**REPUBLIC OF TAJIKISTAN**

**RESILAND CA+: TAJIKISTAN RESILIENT LANDSCAPE RESTORATION PROJECT**

**P171524**

**Stakeholder Engagement Plan**

**(SEP)**

**June 2021**

CONTENT

List of Abbreviations & Acronyms 3

1. INTRODUCTION 5

1.1 Project Description 5

1.2 Environmental and Social Risk Ratings of the Project 6

1.3 Purpose of the SEP 7

1.4 Scope and Structure of the SEP 7

2. ADMINISTRATIVE, pOLICY AND REGULATORY FRAMEWORK 8

2.1 Key National Sector Specific and Citizen Engagement Legal Provisions 8

2.2 World Bank Environmental and Social Standard on Stakeholder Engagement 11

3. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES 12

3.1. Key stakeholder meetings and consultations 12

3.2 Lessons Learned in Engaging Communities / Stakeholders from Previous Projects 13

4. STAKEHOLDER MAPPING, SEGMENTATION AND ANALYSIS 15

4.1 Stakeholder Mapping 15

4.2 Stakeholder Analysis. 17

4.3 Disadvantaged and Vulnerable Groups 31

5. STAKEHODER ENGAGEMENT PROGRAM 32

5.1 Purpose and timing of stakeholder engagement project 32

5.2 Proposed strategy for information disclosure 32

5.3 Proposed Strategy for consultation 33

5.4 Proposed strategy to incorporate the view of vulnerable groups 33

5.5 Timeline of SEP 35

6. SEP IMPLEMENTATION RESOURCES AND RESPONSIBILITIES 37

6.1 Resources 37

6.2 Implementation Arrangements 37

6.3 Management functions and responsibilities 38

7. GRIEVANCE REDRESS MECHANISM 40

7.1 Overview of Grievance Redress Mechanism 40

7.2 GRM Structure 40

7.3 Grievance Resolution Process 41

7.4 Monitoring and Reporting on Grievances 42

7.5 World Bank Grievance Redress System 43

8. SEP MONITORING AND REPORTING 43

TABLES

[*Table 1. Stakeholder Consultations* 12](#_Toc67838671)

[*Table 2. Project Stakeholders* 15](#_Toc67838672)

[*Table 3. Expectations, Issues, and Concerns* 22](#_Toc67838673)

[*Table 4. Proposed tentative strategy for stakeholder engagement activities* 35](#_Toc67838674)

[*Table 5. Responsibilities of key actors/stakeholders in SEP Implementation* 39](#_Toc67838675)

List of Abbreviations & Acronyms

|  |  |
| --- | --- |
| ALRI | Agency for Land Reclamation and Irrigation |
| AWP&Bs | Annual Work Plans and Budgets |
| CAMP4ASB | Climate Adaptation and Mitigation Program for Aral Sea Basin |
| CEP | Committee for Environmental Protection |
| CPF | WB’s Country Partnership Framework |
| DEP | Department on Environmental Protection |
| E&S | Environmental and Social |
| ESA | Environmental and Social Assessment |
| ESCP | Environment and Social Commitment Plan |
| ESF | Environmental and Social Framework |
| ESIA | Environmental and Social Impact Assessment |
| ESMF | Environment and Social Management Framework |
| ESMP | Environmental and Social Management Plan |
| ESS | Environmental and Social Standard |
| FAO | Food and Agriculture Agency of the United Nations |
| FGD | Focus Group Discussion |
| FLR | Forest Landscape Restoration |
| FUGs | Forest User Groups |
| GBAO | Gorno-Badakhshan Autonomous Oblast |
| GFP | Grievance Focal Point |
| GIZ | German Society for International Cooperation (Deutsche Gesellschaft für Internationale Zusammenarbeit) |
| GOT | Government of the Republic of Tajikistan |
| GRM | Grievance Redress Mechanism |
| GRS | WB’s Grievance Redress Service |
| ICARDA | International Center for Agricultural Research in the Dry Areas |
| ICSD | Interstate Commission on Sustainable Development |
| IDA | International Development Association / World Bank |
| JFM | Joint Forest Management |
| LDN | Land Degradation Neutrality |
| LMP | Labor Management Procedures |
| LGMG | Local Grievance Management Group |
| M&E | Monitoring and Evaluation |
| MoA | Ministry of Agriculture of the Republic of Tajikistan |
| MoEWR | Ministry of Energy and Water Resources |
| MoF | Ministry of Finance of the Republic of Tajikistan |
| MoLEM | Ministry of Labor, Employment and Migration |
| MSMEs | Micro, small and medium enterprises |
| MTDP | State Program for Medium-Term Development of the Republic of Tajikistan (2021-2025) |
| NADF | National Association of Dekhan Farms |
| NBS | Nature-Based Solutions |
| NDS | National Development Strategy |
| NFI | National Forest Inventory |
| NGMG | National Grievance Management Group |
| O&M | Operations & Maintenance |
| OIPs | Other Interested Parties |
| PAPs | Project Affected Parties |
| PDO | Project Development Objective |
| PIU | Project Implementation Unit |
| PRT | Pasture Reclamation Trust (PRT) of the Ministry of Agriculture |
| PSC | Project Steering Committee |
| PTC | Project Technical Committee |
| PUU | Pasture Users Union |
| RAP | Resettlement Action Plan |
| RBO | River Basin Organization |
| RGMG | Regional Grievance Management Group |
| RPF | Resettlement Policy Framework |
| RPOs | Regional Project Offices of the PIU |
| SEP | Stakeholder Engagement Plan |
| SENPA | State Enterprise of Natural Protected Areas |
| SFE | State Forest Enterprises |
| SFF | State Forest Fund |
| TA | Technical Assistance |
| TAAS | Tajik Academy of Agricultural Sciences |
| WB | World Bank |
| WBG | World Bank Group |

1. INTRODUCTION

Tajikistan is committed to reducing landscape degradation through reforestation and afforestation. In 2018, Tajikistan along with five other Caucasus and Central Asian countries signed the Astana Resolution to restore about 2.7 million ha of degraded forest landscapes. Tajikistan specifically committed to restore 48,000 ha of degraded forest landscapes from 2018-2030. The National Development Strategy 2030 addresses energy issues and aims to provide a reliable energy supply, which includes planting 1,000 ha, rehabilitating 2,000 ha and supporting natural forest regeneration on 8,000 ha of forests annually. Tajikistan’s limited forest cover (about 3%) is diminishing rapidly due to overexploitation and uncontrolled grazing. For 70 % of the population, fuelwood is the primary energy source due to an inconsistent energy supply. Additional constraints in the sector include open access to resources, inefficient heating and cooking devices, and lack of land tenure security and forest ownership awareness. Land degradation is also a threat in protected areas. Currently, about 22% of Tajikistan is demarcated as protected areas and recreational zones, with limited use of natural resources or full prohibition across 2,500 hectares of land with valuable ecosystems. Due to inadequate financing and technical capacity, protected areas lack management plans, proper boundary mapping, and measures to prevent or reduce degradation, and opportunities for co-management with stakeholders.

Tajikistan is one of the countries, along with Uzbekistan and a few other countries to join later, under the RESILAND CA+ Program, which aims to increase the resilience of regional landscapes in Central Asia. As part of RESILAND CA+ Program, World Bank’s Environment, Natural Resource and Blue Economy (ENB) Global Practice and Republic of Tajikistan under the leadership of the Committee of Environmental Protection (CEP) are preparing the Tajikistan Resilient Landscape Restoration Project (TRELLIS) to be implemented over a five-year period. The Project is aimed to increase adoption of landscape restoration practices by rural communities in selected regions and promote collaboration by Central Asia countries on transboundary landscape restoration.

The Project sites for the interventions were selected based on a combination of criteria - poverty incidence, potential for integrated landscape restoration (incorporating pasture, agriculture, water, forestry, biodiversity), regional and transboundary corridors, and complementarity with government and donor-funded initiatives. The Project sites fall in the following river basins: a) Syr Darya including the Zarafshon sub-basin covering seven districts – Asht, B. Gafurov, Shahriston, Istarafshon, Ayni, Panjekent, K. Mastchoh Ayni, Panjekent, and K. Mastchoh (in Sughd oblast, bordering Uzbekistan and the Kyrgyz Republic); b) greater Panj covering four districts – Vanj, Rushon, Shughnon, and Murghab (in Gorno Badakhshan Autonomous oblast, bordering the Kyrgyz Republic and Afghanistan); and c) Lower Kofarnihon covering three districts – Shahrituz , Nosir Khisrov, Qubodiyon (in Khatlon oblast, bordering Uzbekistan and Afghanistan). These sites include protected and forest areas that share boundaries with the above countries, along with sub-basins and watersheds that form upper catchments and include tributaries of regionally important rivers. Resources of national and regional significance in these sites include riparian forests (tugai), threatened fauna (snow leopard) and infrastructure (dams).

The project will support the WBG’s COVID-19 Crisis Response Approach[[1]](#footnote-2), World Bank Europe and Central Asia (ECA) Green Transition Priorities (2021) and WBG Gender Strategy.

* 1. Project Description

**The goal of the RESILAND CA+ Program** is to increase resilience of regional landscapes in Central Asia. The regional impact of the Program will be measured by aggregating the results of individual country projects and monitoring the results of regional activities

**The Project Development Objective (PDO**) is to increase area under sustainable landscape management by rural communities in selected locations/provinces in Tajikistan, and promote collaboration by Central Asia countries on transboundary landscape restoration. The term ‘rural communities’ refers to rural households and farms, family enterprises, farmer/community groups, and small rural entrepreneurs.

As part of sustainable landscape management, the project will also finance integrated green and grey resilient infrastructure with greater emphasis on nature-based solutions to enhance resilience to flood and other climate induced natural disasters.

The Table below shows 14 selected project districts:

|  |  |  |
| --- | --- | --- |
| **Oblast/Basin** | **Sub-basin** | **Project Districts** |
| Sughd/  Syr Darya | Upper Syr Darya | Asht, B. Ghafurov |
| Shahriston, Istarafshon |
| Zarafshon | Ayni, Panjekent, K. Mastchoh |
| Khatlon/Vakhsh | Lower Kofarnikhon | Shahrituz , Nosir Khisrov, Qubodiyon |
| GBAO/Panj | Western Pamir | Vanj, Rushon, Shughnon |
| Eastern Pamir | Murghab |

**Project Components**

Project activities are grouped into the following **four inter-related components**, which are further grouped into sub-components:

**Component 1. Strengthen Institutions and Policies, and Regional Collaboration** This component will finance consulting services, goods and equipment to support the strengthening of national institutional policies and legal frameworks, developing of knowledge and skills of government, communities and other stakeholders for landscape management, and improving the capacities of government partners to operate effectively. Under this component, financing will be provided for activities to support regional collaboration efforts in order to contribute to landscape restoration that benefits both Tajikistan and the wider Central Asia region with which the country shares and contributes critical resources and infrastructure.

**Sub-component 1.1. Strengthen Institutions and Policies*.* *a) Strengthening policy, legal and implementation frameworks.***The project will financeanalysis, revisions and adoption of existing policy, legal and implementation frameworks for forests, pastures, and PAs to help align these with national and international obligations. Areas for potential revision that would support new and innovative approaches to integrated landscape management will also be explored, e.g., for expanding the areas in which JFM can be implemented. The project will support CEP and partner agencies such as the Institute for Geodesy and Mapping (FAZO - part of SCLMG) in their continuing role of environmental monitoring and reporting on environmental status, including land degradation neutrality, sustainable development goals, etc. This will include a review of Tajikistan’s stated LDN targets, which will be refined based on new information from inventories on the degradation status of the country, including submission of a revised communication document for government approval.

*Landscape Restoration Strategy and Action Plan*. The project will finance preparation of a national landscape restoration strategy and action plan. This activity will build on the results of the Restoration Opportunities Assessment Methodology (ROAM).[[2]](#footnote-3) Other important inputs into the strategy will include the WBG-supported climate resilience risk assessment of forestry plantations national forest program, water sector reforms and the PA program, as well as the experiences of conducting sub-basin diagnostics and catchment level community action plans. This strategy and action plan seeks to complement on-going river basin planning while still using the basin as an organizing principle and sub-basin as a unit for landscape planning and investments.

*Protected Area Strategy and Action Plan*. There is no overall national PA strategy and action plan to guide the development and management of the PA system. Similar in scope to the National Forest Strategy and Action Plan, the strategy will define the intentions, priorities and measures for the reform and key development of the country’s PA system for the next 15-20 years.

***Institutional Capacity Building****.* The project will finance a range of important and necessary capacity building activities to improve and increase knowledge and skills of staff, as well as equip central and field units with essential equipment, materials, vehicles, and investment to improve working conditions. These activities will be elaborated during preparation and reviewed regularly during implementation to ensure that they remain relevant to staff of the participating institutions. Work in curriculum development by other donors (notably GIZ) will also be incorporated where possible. The project will support: i) on- the-job training of operational and technical staff on landscape restoration, and a range of related topics through short courses, workshops, seminars, etc., on a range of topics to build capacities to engage in landscape restoration; ii) post-graduate studies for qualifying students for study in the region, or elsewhere, in key topics, e.g., landscape management, forest conservation, pasture management; and iii) curricula development for universities in the country to improve formal training.

Rehabilitation and improvement of SFE offices, district-level Pasture Commissions and selected Special PA units. The project will finance the purchase and installation of office and field equipment, as well as vehicles to improve field operations of field and district units. For select offices, the project will finance the purchase of machinery such as tractors for field operations, as well the construction of living quarters for field staff. Initial estimates of requirements from the various government agencies have been prepared and will be elaborated during project preparation.

