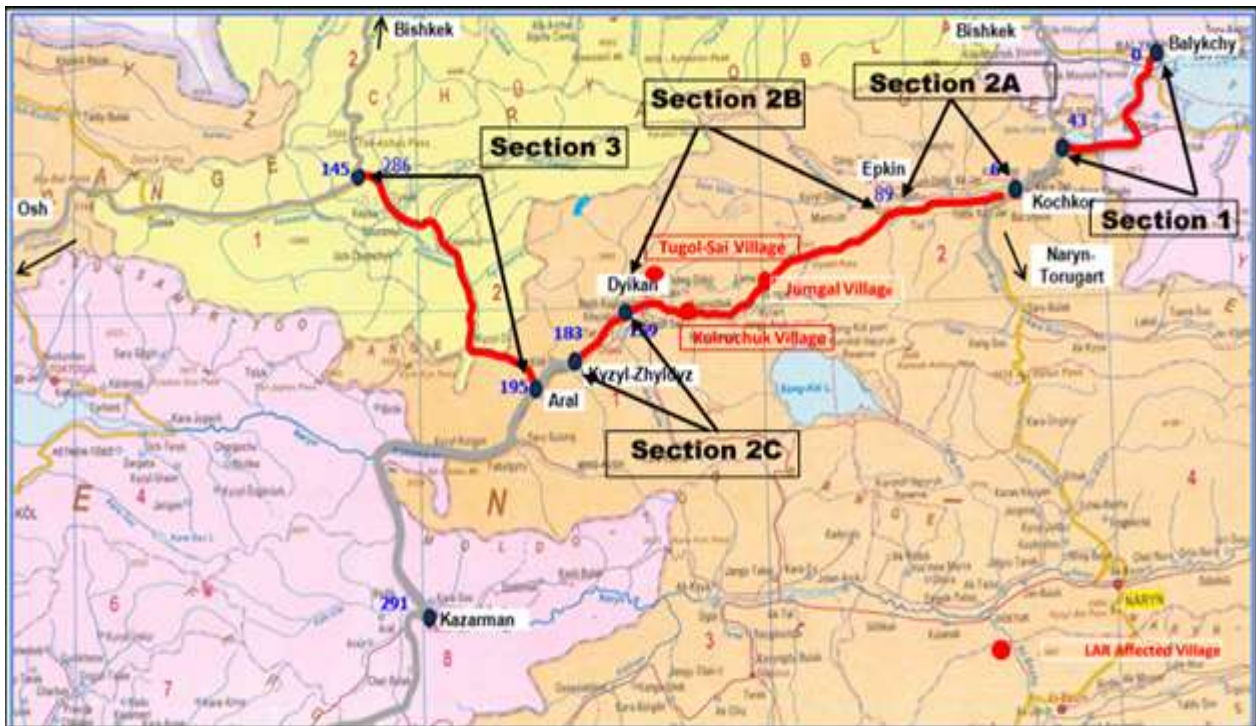
Sections	Section length	Source of financing
Section 1	Balykchi (Km 0) to kilometer-post 43 (Km 43), approximately 43 kilometers (km).	ADB
Section 2A	Kochkor (Km 64) to Epkin (Km 89), approximately 25 km.	ADB
Section 2B	Epkin (Km 89,5) to Bashkuugandy (km 159,2), approximately 70 km.	ADB
Section 2C	Bashkuugandy (km 159,2) to Kyzyl-Zhyldyz (km 183), approximately 24km, where a Bypass Road is being envisioned to avoid the village of Chaek and part of Kyzyl-Zyldyz.	IsDB
Section 3	Aral (Km 195) to Too-Ashuu (km 286), approximately 91 km.	Source not defined

4. As initial part of the possible funding assistance, the ADB has engaged Kocks Consult GmbH, Germany, to prepare a Feasibility Study and Preliminary Design for the Sections 1, 2A and 2B. The consultancy scope also included an Initial Environmental Examination (IEE); and a social and poverty analysis and impact assessments, in accordance with ADB's Safeguard Policy Statement (SPS) 2009. Then, Japan Overseas Consultants was hired to finalize preliminary IEE and Land Acquisition and Resettlement Plan (LARP). With reference to the Contract Agreement for Consultancy Services for the engagement, one of the main tasks of the Japan Overseas Consultants was to update/upgrade the draft LARP in Feasibility Stage to the ready implementation LARP in accordance with Detailed Design for the project in accordance with the requirements of the Kyrgyz Republic legislations and ADB's SPS. After completion of the LARP, IEE and detailed design, the company, with Roughton International Ltd. and sub-consultants RAM Engineering Associates LLC has been appointed on 4 March 2020 as Supervision engineer for this CAREC Corridors 1 and 3 Connector Road - Additional Financing: Phase 2 (Section 1 and Section 2A, Balykchi (Km 0) to kilometer-post 43 (Km 43), approximately 43 kilometers (km) and Kochkor (Km 64) to Epkin (Km 89), approximately 25 km (further – Project).

