

THE REPUBLIC OF TAJIKISTAN

**ONE HEALTH FOR PANDEMIC PREVENTION FOOD
SYSTEMS RESILIENCE AND ECOSYSTEM HELTH IN
CENTRAL ASIA**

(P181459)

**AS PHASE 1 OF THE MULTI-PHASE
PROGRAMMATIC APPROACH**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

November 2024

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ABBREVIATIONS

AMR	Antimicrobial Resistance
AMS	Antimicrobial Stewardship
CAREC	Central Asia Regional Environmental Centre
CFS	Committee for Food Security
CLO	Community Liaison Officer
ESF	Environmental and Social Framework
ESS	Environmental and Social Standards of World Bank
FAO	Food and Agriculture Organization of United Nations
GRM	Grievance Redress Mechanism
HACCP	Hazard Analysis and Critical Control Point
IDA	International Development Association
JEE	Joint External Evaluation
TJK	Republic of Tajikistan
TB	Tuberculosis
MoHCPP	Ministry of Health and Social Protection of Population
MPA	Multi-Phase Programmatic Approach
PF	Pandemic Fund
PMC	Project Management Center
NOH-AP	National One Health Action Plan
PMU	Project Management Unit
PVS	Performance on Veterinary Services
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
SPNA	Specially Protected Natural Areas
SOP	Standard Operating Procedures
WB	World Bank
WHO	World Health organization

Definitions

<i>EIA/ ESIA Process</i>	An Environmental Impact Assessment (EIA) or Environmental and Social Impact Assessment (ESIA) process is a systematic approach to identify, predict and assess the type and scale of potential environmental and social impacts associated with business activities of projects; the EIA/ESIA process includes associated control and mitigation measures to prevent, reduce or offset these potential environmental, and social, impacts.
<i>Grievance</i>	An issue, concern, problem, or claim (perceived or actual) that an individual or community group wants a company or contractor to address and resolve.
<i>Grievance Redress Mechanism</i>	A locally based and formalized way to receive, assess, and resolve stakeholder complaints about the performance or behavior of the Project, including its contractors or employees.
<i>Stakeholder(s)</i>	People or groups who are directly or indirectly affected by a project or entity as well as those who may have interest in a project or entity and/or the ability to influence its outcome, either positively or negatively. They may include locally affected communities or individuals and their formal or informal representatives, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other businesses.
<i>Vulnerable Social Groups</i>	Vulnerable or at-risk groups include people, who by virtue of gender, ethnicity, age, physical or mental disability, economic disadvantage or social status may be more adversely affected by potential adverse impacts from a project than others and who may be limited in their ability to claim or take advantage of the project's intended development benefits and engagement mechanisms.

1. INTRODUCTION

1.1 Introduction

Central Asian countries are facing significant regional challenges, including preventing and preparing for future pandemics, enhancing the resilience of food systems, and managing the risks and opportunities linked to growing animal production and the cross-border movement of animals and animal products. These shared challenges are a top priority for governments and require a coordinated regional effort, as individual country strategies alone are insufficient to address these issues effectively.

On November 14, 2022, the signing of the Joint Communiqué, titled “Protecting Food Systems, Preventing Future Pandemics in Central Asia” highlighted the commitment of Central Asian countries - Kazakhstan, the Kyrgyz Republic, Republic of Tajikistan, Turkmenistan, and Uzbekistan to work collaboratively. This agreement acknowledges One Health as a key approach for addressing these regional challenges, promoting cross-sector cooperation among agriculture, environment, health, and veterinary services.

On November 18, 2023, governments of the Central Asian countries approved a Framework for Action with defined elements and functions for a regional coordination entity to champion the One Health agenda. All participating countries have agreed for Central Asia Regional Environmental Centre (CAREC) to initially host the Regional One Health Secretariat due to its presence and extensive experience in fostering cross border and cross-sectoral cooperation in areas such as agriculture, water, trade, infrastructure, connectivity, and human development in Central Asian countries. CAREC will perform the following functions: (i) facilitating a regional dialogue; (ii) coordinating regional activities; (iii) sharing experience; and (iv) mobilizing resources to address common challenges under the Framework for Action.

The structure of the coordination entity will consist of a steering committee, a technical committee, and technical working groups – all to operate under a secretariat. The entity will be composed of officials from the five countries endowed with decision-making authority and relevant technical expertise. To become operational, the proposed structure will be refined and formally endorsed by all countries.

The One Health approach is a comprehensive, integrated strategy that seeks to balance and optimize the health of people, animals, and ecosystems. It recognizes the interconnectedness of human health, animal health (both domestic and wild), plant health, and the broader environment, including ecosystems. Through collaboration across various sectors and disciplines, One Health aims to improve wellbeing and tackle health and ecosystem threats, while ensuring access to clean water, energy, air, safe and nutritious food, addressing climate change, and contributing to sustainable development goals.

To support this collaborative effort, a Central Asia One Health Framework of Action is being developed, providing a roadmap and coordination mechanisms for regional cooperation. This framework will focus on pandemic prevention and preparedness, zoonoses and antimicrobial resistance (AMR) control, and food safety measures, all with the goal of strengthening the region's resilience to future health and environmental challenges.

Republic of Tajikistan, a mountainous and landlocked lower-middle-income country of more than 10.3 million (2023), has experienced strong growth and social progress in recent years. Nevertheless, Republic of Tajikistan continues to face key sources of vulnerability including a lack of economic diversification, heavy reliance on remittances and exports, and susceptibility to climate change. Republic of Tajikistan ranked 140 out of 195 countries on the 2021 Global Health Security Index, making it the lowest-ranked country in Central Asia.

While steps have been taken to tackle the six priority zoonotic diseases, and a national action plan on AMR was adopted in May 2018, the country lacks cohesive surveillance and control systems, and drug-resistant

pathogens threaten to undermine efforts¹. Six zoonoses have been identified by the government as priorities: rabies, anthrax, brucellosis, cystic and alveolar echinococcosis, and plague. Key risk factors for zoonosis, foodborne disease, and AMR include systemic weaknesses in surveillance systems, human and animal healthcare, food safety management, livestock sector realities, environmental degradation, and climate change. Disease surveillance is limited by a lack of early warning systems, laboratory capacity for diagnostics and confirmatory testing, real-time and integrated data, remote testing capacity (including for sample transportation), and communication and coordination across human and animal health. Laboratories lack infrastructure and equipment, trained personnel, digital data management systems, external and other quality assurance programs (beyond ones for HIV, Tuberculosis, and food safety), and adequate density to cover the country. And the quality guidelines followed by the national reference laboratories are not widely applied by other laboratories.

In human healthcare, effective disease control is impeded by underfunding and insufficient infrastructure and AMR risk is heightened due to cultural factors, misaligned provider incentives, and lack of regulation, which lead to inefficient use of medicines, in particular antibiotics. Further undermining efficiency, prescription practices of public providers in the Republic of Tajikistan have been shown to often contradict established medical guidelines. Over-prescription of antibiotics and injectables is not only due to supply-side factors like lack of provider knowledge and pressures from the pharmaceutical industry: they may be requested by patients even in the absence of clinical indications, (Richardson, Sautenkova, and Bolokhovets 2015; Kaae et al. 2020). Antibiotics do not require a prescription in the Republic of Tajikistan, and as a result, many people purchase them from retail pharmacies without prior consultation of a medical professional. It is also reported that for lack of money, some patients do not buy full courses of antibiotics, contributing to the rise of multi-drug-resistant bacteria (Kaae et al. 2020).