***Strengthening research and knowledge management****.* The project will support a range of analytical and data generation activities to strengthen the country’s research base and knowledge management for landscape management approaches. These activities include: i) research and analytical studies to be carried out in partnership with research and academic institutions on topics such as assessing drivers of land degradation, climate risk assessment, market development and access, PES feasibility assessment and piloting, ecological fiscal transfers; ii) knowledge management through support for platforms, such as Sustainable Land Management Tajikistan (SLMTJ), and dissemination focusing on exchange and learning and similar initiatives, and annual review meetings; and iii) study tours and exchanges within the country, with neighboring countries, and further afield to other countries, building on WBG’s presence in the region and globally, as well as other projects and initiatives.

**Sub-component 1.2. Strengthen Regional Collaboration*.*** The objective of this sub-component is to promote collaboration among Central Asia countries on transboundary landscape restoration given the critical need to address new emerging threats at the regional level, such as the impacts of climate change.This sub-component will help, *inter alia*, to manage shared resources, exploit economies of scale related to regional tourism, and facilitate collective action to address these and other common goals. It will allow countries to come together to address challenges, find regional solutions for challenges faced by multiple countries, and thus promote global public goods.

This sub-component will contribute to Regional Platform for harmonization of policies and capacity building programs related to interventions that provide regional and global public goods. It will support Tajikistan’s participation in the implementation of several key regional activities identified by the five countries in the 2020 10-year Regional Environmental Program for Sustainable Development (endorsed under the auspices of the Interstate Commission on Sustainable Development- [ICSD](about:blank)), including: (i) exchange of experience between interested government agencies, as well as local authorities and communities from the targeted districts of the Central Asia countries, (ii) development of MoUs for facilitating border-crossing for ecotourism in protected areas and unique natural sites, (iii) development of MoUs for using common modern methods of inventory of flora and fauna diversity, and ecosystem condition along transboundary corridors, (iv) development of a joint transboundary management plan for ecological corridors for migratory animals and cooperation agreements for addressing issues of protection of key species and habitats, (v) development of MoUs for using nature-based solutions for landscape restoration; (vi) development of a joint protocol of activities on protection and preservation of sites, as well as potential “Peace Parks”; and (vii) conducting regional fora, conferences, and symposiums on landscape restoration, protected area management, ecotourism, etc., In addition, the sub-component will contribute to the management of a regional level M&E system for RESILAND CA+ (see Annex 5 for details)to monitor, evaluate, and report on the Program’s regional impact.

The Regional Environmental Centre for Central Asia (CAREC) will execute this sub-component under a contract with the GoT given its regional mandate and capacities. CAREC will partner with other entities, such as FAO, UNDP, UCA, and International Center for Agricultural Research in the Dry Areas (ICARDA), to execute specific activities. CAREC will work with the countries to mobilize political commitment and support for activities that provide regional public goods. It will do so by providing technical expertise, supporting analytical work, including feasibility studies, organizing training, dialogues and regional workshops, serving as a regional platform for sharing data and promoting common policy and practice, and harmonizing with national data platforms such as SLMTJ. CAREC will also be responsible for aggregating results from the RESILAND CA+ national operations against program targets.

**Component 2. Resilient Landscapes and Livelihoods.** Overall, this component will finance works, consulting services, non-consulting services, goods, and grants. Both government institutions and communities will implement a range of landscape restoration investments. To support the selection of investments, assistance will be provided for landscape restoration planning. All planning will encourage women’s leadership, will follow citizen engagement mechanisms, and will be based on good practice principles for a landscape approach when reconciling different and often competing land uses. CEP and Tajik organizations have considerable prior experience in participatory planning with both WBG’s and other donor-support projects. The participatory planning processes will build on lessons learned from the range of past and current projects and programs in rural development, as well as from natural resource management and climate resilience projects[[3]](#footnote-4),[[4]](#footnote-5).The project will finance the preparation of basin and sub-basin diagnostics in the project locations. The purpose will be to identify patterns and types of degradation, as well as boundaries for catchment plans which will place proposed sectoral interventions, such as forest and PA management plans (see above) within the selected landscapes in project districts. Landscape diagnostics will also provide the preliminary scoping for investment under Component 3, with more detailed assessments and analyses conducted as part of the technical design.

*Participatory Catchment Community Action Plans (CCAPs)* covering five to ten years will be developed. These plans will be more tactical in nature covering catchments identified in the diagnostic key areas for landscape restoration investments to be designed and implemented by government agencies and communities. The CCAPs will be translated into relevant planning instruments for implementation by local bodies, organizations or groups, e.g., pasture user unions, SFEs, FUGs, jamoats, WUAs. These planning instruments will be re-checked for integrity with sub-basin/watershed management principles (as they are unlikely to fully coincide with watersheds). At the level of individual investments operational plans/proposals will be prepared for project financing that flow from the former plans described above. During preparation, the planning approach and guidelines for stakeholders and those providing planning support will be developed as part of the Operational Manual.

**Sub-component 2.1 Forest Restoration and Sustainable Forest Management.** The Forestry Agency will lead on the technical aspects of this subcomponent, while the financial and procurement management responsibilities will remain with CEP. This subcomponent includes the following key activities.

*National Forest Inventory.* The project will finance a national-level systematic National Forest Inventory (NFI) using a low sampling density. The NFI exercise will employ state of the art methodologies for conducting forest inventories, including geospatial and earth observation data. The NFI will establish key parameters such as the total areas of forest by forest type and ownership (as needed), total standing volumes by species and size class, regeneration, incidence of pests and disease, and the distribution of key indicator species for biodiversity conservation. Other relevant data will also be collected, e.g., evidence of illegal removals, erosion, forest fires, condition/species of pasture, etc., as required.

*Forest management plans.* The project will finance the preparation and implementation of up to 5 sustainable forest management plans for SFEs in the project sites. Preparation of the plans will build upon experience of earlier methods [[5]](#footnote-6). Stakeholder engagement is a critical component for development of these plans, providing a more bottom-up and participatory dimension. Based on these activities, 10-year plans will be elaborated, with measures and costs identified for sustainable forest management (including JFM plans) and corresponding maps developed. Development of plans at this scale for forestry will be coordinated with pasture management plans. Sustainable forest management plans will be operationalized through the SFEs’ annual plans. The associated digital data will be stored and maintained in an appropriate database, in alignment with plans already compiled for Khovaling SFE. Required additional development and maintenance of this system will be undertaken by the project.

*Implementation of sustainable forest management plans.* Once the plans have been prepared, SFEs will implement the plans. This will include carrying out silvicultural treatments such as assisted natural regeneration, grazing management, thinning, stand management, fire management, forest protection and so on. Fire stations and fire monitoring could be established in Sharituz district, bordering Uzbekistan’s Babatag Key Biodiversity Area (this can be coordinated and collaborated with Uzbekistan). Activities will include:

1. *Afforestation and shelterbelts.* The Forest Agency will carry out afforestation in approximately 5,550ha in the project districts, including 100ha of shelterbelt. Assessments and plans will be needed of proposed locations, species to be planted, and risks and mitigation measures. Further details will be clarified on how these areas may ultimately form the basis of JFM contracts, the legal status (cf. the Forest Code) of such lands, and ownership of the land in which shelterbelts will be established.
2. *Fuelwood plantations*. There is potential scope to promote larger-scale fuelwood plantations of fast-growing species both on State Forest Fund (SFF) and non-SFF land, possibly with the participation of the private sector. This type of investment will be investigated during preparation.
3. *Forest nurseries*. The project will support semi-modernization measure in a limited number of nurseries in project SFEs.
4. *Joint Forest Management*. This participatory forest management approach enables the local population – either individuals or groups – to become involved in forest management and support the rehabilitation of degraded natural forests over the long term. Based on experience,[[6]](#footnote-7) the project will look to develop contracts primarily with Forest User Groups (FUGs) rather than individual households. FUGs will sign contracts for the land use rights with the SFEs for a period of 20 years, with the possibility of extension. This arrangement will seek to encourage the FUG members to sustainably manage and rehabilitate their individual forest plot of usually 1-2 hectares. Plans will be developed jointly by the SFEs and the respective tenant for each individual plot, or with the FUG for a consolidated area. The JFM plan will be developed for a five-year period and will specify short- and long-term goals. There are limited SFE capacities to support JFM, with SFE staff needing training themselves. Therefore, technical assistance will be required for the duration of the project and will be provided through a combination of IG specialists and contracted organizations/firms. JFM will be implemented in approximately 2,750ha in the project sites that have potential for JFM. Based on more detailed site assessments to be conducted during project preparation, cost estimates will be adjusted if irrigation is considered necessary.
5. *Household-based forest nurseries.* The project will promote the development of private backyard nurseries to bolster seedling supply for JFM and afforestation, and as an income generation activity for rural households. A start-up grant will support nursery establishment procure initial inputs. The average size of such a nursery is expected to be 0.5 to 1.5 ha., and about 375 are expected to be established in the project sites.

**Sub-component 2.2 Integrated Pasture Management and Restoration.** The Pasture Reclamation Trust (PRT) of the Ministry of Agriculture will lead on technical aspects of this sub-component, which includes the following key activities.

*(a) Geobotanical surveys and pasture inventories.* SCLMG has responsibility for monitoring pasture areas under the authority of the PRT. The project will finance cadastral assessment of pasture resources and geobotanical surveys in the project districts, with data digitized for planning and monitoring purposes. Within this activity, the project will pilot the use of ‘smart inventories’ based on updated methods and statistical analysis. Staff at the SCLMG and PRT will conduct the assessments. Outputs will be used for the overall monitoring system for pasture in the country, and in the preparation of pasture management plans (PMPs) that are mandated by the Pasture Law.

*(b) Forage seed demonstration plots*. Establishment of seed demonstration plots for native forage species in two project locations, each covering 100ha. These plots will be under the management of the PRT, and serve to demonstrate the production of forage seeds, as well as to supply suitable seeds for forage production by PUUs and others.

*(c) Pasture/livestock Management Plans.* To help slowing land degradation processes, the project will support sustainable pasture/fodder-based livestock production systems in selected areas. The focus of support will be PUUs, whether these are to be created or existing unions are to be strengthened. Where PUUs are to be created, these will be primarily at village and jamoat levels (and at district level, if needed, depending on resource use regimes). In the project districts, financing will be provided for the development and implementation of up to 70 PMPs by PUUs in line with the requirements of the Pasture Law. The PUUs will be responsible for implementing the plans and will operate at the scale (district, jamoat or village) considered appropriate for the resource use regime. Within specified budget limits, the plans supported by the project will identify and finance investments to support: (a) measures to improve pasture productivity and sustainability, such as protecting areas for regeneration, pasture rehabilitation, improving access to remote pastures, and needs for supplementary fodder production; (b) grazing utilization levels; (c) animal health requirements and breed improvement measures; (d) investment needs; and (e) implementation responsibilities, targets and indicators. PUUs will be required to coordinate PMP preparation and implementation, closely with JFM planning and implementation to ensure that measures are in place to protect forest areas from livestock encroachment and to handle the impact of displacing livestock from JFM lands.

**Sub-component 2.3 Protected Area Management and Biodiversity Conservation.** This subcomponent will be technically led by the SENPA, as part of CEP, and includes the following key activities.

*(a) Priority PA Management Plans*. Management plans will be prepared or updated for selected protected areas. Potential PAs include Tajik National Park and Zorkul Special Reserve in GBAO (which borders the Kyrgyz Republic and Afghanistan), Yagnob National Park in Sughd and State Natural Reserve Tigrovaya Balka in Khatlon (bordering Afghanistan). Management plans are not in place for all PAs, and if they exist, they are outdated. These plans are critical investments for PAs to be managed effectively for the benefit of the country and region. Plans will comprise standard elements, management arrangements, conservation and restoration measures, protection and enforcement, monitoring, education and awareness, stakeholder engagement, ecotourism and recreation, prioritized actions, and associated costs. Planning activities will involve boundary mapping, spatial planning, economic and financial analysis, and stakeholder consultations.

*(b) Implementation of PA management plans.* Support for implementation would include activities such as establishment of monitoring systems and protocols including remote and field-based monitoring, e.g., camera, traps, drones, surveys, etc. Other PA management investments include tourism facilities, signage, protection infrastructure, and plans to restore/protect about 10,000ha in and around PAs. Key activities the project will support include: a) boundary demarcation; b) installation of information panels in places frequently visited by local people and tourists; c) census of Marco Polo sheep, Ibex and Snow Leopard and analyses of their habitats; d) protect and enhance habitat of key species, e.g., Indian goose, Tibetan snowcock, argali, ibex, snow leopard, and Bukhara deer; e) promotion of ecotourism and related activities; and f)publishing booklets, maps with tourist destinations, natural, historical and cultural sites.

**Sub-component 2.4. Community-level Livelihoods.**  The project will provide grants to resource user groups, e.g., WUAs, groups of land users/farmers, rural households as well as to jamoats to implement small-scale livelihood investments.

Organizations will help in the local appraisal of investment proposals, as well as any necessary permissions or technical support from local authorities. Organization/firms will work with jamoat-level government specialists and CEP IG, to assist and train PUUs, WUAs and FUGs to prepare, implement and monitor participatory pasture, on-farm water and JFM plans. In the case of pasture management and JFM, mobilization will include organizing and conducting meetings with various stakeholders such as local authorities, village groups (e.g., mahallas, existing livestock or user groups), village members to inform and obtain consensus for PUU and FUG formation. Guidelines and manuals for the Tajik context exist for providing facilitation and technical support to PUUs, WUAs and FUGs.During preparation, these tools will be reviewed and revised as needed for the purposes of the project and in line with WBG requirements.