5. Section 1, 43km in length, traverses the Balykchy City and Ton Rayon in Issyk-Kul oblast and Kochkor Rayon in Naryn Oblast. Rehabilitation of Section 1 will be on existing right of way (ROW) and there will be no Land Acquisition and Resettlement (LAR). Section 1 consists of three distinct subsections with typical landscapes (see Figure 1):

- (i) Urban subsection (km0-km3). This subsection is within the Balykchy City. Rehabilitation of this subsection will not affect any private land and non-land asset except some public facilities of the railway sector at km 1.2. The affected public facilities will be restored by the contractor with costs under civil works.
 - (ii) Rural subsection (km3-km14). This subsection traverses two rural settlements with no LAR impact. As indicated in Figure 1, existing structures, trees and crops along this subsection are at safety distance from the ROW.
 - (iii) Uninhabited/arid subsection (km14-km43). There are neither settlements nor private assets next to the ROW of this subsection.
6. Section 2A, 27km in length, is within Kochkor Basin of Naryn Oblast with flat land terrain. This section traverses 3 settlements where 30 households will lose residential land or use of municipal land; while a 700m new alignment at the beginning of this section will need to acquire agricultural land plots from 10 households of Tendik village.
7. The details of the proposed works on road Section under the project are:
- Rehabilitate and pave the project road to Technical Category II according to Kyrgyzstan National Standard with Geometrical and Structural Requirements with design speed of 95 km/hr. design speed outside the settlement areas and 60 km/h within the villages.
 - Rehabilitation, repair and/or replacement of bridges and culverts.
 - Construction of side drains and other drainage structures.
 - Provision of retaining walls and river protection measures, where necessary.
 - Provision of adequate road signing and marking.
 - Provision of safety barriers.
8. The draft LARP was prepared in 2016 and last updated in 2018 into an implementation-ready in accordance with the detailed design of the Project. The LARP for Section 1 and 2a approved by ADB¹ and approval step the Government of the Kyrgyz Republic.

Figure 1. Section Location Map



¹ <https://www.adb.org/projects/documents/kgz-48401-008-rp-1>

2. SOCIAL SAFEGAURDS MONITORING

2.1 Scope and Objectives of the Monitoring

9. To ensure the smooth implementation of the Project in compliance with safeguards requirements set for the Project, social safeguards monitoring is carried out by IPIG and Supervision Consultant to ensure (i) the Contractor's compliance with the Bidding Document provisions that civil works on the sections with land acquisition and resettlement (LAR) impacts can't be started prior to LARP implementation and ADB No objection to start civil works and (ii) the grievance redress mechanism (GRM) is functioning and grievances, if any, are being addressed timely and effectively.

10. Also for the duration of the Project, the IPIG's and Supervision Consultant social safeguard specialists are expected to ensure: (a) regularly oversee the performance of the grievance redress system for the project and report to MOTR and ADB any project-related concerns, queries and complaint registered from the APs, local authorities and other stakeholders; (b) assist MOTR in addressing LAR related complaints throughout the implementation of the project; (c) If unanticipated LAR impact is encountered, facilitate the necessary survey, consultations and preparation of a LARP (as a supplementary document); and secure all requisite clearances, legal opinions and agreements; (d) monitor the Contractor's compliance and performance of required actions regarding HIV/AIDS, human trafficking, and labor core standards in accordance with the contract documents, such as awareness and education of laborers and workers; and (e) ensure that the contractor does not involve child or forced labor in the execution of the civil works contracts in accordance with the provisions of the contract agreement.