In the agricultural sector risk stems from inadequate veterinary services and low vaccination rates in smaller ruminants, as well as uncontrolled transboundary livestock migration and trade. With 75 percent of the population living in rural areas and a strong density of livestock, frequent human-animal interactions increase zoonosis transmission risk, particularly in areas with a high density of livestock like Khatlon oblast. Meanwhile, overgrazing and inadequate management of animal waste, and challenging (and changing) climate conditions featuring hot spells and aridity, affect disease emergence and host susceptibility. With respect to food safety, technical regulations are in place, but a lack of inter-ministerial coordination, laboratory capacity, and food product controls weaken implementation. Backyard slaughter also increases the risk of diseases like anthrax and brucellosis entering the food chain. Particular weaknesses revealed by Joint External Evaluation (JEE) and Performance on Veterinary Services (PVS) assessments (scores of 2/5) lie in surveillance and early detection systems, specimen referral and transportation, cross-sectoral biosafety and biosecurity management, points of entry (POEs), continuing and (para-)veterinary education, and capacity to manage veterinary antimicrobial use and resistance². The government has endorsed a One Health approach and is strongly committed to enabling regional and cross-sectoral cooperation around these issues.

The regional One Health Multi-Phase Programmatic Approach (MPA) aims to strengthen capacity to prevent, detect, and respond to priority zoonotic diseases, AMR, and food safety issues in Central Asian countries through a regional One Health approach.

¹ While the incidence of tuberculosis (TB) was reduced by 28 percent from 2016–2020 through intensive efforts, Tajikistan remained one of the 30 countries with the highest burdens of multi-drug-resistant TB in the world as of 2023. And in 2019, some 1,297–4,766 people died because of AMR (IHME 2019).

² The country received a score of 2 or 3 out of 5 across all JEE and PVS assessment dimensions, 1 being the lowest score.

The Project Development Objective is to strengthen the capacity of the regional coordination structure in managing priority zoonotic diseases, antimicrobial resistance, and food safety issues in Central Asia through a regional One Health approach.

1.2 Project Description

Phase 1 will support the establishment of a regional One Health coordination and collaboration platform to lay the foundations for the implementation of a regional One Health approach. This platform will help leverage key value-added benefits/services of One Health for all the five Central Asian countries to jointly strengthen core capacities in prevention, detection, and response. Specific activities to be supported in Phase 1 are described below by component.

Program Component 1: Strengthening One Health Governance

This component will establish and strengthen new and existing regional and national institutions to effectively plan, coordinate, monitor, and evaluate interventions that enable the region and countries to better prevent, prepare, and respond to key zoonotic diseases, AMR and food safety threats. Activities under this component will mainstream gender and climate change mitigation and adaptation objectives at the core of the One Health governance system. This component has three subcomponents.

Subcomponent 1.1: Multisectoral Planning and Coordination. This subcomponent aims to enable the national- and regional-level coordination required to implement a regional One Health approach. It will finance: (a) the establishment, development, and strengthening of dedicated coordination structures at the regional and national levels; (b) strategic planning activities and the development of national action plans including the National One Health Action Plan (NOH-AP) and National Action Plan for Health Security (NAPHS); and (c) strategic consultations on regional issues including trade standards and regulations, public health systems, as well as national and transboundary wildlife conservation programs.

Subcomponent 1.2: Communication and Stakeholder Engagement. This subcomponent will enable information-sharing, and a foundation of cross-sectoral and cross-country cooperation. It will finance: (a) the design and implementation of activities such as campaigns; and (b) the design, development, and management of national One Health digital platforms and a Central Asia One Health Portal to facilitate cross-sectoral information sharing³. The national digital platforms and regional Portal will be leveraged by Component 4 for monitoring, evaluation, learning, and adaptive project management.

Subcomponent 1.3: One Health Regulatory Frameworks. This subcomponent will contribute to addressing regulatory bottlenecks and creating incentives for One Health implementation. It will finance: (a) reviews of legal and regulatory frameworks, including regional-level comparative assessments; and (b) policy consultations and the drafting of regulatory frameworks and other policies conducive to cross-sectoral and cross-country cooperation (for example, on trade and connectivity, the harmonization of regional standards, and customs agency cooperation).

Program Component 2: Enhancing One Health Knowledge and Workforce Capacity

This component will generate One Health knowledge and strengthen relevant workforce capacity. The component is expected to help improve cross-sectoral collaboration, women engagement and climate

³ Providing One Health practitioners access to relevant data such as disease incidence and related health indicators, international standards and guidance documents, research evidence, and training materials.

outcomes on account by supporting the development and sharing of knowledge among decision makers, practitioners and community workers. This component has two subcomponents.

Subcomponent 2.1: Knowledge Development. This subcomponent aims to expand One Health evidence and knowledge by developing research capacity and programs. It will finance: (a) the design and implementation of assessments (notably SPAR, JEE, PVS, and action reviews like EARs, IARs, and AARs⁴), surveys, and other analytics relating to priority zoonotic and foodborne diseases, AMR and One Health service delivery (for example, epidemiological studies on anthrax, brucellosis, echinococcosis, E-coli, rabies, and salmonellosis, and studies on antimicrobial stewardship programs and practices); (b) multisectoral hazard risk assessments and prioritization; and (c) the establishment of multidisciplinary partnerships involving national and international organizations to carry out scientific and action-oriented research, and handle the development and delivery of training.

Subcomponent 2.2: Education and Training. This subcomponent aims to institutionalize the One Health approach and its implementation by strengthening the relevant capacities of agricultural, veterinary, environmental, and public health professionals. It will finance activities that: (a) develop and subsequently update national multisectoral workforce development strategies and implementation plans; (b) develop curricula for training courses in relevant technical areas including antimicrobial stewardship (AMS), governance, surveillance, laboratory, monitoring and evaluation (M&E), and information systems; (c) establish a regional One Health learning platform; (d) conduct training for professionals across all relevant sectors (for example, policymakers, farmers, extensionists, (para-)veterinarians, wildlife rangers, clinical foresters, health workers, and pharmacists); and (e) carry out functional exercises such as simulation exercises to test and build the capacity to prepare and respond to priority zoonotic and foodborne pathogens and other threats to food safety.

Program Component 3: Improving One Health Prevention, Early Detection and Response Systems

This component will invest in the surveillance and response systems that are needed to prevent, monitor, detect, and respond to priority zoonotic and foodborne diseases, and AMR. Climate risks and vulnerable populations will receive attention in One Health prevention and response systems developed with support of the Component. This component has two subcomponents.

Subcomponent 3.1: Laboratory Networks. This subcomponent will strengthen laboratory systems to inform risk-based prevention, monitoring, and detection, and response measures at the national and regional levels. The subcomponent will: (a) construct, renovate, and equip laboratory facilities; (b) adapt and help laboratories adopt international Standard Operating Procedures (SOPs); (c) support quality control and assurance activities; (d) establish national and regional networks of accredited reference laboratories; (e) develop and update guidelines, plans, and SOPs for diagnostic and laboratory networks; and (f) develop laboratory information management systems that are interoperable with other information systems within and across relevant sectors.