*(a) Climate-smart- agriculture.*  The project will support CSA-based livelihoods in two ways, through grants to WUAs and to groups of farmers that form a CSA group. Existing WUAs will be eligible for grants to address degradation issues such as on-farm salination, erosion, and low productivity in ways that can increase income for members and reduce degradation impacts. The focus will be to encourage WUAs to adopt practices such as diversification of agricultural/horticultural crops, adoption of water-efficient crops and varieties, use of efficient irrigation technologies, environmental measures such increasing vegetative cover on irrigation channels and planting of shelter-belts. An alternative in sites where there are no WUAs, is for the project to support to groups of farmers to adopt similar activities. This practice is similar to the Common Interest Groups (CIGs), a modality used in ELMARL. Activities and groups would be prioritized and identified during the CCAP planning process and supported to prepare proposals.

*(b) Nature and community-based tourism.* For households in the vicinity of special protected areas and other natural attractions, community-based nature tourism is an income-generation opportunity. Small-scale tourism activities will be considered as part of CCAPs, particularly in and around PAs where they will align with PA management approaches, and sites with established regional tourism routes and attractions. Investments could include: a) development of homestays and small cafes; b) training of tourism guides; c) development of ecotourism activities, e.g., trekking routes, horse trekking, nature trails; and d) associated products such as handicrafts, promotional materials, interpretation.

*(c) Climate resilient green infrastructure.* The project will provide grants to jamoat authorities for small-scale climate resilient green infrastructure to address problems such as small-scale erosion, landslide, and flood control. Based on catchment assessments and priority issues, jamoats will select appropriate interventions to address these issues. Options for investments include small structures such as stone and concrete diversion ditches, V-shaped and trapezoidal channels for drainage, and other transverse instream structures to be installed to decrease flow velocity, trap sediment, and safely control runoff downstream. Additionally, check dams can be installed in streams and gullies upstream to limit sediment transport and reduce the velocity and quantity of runoff flowing downstream. Wire mesh fences and galvanized trellis walls are common options to stabilize slopes and prevent sediment from entering the creeks to minimize erosion. Grants will also be considered for small-scale infrastructure, e.g., renewable energy (low-cost solar energy), and energy efficiency measures (e.g., improved stoves, insulation) that have potential to reduce pressure on critical resources such as fuelwood.

**Component 3. Flood Resilience through Green and Grey Infrastructure.** This component will pilot **Nature-Based Solutions[[7]](#footnote-8) (**NBS) through integration of green and grey infrastructure to address flood management. It will be implemented bythe Agency for Land Reclamation and Irrigation (ALRI) under the Government of Tajikistan and will fund consulting services, goods, works and capacity building within ALRI, and other relevant RBO, national, district and community authorities.

The project will implement a cross-sectoral approach in two or three pilot catchment areas to demonstrate use of integrated green and grey infrastructure under a large-scale NBS approach. This will aim to reverse upstream land and natural resources degradation thereby increasing slope stability and water retention, increase resilience of infrastructure, and provide flood protection benefits to downstream communities. Three levels of governance (national, district and community) will be brought together, and mobilize and strengthen the capacity of the relevant RBOs to pursue integrated basin management. Specific interventions in the upper catchment areas can include slope stabilization, vegetation of degraded areas, planting of grass and other species, and green and grey retention facilities to help curb erosion, reduce peak flows, and retain materials transported by rivers (soil, rocks, debris, etc.). These will be combined with downstream measures such as floodplain re-naturalization, levee setbacks, floodway creation, strengthening of river embankments and construction of infrastructure to reduce the impacts of floods while creating opportunities for regenerating or creating new riverine habitats. These integrated pilots will demonstrate types of investments that are able to restore ecosystem functions and services and increase resilience of infrastructure, communities and livelihoods to climate risks like floods, mud flows, landslides and gully erosion. Scaling up these NBS requires active facilitation of dialogue and capacity development amongst academia, policy makers, practitioners of conservation and flood/disaster management, and local communities.

Under the pilot nature of the NBS, basin/sub-basin selection, site identification and design will occur during implementation and are considered part of capacity building of ALRI, RBOs and the relevant sub-national authorities. Given that some activities under project Components 2 and 3 will be mutually beneficial and may potentially be roughly divided into upstream (Component 2) and downstream (Component 3) interventions in the same basins/sub-basins, ALRI and CEP will pursue close coordination, particularly during NBS strategy development. This component is organized in two sub-components as follow:

**Subcomponent 3.1 Planning for green and grey infrastructure.**

(a) *System-scale strategic planning.* Capacity building of ALRI and other government agencies to support effective planning and implementation of NBS to enhance ecosystem services provision and increase resilience of infrastructure. Built infrastructure alone is increasingly unlikely to provide future water security and resilience against predicted climate change impacts. Capacity building of local stakeholders is also required to help them reduce exposure and vulnerability of people and property to natural disasters, promote better management of land and natural resources, and engage in basin/sub-basin level dialogues and processes.

(b) *Integration of green and gray infrastructure.* Further capacity building of the involved stakeholders, particularly ALRI, to understand the benefits, opportunities and design considerations of integrating green and grey infrastructure to prevent further degradation and loss of natural ecosystems upstream and strengthen the resilience of river embankments, small irrigation dams and flood and sedimentation control structures downstream.

**Subcomponent 3.2 Development of green and grey infrastructure.**

c) *Feasibility studies and detailed designs.* Investments in the selected basins/sub-basins will be based on economic analysis, vulnerability assessments, and environmental and social assessments. Green infrastructure will be designed to complement the gray infrastructure and optimize the functionality, cost-effectiveness, and resilience of the integrated natural and built system. To support this, capacity of ALRI, RBOs and other local authorities and bodies in NBS water and sediment retention approaches, slope stabilization, river training, and operations and maintenance of the infrastructure/facilities introduced will be strengthened.

(d) *Implementation and maintenance.* While there is a strong foundation of implementing grey infrastructure, capacity building of ALRI and other government agencies to support effective implementation and maintenance of NBS to enhance ecosystem services provision and increase resilience of infrastructure will be pursued. This will include development of standard operating procedures (SOPs) including scheduling of regular inspections, maintenance, and performance assessment. Local authorities and community organizations will also be mobilized and capacities to support implementation and maintenance as appropriate.

**Component 4. Project Management and Coordination.** This component will finance the operating costs of project management functions to be carried out by the Implementing Group (IG) within the Committee for Environmental Protection (CEP) for both Components 1 and 2, and the Project Management Unit (PMU) within the Agency for Land Reclamation and Irrigation (ALRI) for Component 3. Key functions include procurement, financial management, coordination, reporting, and monitoring and evaluation. The CEP IG and ALRI PMU will also be responsible for ensuring project compliance with environmental and social standards, attention to gender aspects, and citizen engagement for their respective components. The central CEP IG will be supported by project-financed province-level technical units with core staff in key areas such as pasture management, forestry and biodiversity conservation as needed. Similarly, central ALRI PMU shall also engage project financed specialists at local level for field work coordination purposes.

Financing will be provided for fixed and or short-term specialists in procurement, financial management, monitoring and evaluation, and technical assistance in environmental management, social development and in other areas as per approved work and procurement plans. Financing will also be provided for targeted training and other activities in areas such as participatory planning, integrated land management, participatory resource management and other relevant areas to help build the capacity of existing CEP and ALRI staff, especially those with project responsibilities. The project will support office furniture and equipment, incremental operating expenses (including travel), and partial operating costs for CEP district offices participating in the project.

1.2 Environmental and Social Risk Ratings of the Project

The project is being prepared under the World Bank’s new ESF, which came into effect on October 1, 2018, replacing the Bank’s Environmental and Social Safeguard Policies. The project components must comply with ten Environmental and Social Standards (ESS).

Both the Project’s environmental and social risks are assessed as Substantial, making the overall environmental and social risk rating Substantial.

Social risks which may impact project implementation and outcomes include: (i) accessibility – to poor and near-poor people, specially, in rural and mountainous areas; (ii) equity challenges due to geographic, socio-economic, and inter regional disparities; (iii) fragility and conflict situation in some border areas; (iv) gender inequity – which could affect outreach to women in general and female headed households , in particular; (iv) adequate and appropriate facilities provision and service quality; and (v) regulation and governance, especially with regard to integrating forestry with other livelihood department activities. As regards project related issues, it is difficult to assess at this juncture the nature and scale of impacts likely to occur and the risks thereof as the project locations and the interventions are not finalized. However, as the key interventions will be in the spheres of protected area and landscape management, the interface with the local communities will be critical. It is likely that project will have to address potential conflicts in order to bring together differing perspectives. This would mean that the project will have to develop appropriate strategies and implementation plans to ensure that the local communities are provided with an opportunity to participate in decision making and derive full benefits. The project does not envisage involuntary acquisition of lands, nor any permanent restrictions impeding formal or customary access and usage.

The Sexual Employment and Abuse/Sexual Harrassment (SEA/SH) risk is assessed as moderate mostly due to the status of national Gender-Based Violence (GBV) legislation, gender norms, and the rural location of most project activities.

Towards addressing the social risks and in compliance with ESS10 on Information Disclosure and Stakeholder Engagement, the Government of Tajikistan/ the Implementing Group of Committee of Environmental Protection (IG/CEP) and PMU/ALRI, has developed the present Stakeholder Engagement Plan.

1.3 Purpose of the SEP

Government of Tajikistan recognizes that the 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 Stakeholder Engagement Plan (SEP) enables to identify elaborately different stakeholders and to develop an approach for reaching each group. In other words, 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 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 roles and responsibilities of different actors in implementing the Plan; and (iv) grievance redress mechanism (GRM).

1.4 Scope and Structure of the SEP

Scope of the SEP shall be as outlined in the WorldBank’sESS10. The engagement will be planned as an integral part of the environmental and social assessment and project design and implementation.

This document includes 8 chapters. The first 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 Tajikistan 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. 5 Stakeholder Engagement Plan is presented in the Chapter 5. Chapter 6 includes the Resources and Responsibilities for Implementing Stakeholders Engagement Activities. Grievance Redress Mechanism (GRM) follows in Chapter 7. Monitoring, documentation and reporting are presented in the last Chapter 8.

2. ADMINISTRATIVE, pOLICY AND REGULATORY FRAMEWORK

This chapter provides details on the social policies, laws, regulations as well as guidelines that are relevant to the activities proposed under the project. It also provides an assessment of the adequacy of the coverage on social aspects in the legislative and regulatory framework. Lastly, WB Environmental and Social Standard 10 on Information Disclosure and Stakeholder Engagement is described below.

2.1 Key National Sector Specific and Citizen Engagement Legal Provisions

*The Constitution of the Republic of Tajikistan* establishes exclusive state property on land whereas the state ensures its effective use in the best interests of the people. The amendments to the Land Code, that took place in August 2012 allow alienating land use rights, and land use rights became subject to buying/selling, gift, exchange, pledge and other transactions. Amendments to the Mortgage Law, allow the individual land user to pledge his/her user rights to the land plot to another individual, bank or institution at the current market price. The implementing mechanisms for these amendments are being developed, although this right provides greater scope and flexibility to the land user. Cost of realty, constructions and assets should be compensated to physical persons.

Some key strategies, laws and regulations relevant to the Project are presented below.

*The Land Code* of the Republic of Tajikistan is the most systematized code of rules regulating the complex of legal relations arising during the process of exercising the land use rights. Matters related to suspension of land use rights, in case of their acquisition, and compensation of losses to land users and losses connected to withdrawal of land from the turnover are considered in two chapters and nine articles of the Land Code. These articles contain basic provisions on land acquisition for public and state purposes. The Code allows the state to seize the land from land users for the needs of projects implemented in the interests of state and at the state scale, and describes methods, system and order of protection of rights and interests of persons whose land is subject for withdrawal for the purposes of the project, and provides for the complex of compensatory measures to cover the land users’ losses. The Regulation about an order of compensation of the land users’ losses and losses of agricultural production, approved by the Resolution of the Government of the Republic of Tajikistan # 641, dd. 30th December 2011, establishes concrete and detailed order of reimbursement of the land users’ losses.

*Forestry Code of the Republic of Tajikistan (No. 769) (1993\2008)* regulates forestry aiming at the rational use of forest resources, the protection and conservation of the natural environment and the promotion of the production of timber and agricultural products. Forests are declared to be common property of the people of Tajikistan and as such are owned by the state. All forests together form the "unified state forest reserve". Articles 6 and 7 define the competence of the Government and local authorities (" hukumats") in regulating matters.

*2019 Pasture Law* (of June 20, 2019 No. 1618) governs the public relations connected with management, use and protection of pastures. The government of the Republic of Tajikistan, authorized state body on use and protection of pastures, local executive bodies of the government, self-government institutions of settlements and villages and authorized state body in the field of forestry manage pastures within the powers and competence according to the procedure, established by the Law and other legal acts of the RT The Law defines the following principles of the pastures use:

- ensuring effective and complex use of pastures;

- availability of pastures to physical persons and legal entities;

- control of use, protection of pastures and the environment for ensuring interests of the state and society;

- broad participation of the population and public associations in implementation of actions for protection of pastures; transparency of holding the actions connected with use of pastures;

- attraction of domestic and external investments for yield increase and effective use of pastures;

- regulation of pasture of the cattle on pastures;

- compensation of damage caused to pastures as a result of negative impact on them; international cooperation on effective use y to protection of pastures.

*Law on Dehkan Farms* (2016) provides the legislative basis for the establishment and operation of private dehkan farms. It clarifies and fixes the rights of dehkan farm members as land users. The law improves the management of dehkan farms and defines the rights and duties of their members. It allows farmers to legally erect field camps on land as temporary buildings, which makes it possible to significantly improve productivity at the agricultural season. The law requires dehkan farms to take measures to improve soil fertility and improve the ecological status of lands, timely payments for water and electricity, and provide statistical information to government agencies.