11. Internal monitoring of LARP implementation is being conducted by the Investment Projects Implementation Group (IPIG) as the Project's IR category is B in accordance with ADB SPS and Operation Manual (OM) F1. Monitoring is vital for ensuring that the LARP is effectively implemented, unforeseen impacts related to land acquisition, resettlement activities are identified, and appropriate measures to address the same can be taken in a timely manner.

2.2 Internal Monitoring of LARP implementation

12. The IPIG is responsible for the internal monitoring. The main aim of the internal monitoring is to monitor the process of the LARP implementation such as the compensation process, grievance mechanism and effectiveness of the LARP implementation procedure. Indicators for the internal monitoring related to the LARP implementations processes will be collected by the IPIG/Supervision Consultant and used to assess the progress and results of LARP implementation, and to adjust the work program, if necessary.

13. Internal monitoring is being performed routinely by the IPIG, both directly and with the support of social/resettlement specialists hired by the supervision consultant for the LARP implementation. The results will be reported to ADB through the Semiannual Social Monitoring Reports. Indicators for the internal monitoring will be those related to the LARP implementation processes, immediate outputs and results which allow for the assessment of the progress and results of LARP implementation, and the adjustment of the work program, if necessary. Specific monitoring targets will be to verify/check:

- the number of AHs with legal ownership;
- the number of AHs with legalizable land and assets;
- the number of AHs without legal or legalizable status;
- the affected/remaining part of the land;
- affected buildings, structures, businesses;
- loss of income and employment;
- allowances for severity and vulnerability;
- full compensation paid on time;
- relocation of movable businesses;
- the GRM Logbook entries;
- number, nature and substance of complains;

- number of grievances resolved at the project level;
 - number of grievances forwarded/resolved at other grievance resolution levels.
 - the number, type of consultations with APs/host communities and other relevant stakeholders held.
14. The above information will be collected by the IPIG/Supervision Consultant which is responsible for monitoring the day-to-day resettlement activities of the Project through one or more of the following instruments:

- review of census information for all AHs;
- consultation and informal interviews with APs;
- sample survey of AHs;
- focus group discussions;
- community consultation meetings.

3. LARP IMPLEMENTATION STATUS

3.1 Project Sections Summaries

15. To facilitate effective LARP implementation and the commencement of physical works, the Project road was divided into five Sections, which do not involve any resettlement, and four Sections, which involve involuntary resettlement, and is currently under LARP implementation².

Table 2. Sections with LAR impact and free of LAR impacts

Subsection	Mileage		Length (km)	LAR impact
	Start	End		
Section 1				
1	km 0+000	km 43+000	43.0	Free section (43.0km)
Total			43.0	
Section 2A				
1	km 62+400	km63+500	1.1	LAR impacted subsections (4.8 km)
3	km65+500	km66+700	1.2	
5	km70+700	km71+400	0.7	
7	km86+000	km87+800	1.8	
2	km63+500	km65+500	2.0	Free subsections (22.3 km)
4	km66+700	Km70+700	4.0	
6	km71+400	km86+000	14.6	
8	km87+800	km89+500	1.7	
Total			27.1	

² LAR impacted sections have been clarified by IPIG and updated final LARP was approved by ADB and disclosed in September 2019 at <https://www.adb.org/projects/documents/kz-48401-008-rp-2> .

16. The Order on commencement of civil work on the impact free sections (free sections) was issued on **22 June 2020** by the Ministry of Transport and Roads of the Kyrgyz Republic. However, for the reasons related to Covid-19 restrictions in fact civil works on the impact free sections can't started on time.

17. Prior to taking possession of any land or assets, including handover to a contractor, a LARP implementation report (compliance report) shall be submitted to ADB for approval, certifying that the LARP has been fully implemented in accordance with all the principles and provisions of ADB's SPS 2009 and Kyrgyz Republic laws and regulations. Grievances or objections (if any), will be redressed as per the grievance redress procedure adopted in the LARP. All activities related to LAR will be completed prior to the contractor's possession of acquired land and commencement of civil works at a particular road Section.

18. Under the contract with the Contractor, the impact sections will be handover to the Contractor upon completion of all payments and ADB's approval of the Compliance Report.