Subcomponent 3.2: Surveillance and Control Systems. This subcomponent will strengthen pertinent surveillance and emergency response management systems. To this end, it will: (a) support and expand surveillance system coverage based on risk assessments; (b) develop or upgrade animal and food product identification and traceability systems; (c) improve sample collection, handling, and transportation to laboratories; (d) establish and strengthen interoperable information systems to exchange surveillance data within and across sectors; (e) support water, sanitation, and hygiene measures and infrastructure in a range of settings (including animal husbandry, food processing and marketing, healthcare, and residential);

⁴ SPAR = State Party Self-Assessment Annual Reporting; JEE = Joint External Evaluation; PVS = Performance of Veterinary Services; EARs = Emergency After Action Reviews; IARs = Intra-Action Reviews; AARs = After Action Reviews.

(g) establish or strengthen preparedness measures (for example, quarantine stations and zones, and cross-border surveillance) at designated points of entry (PoEs); (h) support the adoption of Hazard Analysis and Critical Control Points (HACCP) in food supply chains; (i) strengthen infection prevention and control procedures at health facilities; (j) establish or strengthen rapid response and surge teams and public health emergency operations centers; and (k) support emergency management and response activities (including investigations, inspections, surge response, and case management).

Program Component 4: Project Management, M&E, and Learning

The component will finance expenditures relating to M&E and the Program learning agenda, which, among other things, will build a body of evidence on gender in PPR, and Program implementation and coordination at the national and regional levels.

As the technical evaluation (e.g., feasibility studies, detailed designs) and specific intervention locations under the project are not identified and/or ready and their specific impacts are not known by project appraisal, a framework approach is adopted.

CAREC will participate as a regional coordination entity and a recipient of \$3.5 million Health Emergency Preparedness and Response Grant in Phase 1 of the Program. It will support the overall regional governance, workforce development, and knowledge agenda on One Health. As a high-level agency, CAREC will ensure effective coordination of multisectoral and cross-country engagement and integration of emergency preparedness, prevention, and surveillance activities on zoonotic diseases, AMR, and food safety risks.

There are four designated Project Beneficiaries in Republic of Tajikistan, which are:

- Ministry of Health and Social Protection of Population of the Republic of Tajikistan
- Ministry of Agriculture of the Republic of Tajikistan
- Committee for Food Security under the Government of the Republic of Tajikistan
- Committee for Environmental Protection under the Government of the Republic of Tajikistan.

1.3 Purpose and objectives of SEP

As per the Environmental and Social Standard ESS 10 - Stakeholders Engagement and Information Disclosure – the implementing agencies should 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 overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. In the context of infectious diseases, broad, culturally appropriate, and adapted awareness raising activities are particularly important to properly sensitize the communities to the risks related to infectious diseases and vaccination.

The scope and level of detail of the SEP commensurate with nature and scale, potential risks, and impacts of the project and the level of concern in the project area. Stakeholder engagement refers to a process of:

- Sharing information and knowledge in a meaningful manner.
- Seeking to understand and respond to the concerns of individuals potentially impacted or affected by an activity in a transparent, inclusive and timely process; and
- Building relationships based on trust.

The specific objectives of the SEP are to:

- Identify and assess the stakeholder groups and their profiles, interests, issues/impacts and concerns relevant to the Project (stakeholder mapping).
- Inform project design and/or mitigation measures, including alternatives.
- Identify specific initiatives (e.g., community meetings, focus-group discussions, face-to-face meetings, posters in public facilities) to allow meaningful engagement with the different stakeholder groups in a manner that is transparent and accessible and using culturally appropriate communication methods with a specific focus on vulnerable groups.
- Allow a relationship to be built with the various stakeholders of the Project based on mutual respect and trust.
- Facilitate adequate and timely dissemination of information on technical, economic, environmental and social risks and impacts to the stakeholder groups in a timely, understandable, accessible and culturally appropriate manner and format.
- Establish systems for prior disclosure/dissemination of information and consultation, including seeking inputs from affected persons, incorporation of inputs, as applicable, and providing feedback to affected persons/groups on whether and how the input has been incorporated.
- Establish a mechanism for feedback and dispute resolution (through a Grievance Redress Mechanism) and
- Establish a procedure for registering and tracking grievances of the activities undertaken through reporting and monitoring of the GRM.

The purpose of Grievance Redress Mechanism GRM is to provide a forum for internal and external stakeholders to voice their concerns, queries and issues with and provide suggestions on the Project (be that openly or anonymously). Such a mechanism should provide the stakeholders with a responsible Project personnel or channel through which their queries can be communicated with the assurance of timely responses to each query.

The specific objectives of the GRM are to:

- Allow stakeholders the opportunity to raise comments/concerns.
- Manage and monitor the handling of comments responses and grievances (via fair and timely investigation), and
- Ensure that comments, responses, and grievances are handled in a fair, accessible and transparent manner, in line with the applicable reference framework (with acceptance in genuine cases from both parties).

2. REGULATORY POLICY AND FRAMEWORK

2.1 Tajikistan National Disclosure Regulations

Law of the Republic of Tajikistan "On Freedom of Information" relies on Article 25 of the Constitution, which states that state bodies, public associations and officials are obliged to provide everyone with the opportunity to receive and familiarize themselves with documents relating to his/her rights and interests, except in cases stipulated by law. The law applies to relations related to access to information contained in official documents and is not classified as restricted information in the interests of ensuring national security in accordance with the legislation on state secrets and other regulatory legal acts regulating relations in the field of protecting state secrets.

Law of the Republic of Tajikistan on appeals of individuals and legal entities (2016) contains legal provisions on established information channels through which citizens can submit grievances and inquiries. Article 14 of the Law establishes the terms for the consideration of grievances: 15 days from the date of receipt, which do not require additional study and research, and 30 days for applications that require additional study. These legal provisions will be considered in the project grievance redress mechanism.

Law on Local Government Bodies (2004) provides the chairman of the district or city administration with powers in the field of natural resources management, construction and reconstruction of environmental facilities, supervision of local structures in the field of waste management, sanitary and epidemiological supervision, health care and social protection of the population within the boundaries of the administrative-territorial unit. Public gatherings are allowed only upon prior notification and concurrence of the local authority (District Hukumat).

Article 13 of the Law "On Environmental Protection" proclaims the citizen's right to environmental information, as well as to participate in the development, adoption and implementation of decisions related to environmental impact. The latter is ensured by public discussion of projects of environmentally important decisions and by conducting public environmental assessments. Representative bodies of state power are obliged to address the comments and suggestions of citizens.

Civil Code determines the procedure for exercising property rights and other property rights, rights to the results of intellectual activity, regulates contractual and other obligations, as well as other property and related obligations of personal non-property relations based on equality, independence of will and property independence of their participants. Family, labor relations, relations on the use of natural resources and environmental protection are regulated by civil law, unless otherwise provided by the laws on family, labor, land and other special legislation.

2.2 World Bank Environmental and Social Standard for Stakeholder Engagement

The World Bank's Environmental and Social Framework (ESF) came into effect on October 1, 2018. The ESF includes Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". ESS10 emphasizes that effective stakeholder engagement can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation. ESS10 applies to all projects supported by the Bank through Investment Project Financing if preparation starts after the ESF became effective. The Borrower will engage with stakeholders as an integral part of the project's environmental and social assessment and

project design and implementation. According to the World Bank’s ESF (June 2018), the requirements set out by ESS10 are the following:

- Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in the ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower 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 considered, or the reasons why it was not.

A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts need 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 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.