*Law on Freedom of Information* is underpinned by Article 25 of the Constitution, which states that governmental agencies, social associations and officials are required to provide each person with the possibility of receiving and becoming acquainted with documents that affect her or his rights and interests, except in cases anticipated by law.

Per the *Law on Public Associations*, a public association may be formed in one of the following organizational and legal forms: public organization, public movement, or a body of public initiative. Article 4 of this law establishes the right of citizens to found associations for the protection of common interests and the achievement of common goals. It outlines the voluntary nature of associations and defines citizens’ rights to restrain from joining and withdrawing from an organization. August 2015 amendments to this legislation require NGOs to notify the Ministry of Justice about all funds received from international sources prior to using the funds.

The 2014 *Law on Public Meetings, Demonstrations and Rallies* (Article 10) bans persons with a record of administrative offenses (i.e. non-criminal infractions) under Articles 106, 460, 479 and 480 of the Code for Administrative Offences from organizing gatherings[[8]](#footnote-9). Article 12 of the Law establishes that the gathering organizers must obtain permission from local administration fifteen days prior to organizing a mass gathering.

*Law on Local Governments (2004)* assigns a district or city chairman the authority to control over the natural resource management, construction and reconstruction of natural protection areas, to oversee the local structures in sanitary epidemiological surveillance, waste management, health and social protection of population within the administrative territory. No public gathering is implemented without official notification of local government (district khukumat).

*Law of Republic of Tajikistan on Appeals of Physical and Legal Entities* (2016) contains legal provisions on established information channels for citizens to file their complaints, requests and grievances. Article 14 of the Law sets the timeframes for handling grievances, which is 15 days from the date of receipt that do not require additional study and research, and 30 days for the appeals that need additional study. These legal provisions will be taken into account by the project-based Grievance Redress Mechanism.

*Labor Code* prohibits forced labor (Article 8). The Labor Code also sets the minimum age at which a child can be employed as well as the conditions under which children can work (Articles 113, 67, and 174). The minimum employment age is 15, however, in certain cases of vocational training, mild work may be allowed for 14-year old (Article 174 of the Labor Code). In addition, there are some labor restrictions on what type of work can be done, and what hours of work are permissible by workers under the age of 18. Examples of labor restrictions include: those between 14 and 15 cannot work more than 24 hours per week while those under 18 cannot work more than 35 hours per week; during the academic year, the maximum number of hours is half of this, 12 and 17.5 hours, respectively. These limitations are consistent with the ILO Convention on Minimum Age. In addition, *Law on Parents Responsibility for Children’s Upbringing and Education*, makes parents responsible for ensuring their children not involved in heavy and hazardous work and that they are attending school. The *Child Labor Monitoring Department* at the Ministry of Labor created 2009 performs methodological analysis and trains the specialists who monitor child labor and collect statistics to introduce effective methods for reducing child labor and preventing its worst forms throughout the country.

List of International Treaties and Conventions related to Social Issues ratified by Tajikistan:

* Rotterdam Convention on Prior Informed Consent (PIC) procedure (1998);
* International Covenant on Economic, Social and Cultural Rights;
* Convention on the Elimination of all forms of Discrimination Against Women;
* Tripartite Consultation (International Labor Standards) Convention, (2014);

**Adequacy of the Legislative Framework on Social Aspects**

The legal and regulatory framework at the national and local levels provides an adequate and appropriate enabling framework for implementing the key activities to be supported under the Project. Responsiveness to complainants’ inquiries/questions, and public accountability are adequately covered by the legal framework at different levels. The legislation highlights the importance of state’s commitment to serving and ensuring citizen protection, in general, and people to be affected by the project in particular. The laws on access to information, consumer rights; grievance redress; and ethics codes in place stipulate rules governing fair services; and the investments in strengthening the agricultural resilience systems to be applied during the project implementation.

2.2 World Bank Environmental and Social Standard on Stakeholder Engagement

The World Bank’s Environmental and Social Framework (ESF)’s Environmental and Social Standard (ESS) 10, “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” (World Bank, 2017: 97). Specifically, the requirements set out by ESS10 are the following:

* “Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
* Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
* The process of stakeholder engagement will involve the following, as set out in further detail in 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.” (World Bank, 2017: 98).

A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100).

For more details on the WB Environmental and Social Standards, please follow the below links:

[www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards](http://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards) and <http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>

3. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

3.1. Key stakeholder meetings and consultations

The Committee of Environmental Protection (CEP) and its team and the Inter-Ministerial Working Group established by Tajik Government held a number of meetings, consultations and discussion on the project design during February 2020 - June, 2021 to: (i) discuss the details of project activities with relevant state and non-state institutions; (ii) agree on the approach to project preparation; (iii) agree on fiduciary and safeguards requirements related to the project preparation; and (iv) address additional issues and guidance that were provided during the World Bank’s internal project concept note review meeting.

Details about the previous stakeholder meetings and consultations held are presented Table 1 below.

*Table* *1. Stakeholder Consultations*

|  |  |  |  |
| --- | --- | --- | --- |
| **Place and Method** | **Date** | **Participants** | **Key points raised** |
| A World Bank mission visited Tajikistan | February 24-28, 2020 | Deputy Ministers of Finance; Energy and Water; and Agriculture, as well as representatives of various government agencies, partner organizations and civil society organizations. | * Scope new project activities and agree on project preparation approach and timeline |
| Dushanbe, virtual webex discussions | February 1-10, 2021 | Ministry of Energy and Water, Ministry of Agriculture, Forestry Agency, Pasture Trust, Agency for Land Reclamation and Irrigation, State Land Committee | * Initial meeting and discussion on project preparation process, timelines and requirements from the GOT side * Agree on the project development objective and project components * Detailing of all project activities, analyses of the pre-selected project target areas and regional cooperation activities |
| Dushanbe, virtual meeting | April -May 2021 | PDT, WBG task team | * Preparation of the social and environmental risk management documents by the CEP with the WB technical support. |
| Dushanbe,  Email exchange, phone calls, meetings | June, 2021 | CEP, ALRI, FA, members of interministerial working group, NGO Znaniye | * Development of E&S risk management instruments:   1.Environment and Social Management Framework (ESMF);  2. Resettlement Policy Framework (RPF);  3. Stakeholder Engagement Plan (SEP); and  4. Labor Management Procedures (LMP). |
| Qubodiyon district (66 persons) | June 25, 2021 | Field trips of NGO Znaniye - meetings with the 14 target districts’ authorities, CEP and ALRI local departments, and community  Field trips of NGO Znaniye - meetings with the 14 target districts’ authorities, CEP and ALRI local departments, and community | * Organization of bank protection works, rehabilitation of irrigation infrastructure for a sustainable supply of irrigation water, improvement of the condition of winter pastures. |
| Shahrituz district (71 persons) | June 27, 2021 | * Financial support to WUAs through grant mechanisms, organization of courses on land and water use, as well as capacity building for employees of the Forestry Agency and Specially Protected Natural Areas. |
| Nosir Khusrav district (64 persons) | June 29, 2021 | * Construction of dams to improve the supply of irrigation water, planting forest shelter belts, organizing nurseries for reforestation. |
| Ayni district (44 persons) | July 2, 2021 | * Eliminating the causes of landscape degradation, improving the management of protected areas, attracting unemployed people in public works during the implementation of the project. |
| Panjekent district (76 persons) | July 4, 2021 | * Conducting bank protection works, planting intensive gardens, rehabilitation of cattle-grazing roads, organizing training courses for obtaining grants. |
| Shahriston district (73 persons) | July 7, 2021 | * Partial restoration of pastures, organization of training on land and water use, creation of nurseries at household. |
| K. Mastchoh district (44 persons) | July 9, 2021 | * Involvement of women in public works during the implementation of the project, construction of bridges in places of mass cattle walking, organization of special groups for reforestation and their training. |
| Istarafshon (92 persons) | July 11, 2021 | * Eliminate flood threat in the area, reforestation, improve pasture management. |
| B. Ghafurov (59 districts) | July 13, 2021 | * Providing irrigation water in Undji, Rukhaki and Goziyon Jamoats, restoration of the protective forest belt in Kholmatov and Ismoil Jamoats. |
| Asht district (67 persons) | July 15, 2021 | * Improvement of land reclamation, construction of bridges in pasture routes, carrying out bank protection works. |
| Vanj district (66 persons) | July 17 2021 | * Involvement of the population in public works during the implementation of the project, allocation of quotas for young people to study at the agrarian university in agro-forestry, organization of training courses on land use. |
| Rushon district (54 persons) | July 20, 2021 | * Organization of training courses for receiving small grants, creation of information centers for the prevention of flood risks. |
| Shughnon district (53 persons) | July 23, 2021 | * Organization of training courses for obtaining grants, the creation of special groups for tree planting, collection of medicinal herbs and wild fruits. |
| Murghab district (48 persons) | July 26, 2021 | * Organization of short-term courses to improve the potential of forestry specialists, specially protected areas and the "pasture users" trust. |
| Public consultations | August , 2021 | Multi-stakeholder workshops | * Public consultations of the draft ESF instruments |

3.2 Lessons Learned in Engaging Communities / Stakeholders from Previous Projects

**Community mobilization and involvement play important roles in ensuring relevance and ownership of interventions.** The project draws on the stakeholder engagement experience under several World Bank (WB) -financed portfolio of landscape and related projects across the globe and in Tajikistan, and from similar regional platforms [[9]](#footnote-10) to identify effective approaches to citizen engagement.

**The main lesson is that stakeholder participation at different scales is critical for building ownership and sustainability in landscape management approaches**. Tajikistan Environmental Land Management and Rural Livelihoods Project (P122694 (ELMARL) highlighted the value of: a) CDD planning and decision-making in creating ownership among rural communities to take responsibility for interventions and maintain their livelihoods in sustainable ways; and b) engaging district-level decision makers in the review of community-level investments was critical for buy-in and helped elevate SLM and climate resilience issues to the district level. Ensuring participation across scales and sectors will continue to be important in this project particularly given the focus on landscapes in which there are multiple and often competing land uses and need to address potential conflicts. At the same time, it is important to recognize the challenges of participatory approaches where the transaction costs can be prohibitive and total agreement elusive. The project will build on the experience of ELMARL and other similar projects adopting a participatory approach for the development of CCAPs and sub-basin level landscape restoration plans. Stakeholder analysis and engagement will be critical to the development of various types of landscape-level strategies and management plans, e.g., forests, PAs. The project will also continue to work with an inter-ministerial working group at the central level (formed during preparation) during project implementation.

Another lesson is that **capacity building at all levels, communication and access to information** are important for the widespread adoption of new practices. The involvement and commitment of government agencies at various levels and community organizations are important factors contributing to project success. People require the ability to participate and accept certain roles and responsibilities in landscape restoration and management. While CDD approaches as used in ELMARL and other projects in Tajikistan, have been effective in ensuring transparency and prioritizing local needs, significant capacity building was required of communities, local government and the implementing agency. Even with the capacity developed in the CEP since 2013, the project cannot underestimate the need to continue to build capacities of stakeholders, particularly in given the integrated approaches needed in landscape restoration and management and the absence of a formal extension service in the country. The project has included a range of capacity building activities that cover stakeholders from government, research institutes, and communities. The project is also investing in knowledge management generate, capture and make accessible information for land users and managers to improve SLM practices in support of landscape restoration.

During the discussions with the WB ESF team members it was recommended that the project team should take into consideration the impact of COVID-19 on the project design, risks and targeted indicators.

Please add the key findings of public consultations held by Znaniye:

4. STAKEHOLDER MAPPING, SEGMENTATION AND ANALYSIS

The social impact of the project is expected to be largely positive, as the project will support investments in rural livelihood development and landscape management selected through a multi-stakeholder planning process, and the bulk of which will be designed and managed primarily by communities, farmers, and resource user groups through the small grant program. Issues of social inclusion, especially vulnerable and disadvantaged groups, and the dependence of their livelihoods from selected resources are assessed through social and environmental assessment and considered in the project design to ensure that stakeholders have equal access to project benefits. The key project interventions will require extended interface between local communities and government bodies. It is likely that project will have to address potential conflicts to bring together differing perspectives. This would mean that the project will have to develop appropriate strategies and implementation plans to ensure that the local communities are provided with an opportunity to participate in decision making and derive full benefits.

Primary project beneficiaries are expected to be rural communities, private farmers and farmer groups, villages and village communities, including women and youth, and resource user groups (e.g., for pasture, forest) interested in adopting landscape restoration practices while improving their livelihoods and job opportunities. These communities and groups will benefit from technical and financial support to implement technologies and approaches that improve their livelihoods, increase their resilience, while also contributing to the restoration of ecosystem functions. Rural communities will also be key beneficiaries of NBS approaches through reduced exposure to risks of flooding, landslides, etc. Under Components 1, 2 and 3 Government agencies are expected to benefit from technical support and capacity building for integrated landscape planning in ways that attempt to reconcile different land uses at national and regional scales. Staff in these agencies at both central and field-levels will also benefit from investments in improved equipment and infrastructure, improved and more accessible data to support timely decision-making related to landscape restoration.

ESS 10 recognizes two broad categories of stakeholders: Project Affected Parties and Other Interested Parties. **Project-affected parties** **(PAPs**) include 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/feel changes from environmental and social impacts of the project. 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.