3.2 Status of civil works on handed over sections

19. During the reporting period, the Contractor did not start construction work.

3.3 Summary of LARP

20. Table 3 summaries the 4 segments with LAR impacts. As indicated, LAR impacts at these four subsections last for about 4.8 km, accounting for 18% of the whole Section 2A of 27km. LAR impact at the four subsections are as follows:

- (i) New alignment subsection of 1,100m from the beginning point of km 62.4 to km 63.5). The new alignment of 1100m will need to acquire 24,453m² of agricultural land from 10 households of Tendik village.
- (ii) (ii) Settlement area of Kok-Zhar village of 1,200m in length (km 65.5 to km 66.7). The project will cause 5 households to lose residential land and associated fences and trees.
- (iii) (iii) Settlement area of Chekildek village of 700m in length (km 70.7 to km 71.4). Similarly, the project will cause 5 households to lose residential land and associated fences and trees.
- (iv) Settlement area of Epkin (now Ak-Uchuk) village of 1,800m in length (km 86.0 to km 87.8). The project will cause 19 households to lose residential land and associated non-land assets, including an abandoned and yet in-completed building.

Table 3. Segments with LAR impacts in accordance with the prepared LARP

Segment	From	To	Length (m)	Main LAR impacts
New alignment	Km 62+400	Km 63+500	1100	10 HH losing farmland from Tendik natural village of Kochkor village
Kok-Zhar	Km 65+500	Km 66+700	1200	5 HHs house plots (garden), together with associated non-land assets (fences)
Chekildek	Km 70+700	Km 71+400	700	5 HHs house plots (garden), together with associated non-land assets (fences)
Epkin	Km 86+000	Km 87+800	1800	19 HHs losing house plots (garden) and associated non-land assets
Total			4800	39 HHs

3.4 LARP implementation Preparatory activities

21. Preparatory activities for the implementation of LARP included the following activities:

- clarification (verification) of objects,
- minimization the impact due to proposed design changes,
- updating the valuation report,
- review, collection of necessary and missing documents,
- conducting public consultations and meetings,
- preparation of contracts and opening of Bank accounts, and
- other actions for the successful implementation of LARP.

22. In order to facilitate smooth implementation of land acquisition and resettlement process for the Project, LARP implementation Action Plan has been devised for the Project detailing the key steps and milestones throughout the process. The following steps has been proposed and implemented under the LARP implementation Action Plan.

Table 4. LARP Implementation Action Plan

Key Steps	Status as of 30 June 2020
Step 1: The LARP is approved by the ADB and the Kyrgyz Government, endorsed by the issuance of the Governmental Ordinance and disclosed on the IPIG and ADB websites.	Endorsed LARP disclosed on ADB website. The Government Order is expected.
Step 2: The Ministry of Finance negotiates with the Demir Kyrgyz International Bank (DKIB) on the commission for opening an account on which the money for compensation will be transferred.	<u>Expected</u>
Step 3: IPIG activates and maintains a functional Grievance Redress Mechanism throughout the Project implementation period.	<u>Completed (Q3,2018). Updated (Q1 2020).</u> GRM is established and functional in the Project area. Grievances are recorded in the maintained logs, regularly collected, reported on and addressed.
Step 4: The LAR-Commission was established and functioning during the preparation of the final LARP to confirm the list of displaced persons and affected assets and during LARP implementation to assist IPIG team.	<u>Completed (Q3,2018)</u> LAR Commission established and confirmed the APs and their affected assets.
Step 5: IPIG lawyer to prepare individual agreements on land and assets acquisition.	<u>Expected</u>
Step 6: AP documents were checked and bank accounts were issued. Signing of the contracts and agreements with APs and disbursement of compensation.	<u>Expected</u>
Step 7: Prior to taking possession of any land or assets, including handover to a contractor, a LARP implementation report (compliance report) shall be submitted to ADB for approval, certifying that the LARP has been fully implemented in accordance with all the principles and provisions of ADB's SPS 2009 and the Kyrgyz Republic laws and regulations. Grievances or objections (if any), will be redressed as per the grievance redress procedure adopted in this LARP. All activities related to LAR will be completed prior to the contractor's possession of acquired land and commencement of civil works at a particular road Section.	<u>Expected</u>

3.5 LAR Impacts according to the Approved LARP

23. The final LARP for Section 1 and 2a prepared in 2018 determined a total affect 248 persons from 39 households without double counting, including 12 severely affected households (67 persons). Among the 39 affected households, 16 are vulnerable.