3. KEY GAPS BETWEEN NATIONAL LEGISLATION AND WORLD BANK ESS10

Summary of World Bank ESS10 Requirements and Key Gaps with Legal Requirements of the Republic of Tajikistan is provided in the **Table 1** below:

Table 1: Key Gaps between National and WB ESS10 requirements

ESS10 and Topic	WB requirement details	Key requirements/gaps in national legal framework	Principles to be followed by the Project
Stakeholder analysis and planning	<ul style="list-style-type: none"> ▪ Identify Project affected stakeholders, including vulnerable groups⁵ ▪ Develop and implement a Stakeholder Engagement Plan 	<ul style="list-style-type: none"> ▪ Tajikistan National legislation does not mandate a detailed and continuous engagement process across the entire project lifecycle. Public consultations are required mainly during project approval stages (as part of EIA), and follow-up engagement is limited. ▪ ESS10 requires more proactive and structured engagement, including the development of an SEP, which is generally absent in national legislation. 	<p>The principles of ESS10 must be followed, and a SEP should be prepared, including stakeholder mapping, analysis, and an engagement plan. The SEP must be regularly updated throughout the project lifecycle to ensure continued relevance and inclusivity.</p>
Disclosure of information	<p>Provide stakeholders with access to information on:</p> <ul style="list-style-type: none"> ▪ Purpose, nature and scale of the Project ▪ Duration of proposed Project activities ▪ Any risks, potential impacts and mitigation measures ▪ Proposed stakeholder engagement process ▪ Grievance Mechanism 	<ul style="list-style-type: none"> ▪ National laws, particularly under the EIA framework, require the disclosure of environmental information to the public. However, the timeliness and accessibility of such information, especially for vulnerable stakeholders, are not always guaranteed. ▪ Information disclosure is often limited to the early stages of a project. 	<p>The principles of ESS10 must be adhered to, ensuring that stakeholders are provided with timely information regarding the project, including any associated risks, potential impacts, and mitigation measures.</p>

⁵ Vulnerable stakeholders are defined as those who may be differently or disproportionately affected by the Project due to pre-existing disadvantaged status, or whose situation may mean that they are hard to reach, and/or require differentiated measures in consultation and disclosure activities to allow their effective participation.

ESS10 and Topic	WB requirement details	Key requirements/gaps in national legal framework	Principles to be followed by the Project
Consultation	<p>Consultation will be in line with the degree of potential project impacts and will:</p> <ul style="list-style-type: none"> ▪ Begin early and continue throughout the Project lifecycle ▪ Be based on prior disclosure and dissemination of information ▪ Focus on those directly affected ▪ Be free of outside interference and external manipulation ▪ Enable meaningful participation ▪ Be documented 	<ul style="list-style-type: none"> ▪ Tajikistan legislation does not mandate a detailed and continuous engagement process across the entire project lifecycle. ▪ Public consultations are required mainly during project approval stages (as part of EIA), and follow-up engagement is limited. 	<p>Consultations must align with the potential project impacts and follow ESS10 requirements, including early initiation, continuous engagement, prior information disclosure, focus on directly affected parties, independence from external influence, meaningful participation, and proper documentation.</p>
External communications	<p>Implement and maintain a procedure for external communications that:</p> <ul style="list-style-type: none"> ▪ Registers communication ▪ Screens and assesses issues raised ▪ Track and documents responses ▪ Adjust the management program 	<p>No such requirement in local legislation.</p>	<p>The principles of ESS10 must be followed implementing and maintaining a procedure for external communications.</p>
Grievance Mechanism	<p>Establish a Grievance Mechanism to receive and facilitate resolution of Affected Communities' concerns and grievances about the Project.</p> <p>The Grievance Mechanism should:</p>	<ul style="list-style-type: none"> ▪ Tajikistan legislation does not always ensure the existence of a formal and well-communicated grievance mechanism for all stakeholders involved in a project. 	<p>The principles of ESS10 must be followed, including the establishment of a GRM accessible to all stakeholders.</p>

ESS10 and Topic	WB requirement details	Key requirements/gaps in national legal framework	Principles to be followed by the Project
	<ul style="list-style-type: none"> ▪ Resolve concerns promptly ▪ Use a transparent and culturally appropriate consultative process 	<ul style="list-style-type: none"> ▪ ESS10’s requirement for an established GRM from the beginning, with an emphasis on continuous accessibility and transparency, goes beyond what is required under TJK law. 	
Ongoing reporting to affected communities	<ul style="list-style-type: none"> ▪ Provide periodic progress updates, specifically with regard to issues or grievances communities have raised. ▪ Communicate any updates of the management program. ▪ Report to the community with frequency that is proportionate to the concerns of affected communities but not less than annually. 	<ul style="list-style-type: none"> ▪ Tajikistan legislation does not require the same level of structured monitoring and accountability for stakeholder engagement as ESS10. ▪ Continuous monitoring and adaptation of engagement strategies, as required by ESS10, are generally absent. 	Following ESS10 principles periodic progress updates, communication of management program changes, and community reporting must be provided regularly, with a frequency that addresses community concerns, but no less than once per year.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

4.1 Methodology

Project stakeholders are defined as individuals, groups or other entities who:

- (i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as ‘affected parties’); and
- (ii) may have an interest in the Project (other interested parties’). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

The identification of stakeholders in relation to the Project was carried out based on the following criteria:

- **Influence:** the social group is able to significantly influence the process of Project implementation;
- **Impact:** the implementation of the Project may significantly affect a certain social group (stakeholders);
- **Partnership:** there are opportunities for building partnerships between the Company and the given social group; and
- **Interest:** a social group or individuals not necessarily directly affected by the Project may (or may not) show interest in it.

Stakeholder engagement requires the identification of stakeholders considering the above criteria and the definition of appropriate methods for engagement with them.

For the purposes of effective, tailored and inclusive engagement, stakeholders of the project can be divided into the following three core categories:

- **Project-affected parties** – persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
- **Other interested parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and
- **Vulnerable groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status³, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

In order to develop an effective SEP, it is important to understand how stakeholders are related to the Project and their needs and expectations for engagement and consultation. This information can then be used to tailor engagement to each type of stakeholder. As part of this, it is important to identify stakeholders who may find it more difficult to participate and those who may be differentially or disproportionately affected by the Project because of their marginalized or vulnerable status.

Stakeholder mapping will consider:

- Who is affected by the Project and how;
- Whether the stakeholder supports, is neutral towards or is opposed to the Project;
- Each stakeholder's key interests and concerns in relation to the Project;
- How different stakeholders can influence the project and what risks or opportunities this presents to the Project.

Different issues are likely to concern different stakeholders, and so stakeholders have been grouped based on their potential connections to the Project. Understanding the connections of a stakeholder group to the project helps identify the key objectives for and best approaches to engagement for differing groups and individuals.

Deciding on which mechanism to use is dependent on the level of feedback required, as well as on the ease with which participants can be involved in the engagement activity. Face-to-face meetings and common meetings may be more appropriate for directly affected stakeholders where a two-way information flow is required to understand opinions and concerns. Press releases might be more appropriate for the general public (not directly impacted) where the engagement is more about information dissemination as opposed to seeking opinions and concerns.