4.1 Stakeholder Mapping

One of the key challenges will lie in mapping out comprehensively the stakeholder profile and the ‘system’ thereof. This would imply identifying various sub-groups of beneficiaries/actors/functionaries; soliciting their expectations (from the project) and ascertaining the issues and concerns. Results emanating from these enquiries will have to be adjudicated against the existing ‘system’ – policies, programs, legislation, institutions and service deliveries. The stakeholders hence have been classified into two groups, including PAPs, such as CEP, ALRI subordinate structures, associations and farmers); and other interested parties such as ministries, local governments, IFIs, CSOs, and media and vulnerable groups, including women headed households, women farmers, youth and people with physical disabilities. Table 2 below describes the mapping of the Project stakeholders.

*Table 2. Project Stakeholders*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PROJECT AFFECTED PARTIES** | | | | | |
| **Ministry of Agriculture Substructures** | | | | | |
| Pasture and Land Reclamation Trust (Department) | |  | |  | |
| **Ministry of Energy and Water Resources** | | | | | |
| Water and Energy policy Department | | Department of Energy Policy and Water Resources, Science and Technology Development | |  | |
| **Committee for Environmental Protection** | | | | | |
| State Institution "Specially Protected Natural Areas” | | Climate Change Centre | | Department of Environmental Monitoring and Policy | |
| Project Implementation Group | |  | |  | |
| **Agency for Land Reclamation and Irrigation under the Government of Tajikistan** | | | | | |
| SUE Project Institute “Tajikgiprovodhoz” | | Construction Department | | Basin Management, Irrigation and Land Reclamation Department | |
| **Agency of Forestry under the Government of the Republic of Tajikistan** | | | | | |
| Forestry Department | | International Relations Department | | State Forestry Enterprises (SFE) (13 regional and district’ SFEs in the Project area) | |
| **Committee for Land Management and Geodesy of the Republic of Tajikistan** | | | | | |
| “Fazo” Design and Research Institute | | State Design Institute for Land Management "Tojikzaminsoz" | | Land Cadaster and Management of Land Resources Department | |
| **Local community/farmers and NGOs** | | | | | |
| Rural communities, private farmers and farmer groups, villages and village communities, including women and youth | Water Users’ Associations (WUA) | | Pasture User Unions (PUUs) | | Forest User Groups (FUG) |
| Community-based ecotourism providers (households, groups of villagers, associations) |  | |  | |  |
|  | | | | | |
| **Project affected people** | | | | | |
| Individuals and groups, including local communities in target sites, likely to be affected by project impacts | Community members to be affected by land acquisition | | Contracted workers | | Small traders |
| **OTHER INTERESTED PARTIES** | | | | | |
| **Enabling Ministries and Agencies** | | | | | |
| Ministry of Finance | Ministry of Agriculture | | Ministry of Energy and Water Resources | | Tajik Academy of Sciences of the Republic of Tajikistan |
| Committee for Environmental Protection | Ministry of Labor | | State Investments Committee and Immovable Property Management | | Majlisi Namoyandagon Majlisi Oli (Parliament) of RT |
| Agency for Meteorology | Agency for the Procurement of Goods, Works and Services | | Committee on Women, and Family Affairs | |  |
|  |  | |  | |  |
| **International Financing Institutions and International NGOs** | | | | | |
| Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) | Food and Agricultural Organization | | ADB | | European Union |
| KfW | Caritas-Switzerland | | World Food Program | | UNDP |
| **Other National and Local NGOs** | | | | | |
| National Association of Dehkan Farms (NADF) | Sarob Cooperative | | Agro-service Consulting firms | | Other consulting firms |
| Employers Association |  | |  | |  |
| **Media** | | | | | |
| Print and broadcast – newspapers, TV channels, radio programs | Electronic Media – web sites, news agencies | | | | Social media – Facebook, Instagram etc. |
| **DISADVANTAGED AND VULNERABLE GROUPS** | | | | | |
| Women farmers, youth | Disabled people, who may be physically challenged or handicapped in other ways | | | | Female headed households |

4.2 Stakeholder Analysis.

Consultation meetings were held with representatives of different stakeholder groups. Project information were shared to evince their expectations and the issues/ concerns thereof. These consultations helped in, understanding not only the current functioning of the system but also in ascertaining the social issues likely to be addressed by the project. The results so obtained were consolidated and the initial set of impacts likely to occur as a result of the project interventions drawn. Consultations were held that covered a variety of stakeholders in order to identify gaps, risks, and potential actions. The Project beneficiaries and stakeholders will have different expectations from, and issues related to the Project.

*Table 3. Expectations, Issues, and Concerns*

Project Affected Parties (PAPs)

| **1. Group/ Subgroup** | **2. Expectations** from the project | **3. Current Status** | | **4. Concerns and issues** | **5. Significance of Risks** | **6.** Enabling **Conditions** required |
| --- | --- | --- | --- | --- | --- | --- |
| **Committee of Environmental Protection under the Government of Tajikistan**  **Project Implementation Group (IG) under CEP** | Successful implementation of the Project components – landscape restoration, effective pastures management, harmonization of legislation, strategies development,  Capacity building of CEP’ and other agencies structures in the regions. All categories of stakeholders should receive expected benefits.  The end result should be an increase in the living standards of people in the target areas | The CEP mandate is to coordinate policies and investments on sustainable natural resource management, climate change mitigation and adaptation, environmental monitoring & awareness. It issues environmental permits and conducts environmental expertise for any civil works subprojects  IG was formed in 2013 to implement WB funded Environmental Land Management and Rural Livelihoods Project (P122694, 2013-2018), and Climate Adaptation and Mitigation Program for Aral Sea Basin (CAMP4ASB) -2016-2021 | | * COVID -19 impact - delay in financing and the implementation of the component project * Temporary local disturbances to biodiversity and living natural resources; habitat disturbances; soil loss related to planting activities; dust; and temporary, construction related, air or water pollution * Lack of qualified personnel at all levels, in the structures involved | High | Ensure a smooth and timely implementation of the Project components.  Timely financing technical equipment of implementing agencies.  Recruiting experienced specialists on the round.  Establish effective cooperation between all stakeholders on the national and local levels  Development and implementation of ESMF, site specific ESMPs for small rehabilitation works |
| **Agency for Land Reclamation and Irrigation under the Government of Tajikistan**  (ALRI) | 1. Successful implementation 2. of the Project’ Component 3. 3 *Flood Resilience through* 4. *Green and Grey* 5. *Infrastructure* – integrate 6. Nature-Based Solutions 7. (NBS) to address flood 8. management. 9. Implementation of the: 10. *- State Program for the* 11. *development of new* 12. *irrigated land and the* 13. *restoration of land disposed* 14. *of from agricultural use in* 15. *the Republic of Tajikistan* 16. *for the period 2012-2020* 17. - *State Program of* 18. *Bank protection works* 19. *of the RT for* 20. *2018–2022* 21. *–* *Program “On measures to* 22. *improve the reclamation* 23. *state of irrigated* 24. *agricultural lands of the* 25. *Republic of Tajikistan for* 26. *2019-2023* | | The Agency develops state policy and legal regulation in the field of land reclamation and irrigation systems, use and conservation of water facilities, provision of irrigation water and protection of water resources. The Agency is also responsible to operate and maintain water facilities, design and build new hydraulic structures, carry out bank protection works in order to prevent flood risks, develop and supply water to land, oversee land reclamation and water use, manage water resources for irrigation, support Water user associations and water resources management in land reclamation and irrigation systems based on integrated water resources management at the levels of basins and sub-basins of large and small rivers. | * Natural disasters that may affect the Project interventions * Incorrectly conducted territory assessment, which can lead to ineffective bank protection * it takes a lot of time to get government approval for a particular activity * Lack of specialists on the ground * Lack of equipment and internet (no device to storage information) in the Agency’ regional structures that leads to slow communication\ ineffective informational flow within ALRI subdivisions * Lack of specialized machinery for bank protection works * Uncoordinated disparate activities of Water Users Associations | Substantial | Conducting a thorough and competent assessment of the target area before planting trees.  Ensure conduction of professional bank protection using specialized equipment and machinery.  Conducting preventive bank protection.  Capacity building of all stakeholders, including ALRI subdivisions, and WUA  Equip ALRI regional subdivisions to ensure timely and effective communication |
| **Ministry of Agriculture -**  **Pasture Reclamation Trust Department** | Pasture restoration and enhancement of their productivity  Enhance capacity of existing seeds\seedlings producers, support dekhkan farms by modern equipment and machinery/techniques.  Establishment of new farms for growing and further distribution of forage crops - Establishment of seed demonstration plots for native forage species in the project locations, each covering 100ha. Restoration of roads and bridges along the route of livestock | The MoA develops comprehensive sectoral and regional programs aimed at development of agriculture sector, food security, increase employment and rural incomes, maintain a stable level of prices for food products in the domestic market.  **The Pasture Trust** of the Ministry of Agriculture is responsible for state control of pasture use and protection. Like all agricultural land in Tajikistan, pastures are under state ownership and mainly held by state agricultural enterprises, dekhan farms and household farms. | | * Timely and effective targeted disbursement of funds * Lack of qualified personnel at all levels of the project implementation   Current agricultural challenges related to the project specifics are:   * lack of funding for restoration and maintenance of pastures and related infrastructure (machinery, feed warehouse) * Limited access to high quality seeds; | Substantial | Establishment of the project implementation group (IG) under the MoA  Capacity building of all involved in the project implementation structures at the national and local levels, including the project implementation unit, employees of research institutes, laboratories, seeds producers, farmers - Pasture User Unions (PUU).  Develop effective Pasture Management Plans (PMPs)  Ongoing monitoring and technical support from the WB |
| **Ministry of Energy and Water Resources** | Successful implementation of the Project components,  in particular application of Nature-Based Solutions (NBS) through integration of green and grey infrastructure to address flood management; and capacity building of relevant RBO to pursue integrated basin management | The central government authority that formulates and carries out the public policy and fulfils regulatory functions in the area of fuel, energy and water resources. It maintains water & energy cadastres; water resources databases and information system, inventory of hydraulic structures. Oversees several donor-funded projects on energy and water sector, including CASA 1000, Rural Water Supply and Sanitation. Facilitates the activities of the Interagency Working Group on Drinking Water Supply and Sanitation | | The sector challenges:  • Water management is carried out on basis of territorial administrative boundaries and not on the natural flow areas, preventing effective planning of water allocation and of development of water resources;  • Inefficient pumping stations and high lifts with low O&M budgets limit sustainability of pump irrigation systems;  • Increase in lands out of irrigation due to salinization;   * Low salaries restrict recruitment of new, trained irrigation specialists. | Moderate | Include to the project design subprojects on smart water solutions and water management. |
| **Committee for Land Management and Geodesy of the Republic of Tajikistan** | Successful implementation of the project components. Establishment of efficient land management. Basic information on landscapes is available in the Committee and its subordinate organizations (land area, level of their degradation, information on soil characteristics, on geobotany, relief, etc. and the committee is responsible for planning territories in terms of efficient use of land resources.  In this regard, the Committee and its subordinate organizations are ready to play a more active role in the project implementation. | The central government authority, responsible for development and implementation of the public policy in the area of state land management, land cadastre, land surveying, mapping, state registration of immovable property and its rights, and state control over land use and conservation.  Defines issues and opportunities for development of effective land management technologies to be incorporated into the project design | | -Insufficient involvement of some agencies in the project implementation.  -Land management should be based on reliable data.  -Updating maps and information on soils and geobotany are catastrophically out of date.  - Lack of appropriate information systems to ensure participation of all parties in the development process and to provide farmers and communities with the necessary information to support effective production and management of territories. | Moderate | For the Committee and its subordinate organizations:  - capacity building of landscape management specialists;  - training in innovative technologies, including remote sensing (monitoring the state of crops, determining the yield, determining the degree of land degradation and erosion, preparing soil maps, etc.):  - training on new GIS technologies to improve landscape management;  Technical support for mapping improvement:  - Vehicle;  -computers, unmanned aerial vehicles, GPS-receivers, plotters, scanners and other equipment;  -programs, etc. |  |
| **Agency of Forestry under the Government of the Republic of Tajikistan** | Amendments to the Forestry Code (2011)  On-the-job training for ALRI and SFE’ personnel on landscape restoration  Organization of the Forest Seed Center based on the Research Institute of Forestry.  Renovation of ALRI and SFEs field buildings and offices, provision of equipment, vehicles and small equipment.  Conducting a national inventory of forests in the project areas  Development and implementation of Forest Management Plan  Afforestation and reforestation on an area of 2,386 hectares.  Creation of industrial fuel plantation forests on an area of 550 hectares | The Forestry Agency  performs the function of developing and implementing a unified state policy, normative, legal regulation and state administration in the field of forestry, forest resources, hunting, flora and fauna of specially protected natural areas, and also carries out economic functions of organizing the system and provides state control. Within the Project the Forestry Agency will lead the technical aspects of *Sub-Component 2.1*: *Reforestation and sustainable forest management.*  There are 13 SFEs in the Project target area. | | * Contradictions in legislation (land and environmental protection), which prevent adoption of enforcements stipulated by the Forestry Code. * Lack of specialists in forest protection and forest inventory * There is no forest seed center in Tajikistan. * No forest inventory has been conducted in the target area forestries in the last 30 years. | Substantial | Improvement of forest legislation.  Capacity building of the Agency and SFE specialists  Training of specialists on forest protection and forest inventory at the Tajik Agrarian University.  Upgrading of ALRI/ target SFEs offices technical base.    Documentation and distribution of the best approaches and technologies for landscape management and restoration through WOCAT. |  |
| **Regional and local executive bodies** | Would like to know much more project details along with their expected roles and responsibilities in project implementation.  Interested in successful implementation of the project components. | Responsible for socio-economic development of territories and development of business entities. District khukumats are also key actors in provision of local services, such as electricity, water, maintenance of road network, issuance of relevant permits and land allocation issues. | | * Do not know details of the project investments and the requirements thereof. * Lack of capacity in terms of personnel. | Moderate | Engage them during project activities design and implementation, solicit their support in public outreach and stakeholder engagement  Enroll their staff in capacity building activities |  |
| **Water Users’ Associations** | Get acsess to grants to address degradation issues such as on-farm salination, erosion, and low productivity in ways that can increase income for members and reduce degradation impacts. The focus will be to encourage WUAs to adopt practices such as diversification of agricultural/horticultural crops, adoption of water-efficient crops and varieties, use of efficient irrigation technologies, environmental measures such increasing vegetative cover on irrigation channels and planting of shelter-belts. | Informal or formal groups established at the village level to advocate for their member rights, and to manage jointly the water use issues. Closely cooperate with ALRI. Sometimes conduct bank protection works having no expertise in this field. WUA will serve as key informants to design the land use management plans | | Lack of experienced specialists in WUA management  Shortage of machinery and mechanisms  Low level of fees collection for water supply services and membership fees  Inefficient maintenance and use of land and water resources | Substantial | Consult on their needs and challenges, which will be helpful during selection criteria setting and identification of scope of small grants |  |
| Pasture User Unions (PUU) | Development and implementation of the efficient Pasture Management Plans | Informal or formal groups established at the district or village level to manage common assets issues. The groups will serve as key informants to design Pasture Management Plans (PMP) | | A large number of PUUs are not yet fully legalized, have no registration at the tax authorities and do not fully functional | Substantial | Take into account PUU needs and challenges during PMP development.  Legalize PUU performance |  |
| **Rural women groups, women farmers** | To have access to the project benefits, investments, income generating activities and trainings | Women with no skills (school education only).  Women engaged in seasonal agriculture.  Women with secondary vocational education.  Single mothers/Female headed households. | | Women comprise the overwhelming majority of the casual and temporary workers in agriculture. Women are often employed in lower-skill positions; they also face additional obstacles to acquiring permanent jobs due to childcare and family obligations. Working on temporary or casual basis with no formal contractual relationships, entails they have less job security and are less socially-protected. Wage discrimination may also occur, for example, by using commonly accepted norms for wages for men and women that are not related to actual productivity. Women are more vulnerable to Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) at the workplace that can also affect their job security, productivity, health, and well-being. | Medium to high | In addition to mitigation measures included in the project LMP and ESMF, the project will raise awareness of labor standards, equity and non-discrimination requirements, SEA/SH risks and mitigation measures. These will also be included in project information materials, consultations and information campaigns |  |
| Other Interested Parties | | | | | | |
| **1. Group/ Subgroup** | **2. Expectations** from the project | **3. Current Status** | | **4. Concerns and Issues** | **5. Significance of Risks** | **6.** Enabling **Conditions** required |
| **Ministry of Labor, Employment and Migration** | Labor risks are considered limited because all project workers, other than civil servants assigned for project implementation at the PIU are government by the mutually agreed labor contracts. | The Labor Inspection under the MoLEM has primary responsibility for overseeing labor conditions, occupational health and safety. | | Non-regular labor audits and inspections of state organizations are conducted;  Use of child labor, forced or conscripted labor is prohibited in the project  No measures to prevent Sexual Exploitation, Abuse/ Harassment (SEA/H) at work are included in labor contracts according to the national legislation. | Moderate | The CEP/ALRI will develop and implement Labor Management Procedures (including measures on occupational health and safety and Code of Conduct for all project staff, consultants and workers) for the project. |
| **National CSOs, agrobusiness associations, women business associations, agro-consulting companies** | * Cooperate in terms of timely raising awareness and capacity building of farmers and seed producers on seed production innovations; * Promote extension services and render support to players along the value chain; * Facilitate feedback mechanisms to strengthen relationships with project beneficiaries and project implementation unit. * Voice the challenges faced by vulnerable farmers, with special attention to the needs of women and disabled | There are wide range of service CSOs, associations and consulting firms functioning in agricultural sector. Their institutional capacity is sufficient to facilitate the project activities in rural areas. | | * Limited donor and state funding; * Beneficiary surveys results are not publicized and not used to enhance services; * All gatherings and activities should be agreed prior implementation with local governments; * Constant monitoring of CSO activities and funding received from donor organizations by the justice authorities; * Poor engagement of NGOs in public consultations on the agricultural reforming agenda; * Limited third-party monitoring (TPM) practices to assess the performance and verify the goods and services offered by the Government under the donor funded projects. | Moderate | Partnership agreements with CSOs/firms to provide outreach and capacity building services on (a) development and implementation of a public education campaign and training and educational programs for farmers; (b) creating a system to provide timely, high-quality advisory services to farmers;  Engage CSOs in TPM activities. |
| **Media** | Cooperate in terms of timely raising awareness of ongoing reforms and project accomplishments;  Promote farmers willingness to use the certified new seeds and seedlings and modernized methodologies to improve productivity and raise food security. | Wide range of national and local media outputs are available, especially popular in rural areas where the internet access is limited. | | * Beneficiary Survey results have not been disclosed and disseminated; * High censorship on behalf of the state authorities; * Blocked public access to online resources of some media institutions. | Moderate | Partnership agreements with state establishments to provide outreach and capacity building services on development and implementation of a public education campaign using multiple communication channels including new media (social media, mobile) and mass media; updating and enhancing CEP and ALRI’s websites |