24. In accordance with the LARP acquisition of titled land, including both agricultural and residential land, will occur in the villages of Tnedik, Kok-Jar, Chekildek and Epkin. Overall, 24,959.4m² and 21,453.0 m² of agricultural and 3,506.4 m² residential land will be acquisitioned respectively. Land acquisition will affect 39 owner households. Land acquisition will incur significant impact on 12 affected households, including 7 HHs and 5 HHs losing more than 10% of their agricultural and residential land respectively.

25. Area of affected municipal land is 46.0m² and it was used as a part of the land plot belongs to the building of the office of Kok-Zhar ayil aimak. Government will take back the encroached municipal land for project use without any compensation for affected land, established fences and trees

26. Taking into account the situation with the country's budget during the preparatory activities of the LARP implementation, engineers and relevant specialists of the Supervision Consultant and Contractor will take measures to minimize the project impact. The engineers, topographers and resettlement specialist will propose additional measures will be taken to adjust the detailed design in order to minimize the impact on the AHs. The details on design adjustments and impact minimization (impact changes, if any) will be reflected in next SSMR.

4. SOCIAL DUE DILIGENCE ACTIVITIES FOR RELOCATION OF PUBLIC UTILITIES

27. During the construction work related to the rehabilitation of the road, there is a need to relocate public utilities such as electricity poles (lighting) and water pipes. Most of these public utilities are included in the design of the project, but some of them can be identified and included at the project implementation stage.

28. The impact assessment for the relocation of public utilities are not covered by the LARP for the Connector Road Project, Section 1 and 2a. In this regard, Social due diligence (SDD) for utility relocation needs to be carried out and is currently under the process. SDD report will be prepared and submitted to ADB for review and approval. SDD report will cover the utilities included in the design and detected during the road construction period. SDD for the utilities which can be identified in the future during the project implementation stage (if any) will be carried out before any relocation and will be included on an ongoing basis in the project quarterly progress reports and semi-annual social safeguards monitoring reports. There are no impacts in the sections already handed over to the contractor and the utility relocation will not be started in sections unless LARP and SDD are completed.

29. During the implementation of the project, the following types of work are included for the relocation of public utilities: drinking water pipes, electricity poles (lighting) and irrigation infrastructures. The Subcontractors that have the necessary licenses and permits in accordance with the requirements and legislation of the Kyrgyz Republic will carry out relocation of the drinking water pipes and electricity poles (lighting).

4.1 Social due diligence approach

30. The social due diligence for relocation of public utilities will be carried out with the study of technical and other project related documents: types and volumes for the planned work under the contract, information about the site, cartographic data of the Gosregister and local authorities on the location of land plots along the project road. Detailed field surveys will be conducted together with engineers and representatives of local authorities and Gosregister to check and confirm that relocation of public utilities will be carried out on the public land within the RoW and has no LAR impacts (both permanent and temporary).

4.2 Next steps

31. In order to verify the possible impact on the assets and property of local residents, as part of the planned work related to relocation of the public utilities, joint work will be carried out with engineers and representatives of the contractor, local authorities, Gosregister and other interested parties. Based on the results of the above work, an SDDR will be prepared and submitted to ADB for approval. Below is a tentative SDDR preparation work schedule.

Table 5. Schedule of the SDDR preparation

Activity	Deadline
Preparation of detailed information on planned works for the relocation of the public utilities (types, quantity, plans and etc.)	February 28 , 2021
Verification on the field	March 30, 2021
Report preparation (SDDR)	April 30, 2021

5. GRIEVANCE REDRESS MECHANISM

32. The Grievance Redress Mechanism for this Project was established during the preparation of the LARP. When the Project implementation started, the GRGs were re-activated at all levels and trained in tasks related to the LARP and the Project implementation.

33. For the effective operation of the GRM MOTR issued a new order on the GRM and updating the members of the GRG. The updated members of "Grievance Redress Group" was approved by Order No.43 dated February 12, 2020 by the Ministry of Transport and Roads of the Kyrgyz Republic (Annex 1).

34. During the reporting period there were no complaints or appeals.

6. PUBLIC CONSULTATION AND PARTICIPATION

35. Before the start of the LARP implementation process, group and individual meetings will be held with APs and other interested parties. The main purpose of these meetings is to provide the necessary information about the LARP implementation process and procedures.

36. In addition, in the process of preparing SDDR on relocation of public utilities, meetings and necessary consultations with local interested parties are expected to be held depending on the situation related to Covid-19.