4.2. Affected Parties

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

Under Project Component 1

- The Center for Medical Accreditation under the MOHSPP
- The Commission on Quality and Safety for Medical Care
- Anti-Epizootic Center of the Committee for Food Security;
- Central Veterinary Laboratory in Dushanbe
- Specially Protected Natural Areas (SPNA),
- National Academy of Sciences,
- Institute of Zoology and Phytosanitology,
- National Center for Biodiversity and Biosafety,
- Research Laboratory for Nature Protection,
- National Center for Environmental Protection
- NGOs (“Peshsaf” and “Tabiati Yovvoi”)
- Population living close to high-risk areas for infectious diseases

Under Project Component 2

- Health Sector workers
- State Unitary Enterprise "Poultry Farming"
- Tajik Agrarian University named after Sh. Shohtemur
- Department of Animal Husbandry at Tajik Agrarian University
- Department of Microbiology at Tajik Agrarian University
- National Center for Food Security Diagnostics and its regional centers
- Institute of Veterinary Science of the Academy of Agricultural Sciences of the Republic of Tajikistan
- Specialists of Committee for Environmental Protection

Under Project Component 3

- Public Health Laboratories
- Communities located close to Public Health Laboratories to be constructed and renovated
- State Institution "Republican Laboratory of Immunogenetic Control"
- State Unitary Enterprise "Poultry Farming of Tajikistan"
- Institute of Biological Safety and Biotechnology Problems of the Tajik Academy of Agricultural Sciences
- National Center for Food Security Diagnostics and its regional centers;
- Institute of Veterinary Science of the Academy of Agricultural Sciences of the Republic of Tajikistan
- National Training and Resource Center and its staff
- Communities located close to National Training and Resource Center
- Central and District veterinary Laboratories in Dushanbe city, Jomi, Hissar and Shahrituz districts,
- Communities located close to veterinary laboratories to be constructed or renovated
- Population and farmers living around 18 buffer zones in border areas, especially in the Gorno-Badakhshan Autonomous Region (GBAO) and Khatlon Region (brucellosis)
- Veterinary points at 10 SPNAs
- Population and farmers living around 10 SPNAs

4.3. Other Interested Parties

The projects' stakeholders also include parties other than the directly affected communities, including:

- Committee for Food Security under the Government of the Republic of Tajikistan
- Ministry of Agriculture of the Republic of Tajikistan
- Ministry of Health and Social Protection of the Population of the Republic of Tajikistan
- Committee for Environmental Protection under the Government of the Republic of Tajikistan
- Agency for Standardization, Metrology, Certification and Trade Inspection under the Government of the Republic of Tajikistan
- CAREC
- State Institution "Agriculture Entrepreneurship Development" (Project Management Unit)
- Executive authorities of the State Government
- Public organizations, civil society groups and NGOs;
- Suppliers of goods and services involved in the supply chain of the project;
- Media and other interest groups, including social networks;

- Interested enterprises.

4.4. Disadvantaged / vulnerable individuals or groups

It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project and to ensure that awareness raising and stakeholder engagement with disadvantaged or vulnerable individuals or groups are adapted to take into account such groups or individuals particular sensitivities, concerns and cultural sensitivities and to ensure a full understanding of project activities and benefits. The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc. Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders.

Within the Project, the vulnerable or disadvantaged groups include and are not limited to the following:

- Retired and elderly people;
- Persons with disabilities;
- Women-headed households and single mothers with underage children;
- Extended low-income families;
- Unemployed;

Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4.5. Stakeholder Analysis

Identified stakeholders, the nature of their interest in the project and their level of interest in and influence over the project summarized in **Table 2** below. The list of project activities and locations involved has not yet been finalized, and some stakeholders will therefore be identified at a later stage. The Project Management Unit (PMU) will be responsible for updating this table as needed, incorporating new stakeholders, defining their roles, and assessing the project's influence and impact on these stakeholders.

Table 2. Stakeholder Analysis

Stakeholder	Description	Influence	Interest	Project Impact	Stakeholder Significance
Project Affected Parties					
Communities engaged in farming and livestock breeding, Population living close to high-risk areas for infectious diseases Farmers and Livestock breeders (pasture users) Communities close to border areas and protected areas (18 buffer zones and 10 SPNAs)	Communities reliant on farming and livestock for their livelihood	These stakeholders play a critical role in the formation of public opinion towards the Project and allowing for the smooth functioning of the Project.	Protecting their livelihoods and securing better resources	These stakeholders to benefit from the project with improved health and veterinary services and free vaccination for their livestock.	Medium
District Veterinary Laboratories	District level veterinary services that support farmers and breeders	This group will be a stakeholder in the implementation of the benefit sharing plans formulated for the Project.	Maintaining operations and meeting new project standards	Benefit from re-construction and/or renovation of laboratories and new equipment, and enhanced skills from project training sessions.	High
Laboratories under the Ministry of Health and Social Protection of the Population of the Republic of Tajikistan	Government labs conducting research and diagnostics on public health and veterinary issues	National level, covering health and safety in rural and urban settings	Maintaining standards and adopting new operational guidelines related to project activities	Benefit from renovation and new equipment, and enhanced skills from project training sessions.	High

Stakeholder	Description	Influence	Interest	Project Impact	Stakeholder Significance
Health Sector Workers	Health Sector workers provide services to local population	Rural and urban areas where they offer services	Providing vaccination services in the frame of project activities	Benefit from participation in the project awareness programs and trainings	Medium
- Institute of Zoology and Phytosanitology, - National Center for Biodiversity and Biosafety, - Research Laboratory for Nature Protection, - National Center for Environmental Protection	These are organizations conducting research and analysis for environmental monitoring and impacts	National level, covering environmental and safety in rural and urban settings	Maintaining operations and meeting new project standards	Benefit from purchase of new laboratory equipment, inventory, and special transport	High
Tajik Agrarian University and its Departments of Animal Husbandry and Department of Microbiology	Main education institute preparing specialists in the field of agriculture	Education and training of a new specialists	Maintaining standards and adopting new educational guidelines	Benefit from improved capacity building opportunities and equipment.	Medium
National Academy of Science	Leading national scientific research institution	Research related to environmental and health risks addressed by the project	Supporting research efforts and ensuring project outcomes align with national scientific goals	Support the project activities, benefit from improved capacity building opportunities and equipment.	Medium
- The Center for Medical Accreditation under MOHCP - The Commission on Quality and Safety for Medical care	Institutes providing accreditation and policy recommendations in the health sector	National health services, responsible for advising on health implications of the project	Ensuring public health is maintained and strengthened under project objectives	Support the project activities, benefit from improved capacity building opportunities and equipment.	Medium

Stakeholder	Description	Influence	Interest	Project Impact	Stakeholder Significance
State Unitary Enterprise “Poultry Farming”	Main organization supporting poultry farming and development	Overseeing poultry health standards related to the project.	Supporting safe poultry farming	Benefit from improved capacity building opportunities	Medium
Veterinary points at 10 SPNAs	To be established under the project to monitor and prevent animal diseases at wildlife	Minimizing environmental disruption	Maintaining operations and meeting new project standards	Benefit from improved capacity building opportunities and equipment	Medium
National Training and Resource Center in Dushanbe	To be established under the project to support training activities for food safety	Support project training activities	Maintaining operations and meeting new project standards	Benefit from improved capacity building opportunities and equipment	High
State Institution “Republican Laboratory of Immunogenetic Control”	Genetic control of components of the immune system of animals.	Support One Health prevention, detection and response systems	Maintaining operations and meeting new project standards	Benefit from improved capacity building opportunities and equipment	Medium
Affected Communities located close to project construction/renovation sites (Construction and renovation of Public Health laboratories, Veterinary Laboratories, National Training and Resource Center, 10 SPNAs and 18 buffer zones at border areas).	Local communities close to project construction/renovation sites in Dushanbe city, Hissar, Shahrituz, Jomi etc.	Communities directly impacted by physical work, exposed to environmental and social changes.	Minimizing environmental disruption and ensuring community safety and benefits from the project.	Local communities to be disturbed during the planned construction project activities. Mitigation measures in order to minimize negative impacts and mechanism for raising grievances or concerns.	High
Other Interested Parties					
Ministry of Agriculture	Ministry responsible for agricultural management policies.	This stakeholder group is high in priority as this	Supporting sustainable practices and	One of the main implementing government	High