## 4.3 Disadvantaged and Vulnerable Groups

As per ESS10, it is particularly important to understand project impact and whether it create equitable opportunities accessible to the vulnerable and disadvantaged groups or disproportionately fall on them. These groups often do not have a voice to express their concerns or understand the impact of a project.

Women dominate in the agriculture sector, due to men labor migration, but their participation tends to be mostly informal, seasonal, low-wage, or unpaid. Other disadvantaged groups include disabled people, who may be physically challenged or handicapped in other ways. They would not be able to benefit from the project without assistance.

Human, financial, and social capital constraints as well as traditions and norms hinder women employment and leadership opportunities in the agriculture sector. Although there are many different types of associations and groups in the agriculture sector, ranging from self-support groups to formal dehkan groups, very few women participate in them. This is an unfortunate participation rate because these (informal and formal) groups deliver extension, training, and even credit. This is reflected also in women’s use of new technologies and access to productive resources and information, which are lower than men. Female-headed households are also less likely to own their assets (instead they share equipment, or rent), and they use less inputs in their land. Constraints on women's access to and control over resources, such as technologies and inputs, limit the success and sustainability of development. Deep seated perceptions and social norms about male and female roles in the household and agriculture cast women as lacking skills and knowledge either as farmers or farm managers. Lastly, even though men are absent from their households and farms, this does not always translate into women’s increase in decision making. The composition of extended rural households, other male relatives, migrant males still taking decisions for the farm, do not allow for meaningful assumption of a decision-making role for many women.[[10]](#footnote-11)

5. STAKEHODER ENGAGEMENT PROGRAM



## 5.1 Purpose and timing of stakeholder engagement program

The project stakeholder engagement activities need to be streamed horizontally and vertically. The horizontal stream implies an engagement with stakeholders at the national level. Activities on the horizontal level are assumed to improve awareness and coordination of efforts in the relevant sectors 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. As part of SEP the project will finance activities to improve the system of beneficiaries’ outreach and education: development and delivery of training courses and modules in different formats, which among other things, will promote and embed formal and regular consultation with farmers, civil society, and other stakeholders. The outreach and education activities will provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them.

## 5.2 Proposed strategy for information disclosure

The project has a citizen engagement-oriented design and will benefit from feedback monitoring throughout implementation. During preparation, the project carried out stakeholder consultations with civil society, academia and other relevant stakeholders, and their feedback were duly incorporated into the project design. Project implementation will include mechanisms to engage citizens, beneficiaries, and stakeholders, as shown in the table below (Table 1). The project will carry out meaningful stakeholder consultations through focus groups and surveys, employ monitoring mechanisms such as satisfaction surveys, grievance redress mechanism (GRM) and multi-stakeholder forums, and deploy tools for remote consultations and where appropriate, organize socially-distanced gatherings, following local regulations. Team work closely with gender and social specialist will ensure existing consultation plans have been designed with citizen engagement in mind and/or have a stand-alone citizen engagement plan. As per best practices, this will also be reflected in the scope of the activities in the project.

**Table 1: Citizen Engagement (CE) mechanisms, project activities and Indicators**

|  |  |  |
| --- | --- | --- |
| **Citizen Engagement Mechanism** | **Project Activity** | **Indicator** |
| Participatory planning and participatory monitoring | Various resource management plans to be supported by the project such those for catchments, forest management, pasture management, will be developed through participatory planning, including participatory watershed GIS mapping, and they will include the provisions of participatory monitoring. | Share of management plans supported by the project are developed through participatory planning and include participatory monitoring |
| Citizen satisfaction surveys | Organize project activities e.g., trainings, grants such that they fully reflect the need of direct beneficiaries, collect data on beneficiaries’ perception, monitor and improve. | Percentage of direct beneficiaries that are satisfied with project activities |
| Grievance redress mechanism (GRM) | Grievances are registered in the GRM and responded to within two weeks and resolved within four weeks. | Percentage of feedback/ grievances resolved within the stipulated service standards for response times |

**Website coverage**

The SEP and Environment and Social Commitment Plan (ESCP) will be disclosed at the World Bank portal and the CEP website. Currently CEP website (<http://www.tajnature.tj>) is being used to disclose project related information in Tajik and Russian. The SEP will include enhancing the CEP website. The CEP will create a webpage on the Project on its existing website. All future project-related monitoring reports listed in the above sections will be disclosed on this webpage. Project updates will also be posted on the homepage of CEP website.

**Mass/social media communication**

CEP IG Social Development Specialist will be engaged during the project implementation in order to maintain close communication with stakeholders. The PIU representative will be responsible for posting relevant information on the dedicated CEP website, social media channels and on information boards throughout the project’s lifecycle.IG will also inform citizens about the project progress through radio & TV programs.

**Communication materials**

Written information will be disclosed to the public via a variety of communication materials including articles in newspapers, brochures, flyers, posters, etc. A public relations kit will be designed specifically and distributed both in print and online form. CEP/IG will also update its website regularly with key project updates and reports on the project’s performance in Tajik, Russian and English. The website will also provide information about the grievance mechanism for the project.

**Information Desks**

Information Desks in target regions and districts will provide 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.

## Proposed Strategy for consultation

**Beneficiary Perceptions Surveys**

The Project has been designed to support mechanisms for citizen engagement. The CEP IG will carry out in-depth mid-term and completion assessments where the achievement of outcomes and other project impacts will be assessed, including beneficiary satisfaction and environmental and social impacts. Building on the experience of ELMARL, a well-being assessment is planned to provide a broader picture of changes in livelihood assets. The mid-term review will also assess the overall implementation progress and identify and propose solutions for any key issues affecting implementation. A final evaluation will also be carried out at the end of the project as an input to the World Bank Implementation Completion and Results Report (ICRR) to evaluate end results, assess overall performance, and capture key lessons.

**Focus Group Discussions**

Focus group discussions will be primarily conducted with the women on the ground, to gather their perspective on their specific needs and issues that women encounter as they navigate the work environment. In a well-facilitated FGD, a discussion between participants is possible that enables to record voices expressing the risks, barriers and needs from their perspective. This forum will provide a more dynamic environment for women to express their viewpoints on the relevant issues. The results of the FGD will form part of a gender gap analysis to promote equal opportunities and help increase female participation in all levels.

**Grievance Redress Mechanism**

In compliance with the World Bank’s ESS10, a project-specific grievance redress mechanism will be set up to handle complaints and issues, and this will be integrated into the GRM country system that are available to citizens. Dedicated communication materials (specifically, a GRM brochure or pamphlet) will be developed to help residents become familiar with the grievance redress channels and procedures. Locked suggestion/complaint boxes will be posted in regional IG offices and responsible specialists will maintain a grievance register in order to capture and track grievances from submission to resolution and communication with complainants.

Also, details about the Project Grievance Mechanism will be posted on the CEP and ALRI website. An online feedback mechanism will also function as a grievances redress mechanism, allowing data-users to provide comments or lodge complaints. Contact details of the IG/CEP and ALRI/PMU representative will also be made available on the CEP/ALRI website.

## Proposed strategy to incorporate the view of vulnerable groups

In terms of gender, the project will contribute to WBG Gender Strategy, particularly to Objective 2 ‘Removing Constraints for More and Better Jobs’, Objective 3 ‘Removing Barriers to Women’s Ownership of and Control over Assets’, and Objective 4 ‘Enhancing Women’s Voice and Agency and Engaging Men and Boys’. The project will contribute to reducing gender biases by incorporating in capacity building messages that do not confine women to defined gender roles and social expectations. Within three months of the project effectiveness date, the Project will develop the Gender Action Plan with specific activities to fill in the gender gaps identified. The proposed actions may include:

* supporting female students from marginalized families by covering cost of their annual studies at the Tajik Agrarian University based on agreement with the University to study integrated landscape management, including forestry, agro-ecology and veterinary medicine.
* Women representation in FUGs and PUGs and their participation in the development of forest management and pasture management plans
* Women equal access to small grants (growing seedlings at their households, establishing hostels.)

The new project will undertake stakeholder engagement activities to ensure that these groups are not disproportionately affected and have equal opportunity in partaking in project benefits. Such activities will include awareness and information campaigns including targeting women and mahalla-level meetings which community members of all backgrounds can join, distributing information materials through multiple channels such as media, social media, and mahalla leaders, emphasizing the rules and principles of equity and non-discrimination for example in relation to employment opportunities in all training and consultation activities. Where ethnic and linguistic minorities are present, the project will ensure that information materials and consultations are accessible in the simple language common to the local groups. Where gender balanced consultations cannot be ensured, the project will undertake separate consultations with women in order to record and consider their feedback, questions, and concerns. Community liaison officers will identify, map, and ensure tailored outreach to women, disabled, socially or spatially isolated communities to ensure that they are aware and able to participate in project-related activities. This may include, for instance, tailored information meetings for small farmers, female farmers on benefitting from project-financed services (such as extension and advisory services), mahalla-level meetings on project benefits for farmers as well as the broader community, among others. Such meetings and consultations will highlight project commitments with regard to good environmental, social, labor/OHS, and stakeholder engagement practices, as well as explain the project grievance redress mechanism to raise awareness on the above among vulnerable groups and their communities.