7. OTHER SOCIAL MONITORING ACTIVITIES

7.1 Activities taken within Site Specific Environmental Management Plan (SSEMP)

37. The Contractor has prepared the Site Specific Environmental Management Plan (SSEMP). One of the items in the Management Plan will be road safety trainings for all school children located along the Project road. The road safety trainings will be conducted in the period 2020-2021 academic year by the Contractor and supervised and reported on by Roughton and IPIG's resettlement/social specialists.

7.2 Contractor's staff

38. In accordance with the terms of the contract, the Contractor employs 60% of the managerial / engineering staff from among foreign citizens and 40% of representatives of the local population with the appropriate qualifications. Regarding the working staff, then 20% may be foreign citizens and 80% of the local population. Information on employment is distributed to local authorities and other available channels of information dissemination.

Table 6. Number of Contractor staff

Year	Total number of Contractor staff	Number of foreign workers	Number of local workers
2020	9	4	5

8. RECOMMENDATIONS AND NEXT STEPS

39. Based on the Project needs, the following recommendations on the social safeguards monitoring activities are planned:

- I. Conduct regular monitoring of the activities of the Contractor on the site - ongoing;
- II. Conduct consultations with all affected/displaced persons prior and during the LARP implementation;
- III. Ensure a proper engagement of the local authorities' in the LAR activities - ongoing;
- IV. Ensure impact minimization expressive is carried out based on design adjustments and LAR impacts/budget is calculated as needed;
- V. Ensure a proper planning and carrying out of LARP implementation activities to handover LAR impacted section to the Contractor as soon as possible and inform IPIG management on the status of LARP implementation on regular basis to take relevant measures;
- VI. Complete a social due diligence for relocation of utilities as planned in this SSMR to be approved by ADB prior to start any civil works on relocation of utilities;
- VII. Revisit Project local authorities (ayil okmotu) and refresh recording and reporting procedure on grievances. If necessary, conducts another training on the GRM roles at the local level;
- VIII. Make coordination between GRM focal points more effective (Roughton, Contractor, IPIG and ayil okmotu); regularly coordinate with all these focal points in order to address grievances in a timely and effective manner – ongoing;
- IX. Ensure social due diligence for all project construction activities, including relocation of public utilities before start of any construction works.

ANNEX 1: MOTR GRM AND GRG ORDERS

MINISTRY OF TRANSPORT AND ROADS OF THE KYRGYZ REPUBLIC



ORDER

No. 44 dated February 12, 2020

"On the Grievance Redress Mechanism for citizens with the property under the project impact"

Pursuant to clauses 7 and 8 of the Annex to the Financing Agreement (Special Operations) of the CAREC Corridors 1 and 3 Connector Road Project, sections: Balykchy (km 0) - Kochkor (km 43) (section 1), Kochkor (km 62 + 400) - Epkin (km 89 + 500) (section 2A), and Epkin (km 89 + 500) - Bashkuugandy (km 159 + 200) between the Kyrgyz Republic and the Asian Development Bank, signed on December 2, 2016 in Bishkek, it is hereby ordered:

1. To approve the attached Guidelines on Grievance Redress Mechanism for Environmental and Social Complaints for the CAREC Corridors 1 and 3 Connector Road Project.
2. Director of IPIG ADB shall take measures to timely address appeals, complaints, and issues of citizens whose property falls under the impact of the CAREC Corridors 1 and 3 Connector Road Project.
3. To admit the Order of the Ministry of Transport and Transport of the Kyrgyz Republic No. 234 dated July 12, 2017 "On the Grievance Redress Mechanism for citizens with the property under the project impact" as invalid.
4. Control over the implementation of this Order shall be assigned to the Deputy Minister of Transport and Roads of the Kyrgyz Republic, Mr. B.Ch. Berdaliev.