Stakeholder	Description	Influence	Interest	Project Impact	Stakeholder Significance
		group provides the permits and licenses essential for the functioning of the Project. National level policy influence on agriculture affected by the project.	ensuring project alignment with national priorities	organizations. Main project impact is strengthened existing infrastructure and systems for improved prevention, detection, and response to zoonotic diseases, AMR and food safety challenges.	
Committee for Food Security	Government agency responsible for food safety and providing veterinary services	National veterinary services, overseeing animal health standards related to the project.	Maintaining public veterinary health services and ensuring compliance with national policies	Enhanced infrastructure and operational capacity.	High
Ministry of Health and Social Protection of population	Responsible for public health policies and regulations	This stakeholder group is high in priority as this group provides the permits and licenses essential for the functioning of the Project. National health regulations and public health projects related to environmental impact	Ensuring project compliance with public health standards and policies	One of the main implementing government organizations. Main project impact is strengthened existing infrastructure and systems for improved prevention, detection, and response to infectious diseases.	High

Stakeholder	Description	Influence	Interest	Project Impact	Stakeholder Significance
Committee for Environmental Protection	Responsible for natural resources management and technical supervision	National environmental policy oversight, regulating project impacts on natural resources	Ensuring sustainable use of natural resources and mitigating negative environmental impacts	Enhanced infrastructure and operational capacity.	Medium
National One Health Coordination Structure	National structure coordinating One Health activities across sectors	National and regional level coordination of public health, animal health, and environmental factors	Supporting integrated approaches to health and ensuring effective coordination of all sectors	Project Coordination	High
World Bank	International Financing Institution financing the Project	A project financing organization focused on the successful implementation of the project. Provides technical and advisory support during the implementation of the project.	Ensuring transparency, accountability, and positive social and environmental outcomes.	Greater development success and economic stability. The World Bank will see a solid return on investment, both financially and socio-economically, turning funds into lasting change.	High

Stakeholder	Description	Influence	Interest	Project Impact	Stakeholder Significance
CAREC	Central Asia Regional Environmental Centre	CAREC will participate as a regional coordination entity	CAREC will support the overall regional governance, workforce development, and knowledge agenda on One Health.	CAREC will ensure effective coordination of multisectoral and cross-country engagement and integration of emergency preparedness, prevention, and surveillance activities on zoonotic diseases, AMR, and food safety risks.	High
Regional and District Hukumats	Local Administration responsible for managing and overseeing public services, implementing local policies, and ensuring the community's well-being.	Local administration represents local interests.	Ensuring transparency, accountability, and positive social and environmental outcomes.	Improved health and veterinary services in regions.	Medium
Public organizations, civil society groups and NGOs;	Organizations representing civil interests and promoting environmental/social justice	Advocating for social and environmental causes at local, national, and regional levels	Ensuring transparency, accountability, and positive social and environmental outcomes	Improved health and veterinary services in the country.	Medium
Suppliers of goods and services involved in the supply chain of the project and other interested enterprises.	Businesses involved in supplying goods and services for the project	Supply chain operations, providing necessary materials for project implementation	Maintaining business relationships and ensuring compliance with project	Partnership with the project.	Medium

Stakeholder	Description	Influence	Interest	Project Impact	Stakeholder Significance
			procurement policies		
Media and other interest groups, including social networks;	Media outlets and social networks that influence public perception and communication	Reporting and influencing public opinion on project developments and outcomes	Ensuring accurate reporting and maintaining public trust	Improved health and veterinary services in the country. Partnership with the project.	Medium
Disadvantaged / vulnerable individuals or groups					
Disadvantaged / vulnerable individuals or groups	Disadvantaged / vulnerable individuals or groups	Inclusive outcomes and stronger community support.	Ensuring their rights and accessibility needs are protected	Improved health and veterinary services in the country. Project support.	Low

5. STAKEHOLDER ENGAGEMENT PROGRAM

5.1. Summary of stakeholder engagement done during project preparation

Since 2024, the World Bank and participating government organizations have been actively collaborating with subordinate organizations and departments related to the project. Each participating organization (Ministry of Health, Ministry of Agriculture, Committee for Food Security and Committee for Environmental Protection) has been working on identifying and preparing a list of priority activities to be included in the project, ensuring that these align with overall goals.

The list of priority activities has been carefully reviewed and adjusted through discussions to ensure relevance to project objectives and budget constraints. This ongoing process allows each activity to contribute effectively to the project's overarching goals, ensuring efficient use of resources.

In late October 2024, Environmental and Social (E&S) Consultants visited Republic of Tajikistan to carry out preliminary consultation meetings with key stakeholders. The purpose of these meetings was to assess institutional setups, evaluate laboratory conditions, and provide information on the planned project and its objectives. At the conclusion of the visit to Republic of Tajikistan, the executive agency for the project was formally identified and approved. The State Institution "Agriculture Entrepreneurship Development" under the Government of the Republic of Tajikistan will serve as the Project Management Unit (PMU), with primary responsibility for coordinating and overseeing the project's implementation.

Environmental and Social Consultants, along with World Bank specialists, conducted a meeting with the PMU's core team, including the Deputy Head, Social Specialist, Environmental Specialist, and other key members. Discussions focused on the project's institutional setup and assessed the existing capacity of the PMU to manage and implement the project's objectives effectively.

On November 14, 2024, a public consultation meeting was conducted in an online format, engaging various stakeholders, including government agencies and technical specialists. The meeting aimed to present the project objectives, planned activities, expected results, and key Environmental and Social (E&S) documentation, such as the ESMF, SEP, LMP, and Resettlement Policy Framework (Annex 3). The following summarizes the key discussions and outcomes from the consultation:

- Participants expressed their appreciation for the quality and comprehensiveness of the presentation, noting that all critical points were adequately addressed. It was acknowledged that while the primary Environmental and Social documents are prepared in English, Russian translations should be made available to enhance accessibility for key stakeholders. However, it was agreed that translating all materials into the Tajik language is not immediately necessary.
- The Committee for Environmental Protection emphasized the need to categorize project activities carefully, especially those with significant environmental impacts, as they may require an Environmental Impact Assessment. Concerns were raised about risks associated with the operation of biological laboratories, particularly regarding the safe handling of medical waste and adherence to international virology safety standards. These issues were highlighted as critical areas requiring attention during both the construction and operational phases of the project.
- It was clarified that the project's initial categorization was based on surveys and assessments conducted by the World Bank, focusing on the risks posed by laboratory operations. A key project component is dedicated to strengthening laboratory capacity and fostering inter-agency coordination under the One Health approach. The PMU's Environmental and Social Development

Specialists will ensure compliance with national EIA requirements, supported by external consultants with expertise in E&S impact assessments. These measures aim to address identified risks effectively while adhering to international standards.

- **Table 3** below summarizes the methods used to consult with key informants.

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- It was clarified that the project's initial categorization was based on surveys and assessments conducted by the World Bank, focusing on the risks posed by laboratory operations. A key project component is dedicated to strengthening laboratory capacity and fostering inter-agency coordination under the One Health approach. The PMU's Environmental and Social Development Specialists will ensure compliance with national EIA requirements, supported by external consultants with expertise in E&S impact assessments. These measures aim to address identified risks effectively while adhering to international standards.