A listing of disadvantaged groups and/or individuals may be by the following associations and unions:

1. Dehkhan farmers with low skills/experience and women farmers may be represented by the National Association of Dekhan Farms (NADF);
2. Disabled people may be represented by the Association of Disabled People of Tajikistan;
3. WUAs and mahalla committees

Ultimately the objective of engaging with the different categories of stakeholders above is to create an atmosphere of understanding that actively involves project-affected people and other stakeholders in a timely manner, and that these groups are provided sufficient opportunity to voice their opinions and concerns that may influence Project decisions.

## Timeline of SEP

Keeping the above in mind, following is the tentative work plan and timeline:

*Table 4. Proposed tentative strategy for stakeholder engagement activities*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Activity** | **Purpose** | **Stakeholders** | **Responsible** | **Timeline/ Frequency** |
| Project Steering Committee (PSC) Meetings | Provide oversight and guidance on project management and ensure coordination of project activities among various agencies. PSC will also provide strategic guidance on policy decisions on landscape management. | Representative of relevant ministries, agencies and representatives of PUUs and FUGs. The PSC will be chaired by the Deputy Prime Minister or CEP Chair. | CEP/ALRI | bi-annually |
| Project Management Committee (PMC) meetings | Provide a technical level support and coordination and co-chaired by the IG and IU coordinators. | PMC will include Project Director, two coordinators, focal persons from the two IAs, beneficiary agencies and other technical institutions relevant for project implementation and additional technical staff from IG and IU as necessary | CEP/IG, ALRI/PIU | Quarterly, on needed basis |
| Consultative meetings with relevant stakeholders at the regional and local levels: share and consult with the relevant stakeholders on matters related to the planned project activities, provide them with regular briefs, and solicit their views on future envisioned actions. | The objective is to strengthen effective public consultations, incorporate the board’s views into the project design, and thereby ensuring a proper implementation of the project Components. | Dehkan farms, seeds producers, agribusiness representatives, FUG, WUA, SFE, respective NGOs and associations | CEP\IG, ALRI/PIU (within Component 3) | Quarterly, on needed basis |
| Beneficiary Perceptions Surveys | To facilitate independent feedback from a wide range of stakeholders on the project interventions progress and effectiveness. | All stakeholders (disaggregated by gender to better tailor interventions) | CEP\IG, ALRI/PIU | Mid-term and end of the project |
| Development and implementation of public awareness campaigns | To address the social exclusion risk. | All stakeholders from private sector. | CEP\IG, ALRI/PIU | Continuously throughout project implementation |
| Focus group discussions | To learn about women’s and disable people’ issues and needs. | women farmers, agriculture workers. | CEP\IG, ALRI/PIU | During the first year of the project implementation. |
| Stakeholder awareness, education and consultations campaigns | To keep informed about the project achievements; to improve knowledge and skills in respective agriculture sphere | All stakeholders at national and local level | CEP\IG, ALRI/PIU | Based on annual plan timelines |
| Operational meetings | To implement the project components. | Provincial and district level departments of CEP\ALRI | CEP\IG, ALRI/PIU | Quarterly |

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

## Resources

The CEP carries out its activities directly or through its territorial bodies (at province level in Sughd, Dushanbe and Khatlon) in cooperation with other central and local public authorities, enterprises, institutions, organizations regardless of their forms of ownership and organizational and legal form.

The CEP IG will be responsible for the SEP implementation and update, if needed. The IG has a Social Development Specialist with a clear role, responsibilities, and authority for the implementation and monitoring of stakeholder engagement activities and compliance with the ESS10. Based on the needs of the SEP, the stakeholder engagement budget (to be funded from Component 4) will cover the following activities: additional staffing at regional level, travel, development of communication strategy, beneficiary survey, recruitment of an NGO, media coverage expenditures; printed outreach materials; workshops/sessions/events, training, GRM, etc.

6.2 Implementation Arrangements

The project will have two implementing agencies IAs, namely the CEP and ALRI. The CEP mandate is to coordinate policies and investments on sustainable natural resource management, climate change mitigation and adaptation, environmental monitoring, and awareness. The functions of ALRI relate to coordination of national policy and legal regulation in the reclamation of land, use and conservation of water facilities and water resources. Together the two IAs will promote key aspects of landscape restoration efforts in the country and support a range of activities to address drivers of degradation and capitalize on opportunities to enhance sustainable land management.

**Project Steering and Management Committees.** A Project Steering Committee (PSC) will be established during project implementation and will include representatives of Forest Agency, Pasture Reclamation Trust, Protected Areas Enterprise, ALRI, Ministry for Energy and Water Resources, State Committee for Land Management and Geodesy, Committee of Emergencies, Ministry of Finance and Economy, University of Central Asia (UCA) and representatives of PUUs and FUGs. The PSC will provide oversight and guidance on project management and ensure coordination of project activities among various agencies. PSC will also provide strategic guidance on policy decisions on landscape management. This Committee will be chaired by the Deputy Prime Minister or CEP Chair and will meet bi-annually. A technical-level Project Management Committee (PMC) will provide a technical level support and coordination and co-chaired by the IG and IU coordinators. PMC will include Project Director, two coordinators, focal persons from the two IAs, beneficiary agencies and other technical institutions relevant for project implementation and additional technical staff from IG and IU as necessary. Details of these arrangements will also be provided in the Project Operations Manual (POM).

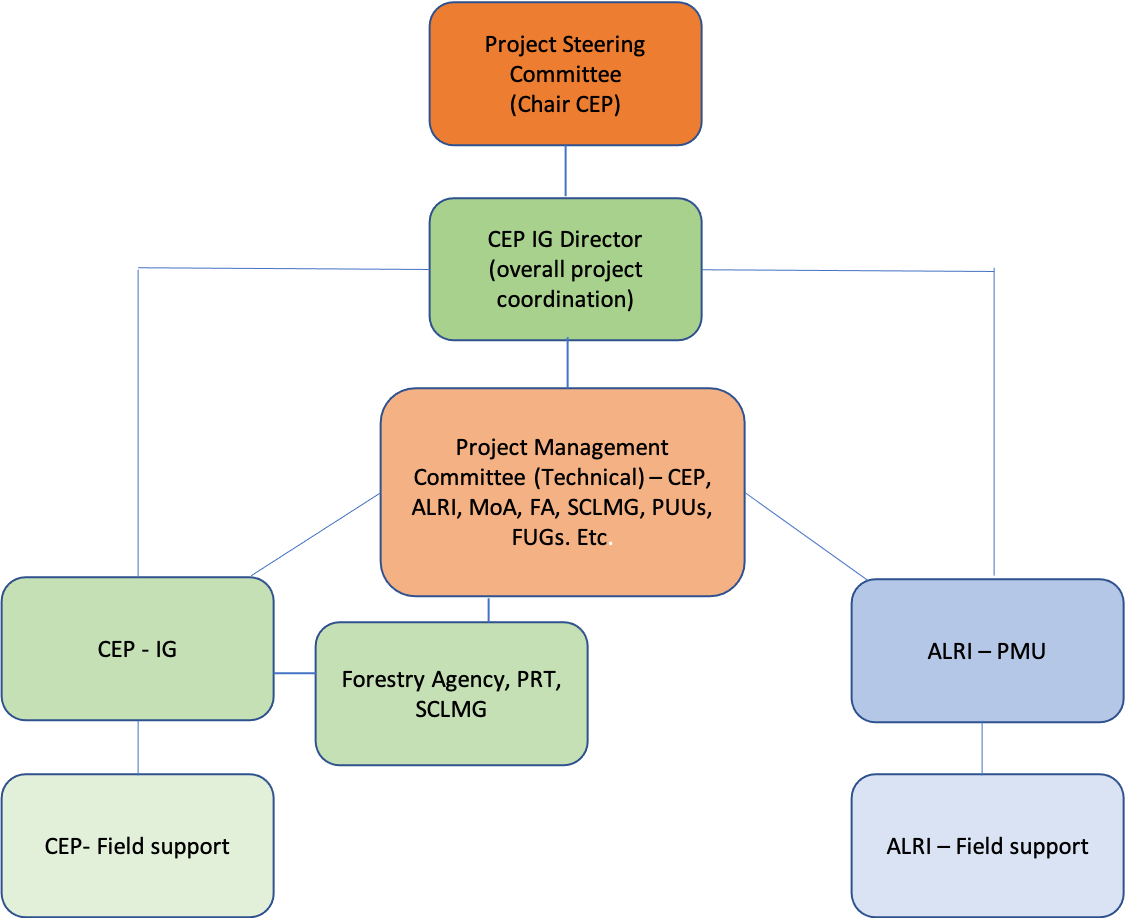
**CEP Functions in Implementation.** The overall responsibility for project management will be with CEP and its Implementation Group (IG). The IG will be responsible for project coordination and will act as the lead agency given its mandate on natural resource management, environmental monitoring, and climate change. The CEP IG will responsible for fiduciary management, environmental and social risk management, contract management and monitoring and evaluation and supervision of implementation of project activities under Components 1, 2 and their respective portion of 4. The IG will manage the Project Designated Account in the Central Bank and be responsible for overall project reporting to the World Bank.

**CEP Central and Field Support.** At the central unit of the IG, staff will comprise: Project Director Chair), IG Director, project field coordinator and component coordinators. The project will finance procurement, financial management, monitoring and evaluation (M&E) specialists, technical specialists (e.g., forestry, pasture, PA management, water resources, agriculture), and environmental and social/gender Specialists. Implementation will also be supported through project-financed field-based focal points located in seven of the 14 project districts. These field-based personnel will provide critical liaison with ALRI project field-based specialists, local government and beneficiaries. The appointed Project Director and the component coordinators will be civil servants who will be supported by local specialists.

**ALRI Central and Field Support.** The second project Implementing Agency will be the Agency for Land Reclamation and Irrigation (ALRI) under the Government of Tajikistan, which is responsible for irrigation, drainage, and flood management. A Project Management Unit (PMU) in ALRI will be the contracting agency for the design and works of large-scale nature-based infrastructure and related land-based investments that will be supported under Component 3 on Landscape Restoration with Nature-based Solutions Pilots. The PMU will be staffed with a coordinator, a civil engineer, environmental and social risks specialists, and procurement and financial management specialists. Additionally, there will be a limited number of project-supported field-based technical specialists based in ALRI regional offices.

**Other Key Project Partners.** The CEP as the lead IA for the Project will be supported by and work closely with various beneficiary agencies: (i) Forest Agency for activities related to National Forest Inventory, forest management planning, afforestation, and JFM; (ii) Pasture Reclamation Trust (in the Ministry of Agriculture) for pasture inventory activities and plans, and geobotanical surveys; and (iii) Protected Areas Enterprise for projected areas management planning and investments; and iv) the State Committee for Land Management and Geodesy, primarily with its mapping unit, FAZO for natural resource inventories and general GIS services. Cooperation between the CEP and these agencies will be set out in Memoranda of Understanding that define the roles and responsibilities of each institution and will be signed by project appraisal/negotiations. The overall arrangement of committees and implementing units is shown in Figure below.

**Figure 1. Overall Implementation Arrangements**



**Planning and Implementation**

The two IAs through their project teams are responsible for the implementation of project components and activities according to implementation work plans and budgets. The respective teams will provide input into the Procurement Plan, draft terms of reference, and oversee the procurement process as per the respective components described in the project appraisal document. The IG in the CEP will be responsible for overseeing the execution of the overall implementation plan, and monitoring project results. Table 2 below summarizes the main project partners, and their functions in project implementation.

**Table 2. Project Partners and Functions in Implementation**

|  |  |  |
| --- | --- | --- |
| **Government Ministry/Committee/Agency** | **Division/Department/Other** | **Key functions in Project Implementation** |
| Committee for Environmental Protection (CEP) | Implementation Group (IG) – Center and field focal points | * IG reports to Chair of CEP who acts as Project Director * Overall project coordination and management * Implementation of Components 1 and 2 * Reporting to WBG on project implementation progress, including technical, fiduciary, E&S, and M&E aspects * Preparation and consolidation of workplan and budget |
| State Enterprise for Natural and Protected Areas (SENPA) and selected PA management units | Operates as part of CEP. Technical support on   * PA management planning, * Implementation of project-financed PA investments, * Participation in PMC * M&E tasks as allocated by CEP IG |
| Agency for Land Reclamation and Irrigation | Project Implementation Unit (PIU) and field technical support | * Overall implementation of Component 3 * Reporting to WBG and CEP on project implementation progress, including technical, fiduciary, E&S, and M&E aspects * Preparation of workplan and budget |
| Forestry Agency | Forestry Department | Technical support and oversight on:   * Preparation of forest management plans * Implementation of forest management plans including afforestation, forest nurseries, JFM with FUGs, and other activities as developed * Reporting on field implementation and M&E aspects as agreed with CEP IG |
| Ministry of Agriculture | Pasture Reclamation Trust (PRT) and district Pasture Commissions | Technical support and oversight on:   * Preparation of pasture management plans with PUUs * Implementation of pasture management plans by PUUs * Forage seed demonstration plots * Reporting on field implementation and M&E aspects as agreed with CEP IG |
| State Committee for Land Management and Geodesy (SCLMG) | FAZO (State Mapping Agency) | Technical support and participation in:   * Geobotanical surveys and pasture inventories * GIS and mapping support for resource planning |

**Other Agencies involved in Coordination.** Other agencies that will be participating in project coordination include the Ministry of Energy and Water Resources, River Basin Organizations, Committee on Emergencies and others as needed and instructed by the PSC.