Minister

/signed/

Zh. Beishenov

**MINISTRY OF TRANSPORT AND
ROADS OF THE KYRGYZ
REPUBLIC**



ORDER

No. 43 dated February 12, 2020

"On the Grievance Redress Group"

In order to ensure transparency and objectivity of decisions made and interaction of the Ministry of Transport and Roads of the Kyrgyz Republic with local authorities and civil society in the process of implementing the CAREC Corridors 1 and 3 Connector Road Project, it is hereby ordered:

1. To create:

1.1. A group at the local level to handle appeals, complaints, applications, and issues of citizens whose property and business fall under the direct or indirect impact of the above-named Project, (hereinafter the Group), consisting of:

- an Assistant of Resident Engineer of the Supervision Consulting Company, Group Leader;

Group members:

- a Head of the aiyl aimak, as a local contact person (as agreed);
- a Head of RMC-24 Regional Department No. 2 of Naryn Region, Employer's representative;
- a Resettlement Specialist, Supervision Consulting Company;
- an Environmental Specialist, Supervision Consulting Company;
- a representative of persons whose property and business are subject to the direct or indirect impact of the above-mentioned Project (as agreed);
- a representative of persons whose property and business are subject to the direct or indirect impact of the above-mentioned Project (as agreed);
- a representative of persons whose property and business are subject to the direct or indirect impact of the above-mentioned Project (as agreed);
- a representative of non-governmental organizations (as agreed);
- Observers of the Group's work at the local level;
- a representative of the Ombudsman for the Naryn region (as agreed);
- a representative of the Public Supervisory Board under the Ministry of Transport and Roads of the Kyrgyz Republic (as agreed);
- a Social Specialist, an Environmental Specialist of IPIG ADB, and an Architectural and Land Management Specialist under the Ministry of Transport and Roads of the Kyrgyz Republic.

1.2. A group at the central level to handle appeals, complaints, applications and issues of citizens whose property and business fall under the direct or indirect impact of the above-named Project (hereinafter the Group), consisting of:

- Director of IPIG ADB under the Ministry of Transport and Roads of the Kyrgyz Republic, Group Leader;

Group members:

- an Environmental Specialist of IPIG ADB under the Ministry of Transport and Roads of the Kyrgyz Republic;
- a Head of RMC-24 Regional Department No. 2 of Naryn Region, Employer's representative;
- a Social Specialist of IPIG ADB under the Ministry of Transport and Roads of the Kyrgyz Republic.
- Observers of the Group's work at the central level;
- a representative of the Ombudsman for the Naryn region (as agreed);
- a representative of the Public Supervisory Board under the Ministry of Transport and Roads of the Kyrgyz Republic (as agreed);
- a representative of non-governmental organizations (as agreed).

1.3. To provide members of the Group at the local level with the right to participate in Group meetings at the central level to provide clarification on the issues under consideration.

2. To establish that all appeals, complaints, statements and issues of citizens whose property and business fall under the direct or indirect impact of the above-mentioned Project are considered in the following sequence:

a) Appeals, complaints, applications, and issues of citizens are first considered with taking a decision by the Group at the local level within 10 working days from the date of receipt of the appeal, complaint, application, and issues of citizens.

b) If the Group does not take appropriate decisions at the local level on appeals, complaints, applications, and issues of citizens or the Group at the local level could not make decisions for reasons beyond the Group's control, then these appeals, complaints, applications, and issues of citizens are forwarded for consideration to the Group at the central level;

c) A Group at the central level will consider and take a decision within 10 working days from the date of receipt of an appeal, complaint, application, and issues of citizens;

d) If, based on appeals, complaints, applications, and issues of citizens, there is a need for a decision by the financing donor - the Asian Development Bank (hereinafter ADB), then these appeals, complaints, applications, and issues of citizens are submitted for consideration at the Supranational level - ADB.

e) The decisions of the respective Groups based on the results of consideration of appeals, complaints, applications and issues of citizens are recorded in a protocol.

3. The Heads of the Groups shall ensure that appeals, complaints, applications, and issues of citizens are considered and appropriate decisions are made on them within the time limits established by this Order.

4. To assign on the Head of the Group at the local level the functions and responsibilities of a local authorized person who ensures interaction and contact between residents of the adjacent territories to the project site, the Ministry of Transport and Roads of the Kyrgyz Republic, the Supervision Consulting Company, Heads of local government bodies, ayil aimaks and non-governmental organizations.

5. To assign the Quality Control Engineer, the Representative of the Supervision Consultant, the functions and duties of the Assistant to the Local Authorized Person.

6. To admit the Order of the Ministry of Transport and Communications of the Kyrgyz Republic No. 235 dated July 12, 2014 "On the Grievance Redress Group" invalid.

7. Control over the implementation of this Order shall be assigned to the Deputy Minister of Transport and Roads of the Kyrgyz Republic, Mr. B.Ch. Berdaliev.

Minister

/signed/

Zh. Beishenov