Table 3: Summary of Stakeholder Consultations During Project Preparation

Time/Date	Stakeholders	Stakeholder Engagement Methods	Location	Topic of Consultation
28.10.2024	Ministry of Agriculture	Face to face meeting	Office of the Ministry of Agriculture, Dushanbe City	<ul style="list-style-type: none"> • Previous engagement meetings and main discussions • Discussion of main concerns and expectations from the project, • Capacity of the MoA and the subordinate organizations in implementation of the project activities.
28.10.2024	Committee for Environmental Protection	Face to face meeting	Office of the Committee for Environmental Protection, Dushanbe City	<ul style="list-style-type: none"> • Previous engagement meetings and main discussions • Discussion of main concerns and expectations from the project, • Potential environmental risks expected and mitigation measures
28.10.2024	Committee for Food Security	Face to face meeting	CFS office in Dushanbe City	<ul style="list-style-type: none"> • Overall information on agencies • Procedure of waste management • Conditions of the laboratories • Expectations from the project
28.10.2024	Central Veterinary Laboratory	Site visit	Dushanbe City	<ul style="list-style-type: none"> • Introduction with Project • Procedure of waste management • Conditions of the laboratories • Expectations from the project

Time/Date	Stakeholders	Stakeholder Engagement Methods	Location	Topic of Consultation
29.10.2024	Ministry of Health	Face to face meeting	Ministry of Health, Dushanbe	<ul style="list-style-type: none"> • Discussion of main concerns and expectations from the project, • Capacity of the MoH and the sub-ordinate organizations in implementation of the project activities, • Current medical waste management procedures, • Current conditions at MoH laboratories
29.10.2024	Hissar district veterinary laboratory	Site visit	Hissar district	<ul style="list-style-type: none"> • Introduction with Project • Procedure of waste management • Conditions of the laboratories • Expectations from the project
29.10.2024	Hissar district Sanitary Epidemiology Station	Site visit	Hissar district	<ul style="list-style-type: none"> • Introduction with Project • Procedure of waste management • Conditions of the laboratories • Expectations from the project
31.10.2024	World Bank and PMU	Face to face meeting	World Bank office, Dushanbe City	Introduction with E&S Consultant. Discussion of preparation of required E&S reports and stakeholder engagement activities.
14.11.2024	Key Stakeholders	Online/Offline	Dushanbe City	<ul style="list-style-type: none"> • Discussion of project components and included activities • Introduction of prepared E&S documents, identified E&S risks and proposed mitigation measures • Q&A

5.2. Summary of project stakeholder needs and methods, tools and techniques for SEP.

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- ***Openness and life-cycle approach:*** public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- ***Informed participation and feedback:*** information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analyzing and addressing comments and concerns;
- ***Inclusiveness and sensitivity:*** stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, including women, youth, elderly persons with disabilities, displaced persons, those with underlying health issues, and other disadvantage groups.

Table 4: SEP Summary Table

Stakeholders group	Planned disclosure and Stakeholder Engagement	Key messages	Proposed methods	Timeline and Frequency	Responsibilities
Project Preparation Phase					
Government organizations (Participating Ministries and subordinate agencies and committees, including territorial branches)	<ul style="list-style-type: none"> - Project design and implementation arrangements; - Disclosure and consultation draft: ESMF, NTS, SEP, RFP, LMP, and Environmental and social action plan (ESAP) 	<p>Project impacts and benefits;</p> <p>Approval of final project design, layouts, included volume of construction works and bidding process details.</p> <p>Construction and operational mitigation measures</p>	<ul style="list-style-type: none"> • Face to face meetings • Online meetings • E-mail correspondence 	<p>Estimated until the end of December 2024</p> <p>Several meetings, as per need</p>	<p>CAREC, PMU</p>
<p>Public Health workers</p> <p>Veterinary services and workers, including animal health professionals</p> <p>Population living at high-risk areas for infectious diseases</p> <p>Farmers and Livestock breeders.</p> <p>Affected Communities</p>	<ul style="list-style-type: none"> - Disclosure and consultation of Project Non-technical Summary Collection of Stakeholder’s main concerns and recommendation to include to the final project documents 	<p>Project information</p> <p>Project impacts and benefits, specific to the immediate area;</p> <p>Construction and operational mitigation measures</p> <p>GRM procedure</p>	<ul style="list-style-type: none"> • Public meetings • Focus group meetings • Information Boards • Presentations during public meetings • Distribution of project brochures and leaflets • Announcements on Central and 	<p>Engage prior to project approval and before start of the project activities</p> <p>At least one round of meetings with each Stakeholder category</p>	<p>PMU with the support of other participating government organizations</p>

Stakeholders group	Planned disclosure and Stakeholder Engagement	Key messages	Proposed methods	Timeline and Frequency	Responsibilities
Population in buffer zones in 18 zones			Regional TV Channels • Social media (project website, FB page, Telegram channel)		
Project Implementation Phase (Including Construction Activities)					
Government organizations (Participating Ministries and subordinate agencies and committees, including territorial branches)	- Provide update on Project status; - Receive official permissions and licenses.	- Get the views and opinions on potential Project impacts; GRM awareness sessions	• Face to face meetings • Online meetings • E-mail correspondence • Periodical Project Reports	Quarterly Progress Reports As per need	PMU
Affected Communities	- Provide update on Project status; - Setting up Project Information Boards at construction sites and update; - Meeting with Community Leaders - Announcement on job opportunities for locals	Construction and operational mitigation measures; GRM awareness sessions	• Public Meetings • Update of Information Boards • Project brochures and leaflets	Quarterly As per need	PMU Participating NGOs (Peshsaf, Tabiati Yovvoi)

Stakeholders group	Planned disclosure and Stakeholder Engagement	Key messages	Proposed methods	Timeline and Frequency	Responsibilities
	- Meetings to respond to urgent concerns or claims				
<p>Public Health workers</p> <p>Veterinary services and workers, including animal health professionals</p> <p>Population living at high-risk areas for infectious diseases</p> <p>Farmers and Livestock breeders.</p> <p>Affected Communities</p> <p>Population in buffer zones in 18 borders areas</p>	- Project Campaign on health regulations and enhancing health security capacities among project affected stakeholders	<p>Information and education campaigns aimed at raising awareness of international health regulations and enhancing health security capacities</p> <p>GRM awareness sessions</p>	<ul style="list-style-type: none"> • Public Meetings • Project brochures and leaflets • Announcements on Central and Regional TV Channels 	<p>Quarterly</p> <p>As per need</p>	PMU
Vulnerable Groups and displaced households	<p>- Socio-economic and asset surveys</p> <p>- Compensation entitlements</p>	<p>Support offered by project;</p> <p>Regular updates of key information</p> <p>GRM awareness sessions</p>	<ul style="list-style-type: none"> • Public meetings • Update of Information Boards • HH survey 	<p>Quarterly</p> <p>As per need</p>	PMU

Stakeholders group	Planned disclosure and Stakeholder Engagement	Key messages	Proposed methods	Timeline and Frequency	Responsibilities
	<ul style="list-style-type: none"> - RAP consultations (before the construction works start in the area); - Announcement on job opportunities for locals 		<ul style="list-style-type: none"> • Distribution of project brochures and leaflets 		
NGO's and conservation organizations	<ul style="list-style-type: none"> - Provide update on Project status; - Announcement on opportunities for cooperation 	Operational mitigation measures;	<ul style="list-style-type: none"> • Press meetings • Social Media (FB page) • Update of Information Boards • E-mails and Online messaging 	Quarterly As per need	PMU
Operation Phase					
Operation Agencies	- GM response meetings	Operational mitigation measures Work related issues	<ul style="list-style-type: none"> • E-mails, phone calls • Face to face meetings 	As per need	Operation Organizations