## Management functions and responsibilities

The CEP IG and ALRI PMU will facilitate stakeholder/citizen engagement through the creation of an advisory board. This board may comprise dehkan farms, WUAs, PUU, seedlings producers, agribusiness representatives, respective NGOs and business associations and will meet on a quarterly or a semi-annual basis. The CEP\IG and ALRI PMU, will consult with the board on matters related to the project components, brief them on latest actions, and solicit their views on the project progress. The purpose is to strengthen public consultations and secure the buy-in of stakeholders to ensure smooth and proper implementation of reforms. The roles and responsibilities of main actors are summarized in the Table 5 below.

*Table 5. Responsibilities of key actors/stakeholders in SEP Implementation*

|  |  |
| --- | --- |
| **Actor/Stakeholder** | **Responsibilities** |
| CEP\IG and ALRI PMU | * Planning and implementation of the SEP activities; * Leading stakeholder engagement activities; * Management and resolution of grievances; * Monitoring of and reporting on ESF performance to the World Bank. * Consulting upon, disclosure and implementation of site specific ESF instruments (ESIAs/ESMPs, RAPs, if needed). |
| CEP\ALRI regional departments | * Forward all Project relevant complaints to appropriate district GRM Focal Point or CEP\IG or ALRI\PMU; |
| CEP\ALRI district departments | * Participate in implementation of assigned activities in the SEP; * Provide report on all complaints to the district GRM Focal Point; * Establish and facilitate the work of the Local Grievance Redress Group; * Make available the disclosed SEP and GRM procedures. |
| CEP/Environmental Information Center of the Committee | * Registering the appeals coming through website and hotlines (+99237) 2354430. WhatsApp, Telegram и Imo - (+992) 777162275 * Share a summary report on all project specific complaints to the IG GRM Focal Point. |
| Project stakeholders | * Lodge their grievances using the Grievance Mechanism defined in the SEP; * Help the Project to define mitigation measures. |

7. GRIEVANCE REDRESS MECHANISM

## Overview of Grievance Redress Mechanism

The main objective of a Grievance Redress Mechanism (GRM) is to assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. Specifically, the GRM:

* Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
* Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
* Avoids the need to resort to judicial proceedings.

The CEP IG and ALRI PMU will set up a project specific GRM to address all citizen complaints and requests related to the project. Day-to-day implementation of the GRM and reporting to the World Bank will be the responsibility of the IG and PMU. The Social Development Specialists/Consultants will be the key nodal officers for GRM in the CEP IG and ALRI PMU’ central and regional offices. Project would encourage receiving complaints by a variety of channels, *including anonymous complaints*, at different levels. The system and requirements (including staffing) for the grievance redress chain of action – from registration, sorting and processing, and acknowledgement and follow‐up, to verification and action, and finally feedback – are incorporated in the GRM. To ensure management oversight of grievance handling, the CEP IG and ALRI PMU M&E will be responsible for monitoring the overall process, including verification that agreed resolutions are implemented.

## GRM Structure

Grievances can be filed at the following two levels:

|  |  |  |  |
| --- | --- | --- | --- |
| **To whom is the complaint filed** | **Form of submission** | **Complaint management procedure** | **Time for consideration of complaints** |
| Local level: Local government authorities (district/jamoat / mahalla) and IG/PMU district Project Officers | Verbal Written  In electronic format | 1.Register complaint/ proposal in the Log for registration of complaints and proposals;  2. Maintain and monitor the process of reviewing and responding to complaints;  3. Reporting monthly in writing to the IG/PMU, to the Social Development Specialist on the status of work with complaints.  If the issue cannot be resolved to the satisfaction of the complainant within 5 days, then it is taken to the next level. In the register of complaints and suggestions, a record is made about the solution of the problem or the decision to move it to the next level. | 5 days |
| **National level**: IG/PMU Social Development Specialists | Written, electronic, through websites | 1. Register a complaint in the Log for complaints and proposals;  2. Maintain and monitor the process of reviewing and meeting the complaints;  3. Consideration of the complaint may require additional verification of the issue, including collection of additional documents.  3. Report on a monthly basis in written (depending on the nature of the issue) on the status of work with complaints. | 14 days  *30 days for the appeals*that need additional study |

If, after receiving a response from the IG/PMU, the complaint is not satisfied, the Conflict Resolution Commission (CRC) to be established by IG/PMU or local Hukumat at the PAP request. The CRC will consist of at least 5 members, including 2 staff members of IG/PMU, representatives of recognized local NGOs / CSOs, reputable individuals (for example, a respected lawyer or professor), if available, and representatives of the participating site. Decisions made by the commission and agreed between all parties are legalized in the form of an order of the participating Hukumats.

The IG’/PMU’s Social Development Specialist will function as the Secretary of the CRC and serve as national Grievance Focal Point (GFP) to file the grievances and appeals. S/he will be responsible for summarizing the number and types of all the complaints and issues received by the districts and possibly regions.

The complainant will be informed of the outcome immediately and at the latest within *5 days*of the decision.

The project affected persons can also file their complaints with the central apparatus of the CEP/ALRI directly. The timeline for the grievance processing is 15 days upon registration.

**CEP/Environmental Information Center of the Committee**:

* CEP website (<http://tajnature.tj/>)
* **email** [info@tajnature.tj](mailto:info@tajnature.tj)
* **hotlines** (+99237) 2354430 and
* (+992) 777162275 WhatsApp, Telegram and Imo
* official page of the Committee on the Facebook. <https://www.facebook.com/tajnature.tj>

**Citizens who notice a violation of the law can take a video or picture and send it to the CEP** through the social networks. In this case, the Center, promptly registers the appeal and sends the materials to the responsible persons for further action and decision.

**Agency for Land Reclamation and Irrigation under the Government of the Republic of Tajikistan ALRI**

* Dushanbe, 734064, 5/1 Shamsi str.
* Fax: (+992) 372235-35-54, Phone: (+992) 372236-04-47,
* E-mail: [info@alri.tj](mailto:info@alri.tj)
* **ALRI** website: <https://alri.tj/en/director>

*Appeal Mechanism.* If the complaint is still not resolved to the satisfaction of the complainant, then s/he can submit his/her complaint to the appropriate court of law.

## Grievance Resolution Process

Information about the GRM will be publicized as part of the Public/community communication (e.g. through websites, social media). Brochures and leaflets will be displayed in regional offices, target district agricultural departments, targeted jamoats, if appropriate, and local governments information boards, etc. Information about the GRM will also be posted online on the CEP/ALRI websites. The overall process for the GRM will be comprised of six steps, as described below.

***Step 1: Uptake.*** Project stakeholders will be able to provide feedback and report complaints through several channels: contacting CEP\IG and ALRI\PMU by mail, telephone, email, social media and messaging.

***Step 2: Sorting and processing.*** Complaints and feedbacks will be compiled by the Social Specialists at IG\PMU at central or regional offices and recorded in a register. These are assigned to the respective individuals / agencies to address. They are expected to discuss/ deliberate with the complainant and arrive at a resolution, within 15 working days of receipt.

***Step 3: Acknowledgement and follow-up.*** Within five (5) working days of the date a complaint is submitted, the responsible person/ agency will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint. If complaints are not resolved within 15 days, the responsible person will provide an update about the status of the complaint/question to the complainant and again provide an estimate of how long it will take to resolve the issue.

***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 CEP\IG and ALRI|PMU 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 (communicating by telephone or other means).

If the complainant is not satisfied with the resolution, she/he will be informed of further options, which would include pursuing remedies through the World Bank, as described below, or through avenues afforded by the Republic of Tajikistan legal system. On a quarterly basis, the IG\PMU will report to CEP\ALRI 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 semiannual reports to the World Bank.

Grievance Logs 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
* Date when the resolution is implemented (if any).

The CEP\ALRI has GRM focal points at the central and district levels that will allow the project to address effectively all grievances raised at grass root level, which will have countrywide scattered pattern including those in remote areas. PAPs will have an option of submitting grievance to the CEP\IG and ALRI\PMU directly.

## Monitoring and Reporting on Grievances

The CEP\IG and ALRI\PMU will be responsible for:

* Analyzing the qualitative data on the number, substance and status of complaints and uploading them into the project databases established by CEP\IG and ALRI\PMU;
* Monitoring outstanding issues and proposing measures to resolve them;
* Preparing quarterly reports on GRM to be shared with the WB.

Semiannual reports to be submitted to the WB shall include section related to GRM which provides updated information on the following:

* Status of GRM implementation (procedures, training, public awareness campaigns, budgeting etc.);
* Qualitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback), highlighting number of resolved grievances;
* Quantitative data on the type of grievances and responses, issues provided and grievances that remain unresolved;
* Level of satisfaction by the measures (response) taken;
* Any correction measures taken.



## World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank’s attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank’s corporate Grievance Redress Service (GRS), please visit *<http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>*. For information on how to submit complaints to the World Bank Inspection Panel, please visit *[www.inspectionpanel.org](http://www.inspectionpanel.org/)*. A complaint may be submitted in English, Tajik 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 email: [grievances@worldbank.org](mailto:grievances@worldbank.org)

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 Country Office through the following channels.

By phone: +992 48 701-5810

By mail: 48 Ayni Street, Business Center "Sozidanie", 3rd floor, Dushanbe, Tajikistan

By email: [tajikistan@worldbank.org](mailto:tajikistan@worldbank.org)

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.

8. MONITORING and REPORTING of the SEP

The CEP is responsible for the preparation and implementation of the M&E framework. The M&E Plan will allow for ongoing learning and feedback through the planning and implementation stages. The project Results Framework will guide day-to-day M&E, as well as evaluation analysis and reporting at midterm and completion. The IU Coordinator at ALRI will report to the IG M&E specialist on indicators and progress of project activities under Component 3, implemented by ALRI. An integrated Monitoring Information System (MIS) will be developed and made publicly accessible to communicate results to project stakeholders on the CEP website. Technical assistance will be provided by the Project for the design of the MIS and training the IA staff. The results monitoring is based on the agreed Results Framework and targeted annual performance objectives, which will be used to track progress in implementation activities. Smartphone-based field-data capture tools will be promoted as part of the monitoring efforts.

The CEP\IG and ALRI\PMU will support monitoring and evaluation (M&E) activities to track, document, and communicate the progress and results of the project, including monitoring of the Stakeholder Engagement Plan. M&E Specialist supported by the CEP\IG and ALRI\PMU Social Development Specialists will be responsible for overall compilation of SEP implementation progress reports and results and summarizing them in semiannual reports to be submitted to the WB.

Feedback and grievances received through the GRM focal points will also be included in the semiannual reporting. The M&E Specialist supported by the CEP\IG and ALRI\PMU Social Development Specialist will collate and analyze these outcome assessments and perception-based results and include them in semiannual reports to be submitted to the WB.

1. As articulated in the Approach Paper, dated June 8, 2020. [↑](#footnote-ref-2)
2. ROAM provides analytical outputs on (i) land degradation and deforestation geospatial/ biophysical aspects and; (ii) economic modeling within a framework that assess the social, political and institutional readiness to implement large-scale restoration. [↑](#footnote-ref-3)
3. Caritas (2019) Disaster Risk Reduction- Opportunities for sustained action to reduce vulnerability and exposure, Policy Brief TJ19-101 [↑](#footnote-ref-4)
4. (GIZ), Integrative Land Use Management Approaches in Tajikistan, 2019 [↑](#footnote-ref-5)
5. Under the KfW supported project *“Climate Adaptation through Sustainable Forestry in Important River Catchment Areas in Tajikistan*” a methodology for the preparation of participatory forest management plans for SFEs has been developed. At present only Khovaling SFE, a project site for KfW has a such a plan. [↑](#footnote-ref-6)
6. KfW supported project *“Climate Adaptation through Sustainable Forestry in Important River Catchment Areas in Tajikistan*” (add GIZ) [↑](#footnote-ref-7)
7. Nature-based Solutions (NbS) are defined by IUCN as actions to protect, sustainably manage and restore natural or modified ecosystems, which address societal challenges (e.g. climate change, food and water security or natural disasters) effectively and adaptively, while simultaneously providing human well-being and biodiversity benefits. [↑](#footnote-ref-8)
8. These provisions concern the hampering of gatherings (Article 106); disorderly conduct (Article 460); disobedience to police (Article 479); and violation of rules of conducting gatherings (Article 480). [↑](#footnote-ref-9)
9. As discussed in (i) IEG. 2021. The Natural Resource Degradation and Vulnerability Nexus: An Evaluation of the World Bank’s Support for Sustainable and Inclusive Natural Resource Management (2009–19); (ii) IEG. 2019. Two to Tango: An Evaluation of the WBG Support to Fostering Regional Integration; (iii) Implementation Completion and Results Report (ICR) of Tajikistan: Environmental Land Management and Rural Livelihoods Project (P122694, ICR00004451); (iv) ICR of Building Resilience through Innovation, Communication & Knowledge Services (BRICKS) (P130888, Report No. ICR00004839); and (v) ICR of the First Phase of the Central Asia Road Links Program (CARS-I) (P132270, Report No. ICR00004743). [↑](#footnote-ref-10)
10. USAID. 2014. *AgTCA Tajikistan: Agricultural Technology Commercialization Assessment*. USAID Enabling Agricultural Trade (EAT) project. June 2014. [↑](#footnote-ref-11)