5.3. Proposed strategy to incorporate the views of vulnerable groups

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

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

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

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

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING SEP

6.1. Implementation Arrangements and Resources

CAREC will be the grant recipient and implementing agency for this regional-level tasks. It has a proven record of fostering cooperation across the five countries and relevant technical sectors (including agriculture, connectivity, health, infrastructure, trade, and water). It plans to establish a

coordinating structure, comprising representatives from each Central Asian country and providing political leadership and decision-making capacity. CAREC will also form a dedicated team of qualified specialists across core One Health areas, including a regional project coordinator, public health sector specialist, agriculture specialist, water and sanitation expert, and environmental protection expert. This team will utilize CAREC's country offices for project work and collaborate with specialized laboratories in the region to strengthen pathogen diagnostics, infection prevention, and control. Additionally, CAREC will leverage its experience from implementing the "Environment and Health" program to ensure a cohesive approach in addressing health emergencies and zoonotic threats. Overall, CAREC aims to coordinate and provide political leadership across the region, develop systems for data integration to monitor and forecast health threats to humans, animals, and ecosystems.

The State Institution "Agriculture Entrepreneurship Development" will serve as the Project Management Unit (PMU), with primary responsibility for coordinating and overseeing the project's implementation. PMU will be responsible for the overall implementation and coordination of the project SEP.

Tasks would include:

- Ensure that SEP is updated on a regular basis, as when appropriate;
- Planning, implementing and conducting day-to-day ongoing management of stakeholder engagement, including grievances;
- On-going maintenance of records of formal and informal stakeholder engagement activities;
- Organization, logistical arrangements and attendance at stakeholder meetings;
- Preparation of information for dissemination to stakeholders in accessible formats;
- Ensure that the Grievance Mechanism is implemented.

PMU will be responsible for stakeholder engagement throughout the life of the Project. The PMU will interact with five implementing entities: the Committee for Food Security, the Ministry of Agriculture, the Ministry of Health, Committee for Environmental Protection, and the National One Health Coordination Structure and participate in stakeholder activities for all project components and throughout the project implementation period.

The PMU jointly with participating ministries will be responsible for carrying out stakeholder engagement activities, while working closely together with other entities, such as local government units, media outlets, health workers, etc. The stakeholder engagement activities will be documented through quarterly progress reports, to be shared with the World Bank.

Within PMU ***Social Development Specialist*** will be hired and who will be responsible for facilitating effective communication between the project team and stakeholders, ensuring that stakeholders are regularly informed about project progress, challenges, and updates. This includes organizing meetings, consultations, and workshops to gather stakeholder feedback and foster collaboration and maintain a detailed log of all engagement activities, consultations, and responses to stakeholder concerns.

Proposed estimated budget for SEP implementation is presented in the **Table 5** below.

Table 5. Stakeholder Engagement Budget Plan (2025-2029)

Stakeholder Engagement Activities	Q-ty	Unit Cost, USD	Years	Total cost (USD)
Training on GRM for Contractors and awareness sessions	5	1,000	5	5,000
Communication materials (leaflets, posters, PR kits including design)	1	5,000	3	15,000
Community meetings and surveys (Baseline, Mid-term and Final)	1	10,000	3	30,000
Total				50,000

7. GRIEVANCE REDRESS MECHANISM

A Grievance Redress Mechanism (GRM) is a set of arrangements that enable local communities, employees, out-growers, and other affected stakeholders to raise grievances with the investor and seek redress when they perceive a negative impact arising from the investor’s activities. It is a key way to mitigate, manage, and resolve potential or realized negative impacts, as well as fulfill obligations under international human rights law and contribute to positive relations with communities and employees.

The main objective of a GRM is to assist in resolving 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 and other stakeholders with avenues for providing feedback or making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensure 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.

GRM is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner.

7.1. Description of Project Grievance Mechanism

The establishment of a grievance mechanism involves the setting-up of a grievance registry and informing all the stakeholders on the existence of the mechanism (for example, during induction training, through notifications on notice boards or similar communication channels).

An effective mechanism should be independent and objective. The mechanism should include informing the stakeholders of the steps that will be undertaken upon receiving the grievance and having clear deadlines. It is necessary to consider the deadline prescribed under law on labor, in order to achieve compliance with national legislation.

The grievance mechanism will include:

- A procedure to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone hotline;
- Stipulated timeframes to respond to grievances;
- Register to record and track the timely resolution of grievances;
- Responsible department to receive, record and track resolution of grievances.

The grievance mechanism will be described during participatory meetings, announced through the project website, published in local newspapers and at the information boards installed at the project sites and distributed through project information leaflets and brochures. The mechanism will be based on the following principles:

- The process will be transparent and allow affected people to express their concerns and file grievances.
- There will be no discrimination against those who express grievances, and any grievances will be treated confidentially.
- Anonymous grievances will be treated equally as other grievances, whose origin is known.
- Management will treat grievances seriously and take timely and appropriate action in response. Information about the existence of the grievance mechanism will be readily available to all project affected persons through notice boards, the presence of “suggestion/complaint boxes”, and other means as needed.

The grievance mechanism should not interfere with access to other judicial or administrative legal remedies that could be accessible in compliance with the law or through existing arbitration proceedings or replace grievance mechanisms that are envisaged under collective agreements.

The overall process for the GM 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 PMU by mail, telephone, email, social media, SMS and messengers. Available grievance channels are provided in the below **Table 6**.

Table 6. Project GRM Channels

GRM Channels	Contact Details
Name of the Responsible Person	Social Development Specialist (To be hired by PMU when the project starts)
Postal Address (for mail)	Bokhtar street 17, Dushanbe, Tajikistan, State Institution “Agriculture Entrepreneurship Development”
Phone Number (fax)	+992 37 221 51 13
Website	https://aedpmu.tj/en/
E-mail	info@aedpmu.tj

Step 2: Sorting and processing. Complaints and feedback will be compiled by the Social Development Specialist at PMU and recorded in a register. They are expected to discuss/ deliberate with the complainant and arrive at a resolution, **within 14 days of receipt**. The log will be kept electronically (on an Excel table). The form of the log is given in the **Table 7**.

Table 7. Sample Log for recording grievances on Excel table

ID number of complaint	Date of receiving of complaint	Name and contact details of applicant	Gender (F/M)	Brief description of complaint	Responsible person	Progress on solving the complaint	Date of closing the complaint	Notes
1								
2								
3								

Step 3: Acknowledgement and follow-up. Within seven 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 14 days, the person responsible 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 more grievances will 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 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, he or she can approach the national system described above Section 7.4. He or she will also be informed of the World Bank's grievance mechanism, as described below Section 7.5. The PMU will report to National One Health Coordination Centre 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 14 days. Data on grievances and/or original grievance logs will be made available to World Bank missions on request, and summaries of grievances and resolutions will be included in periodic reports to the World Bank.

7.2. Handling of sensitive grievances

Considering the standards regarding the prevention of sexual exploitation and abuse/sexual harassment (SEA/SH), which, in accordance with the requirements of the World Bank, must be observed in all projects financed by the World Bank, these standards will be observed, and responsibilities take action to raise awareness on the prevention and suppression of SEA/SH. At all stages of the project implementation, all project staff and contractors will be informed about the understanding of the principles of control and prevention of risks of SEA/SH.

All contractors will be required in the contract to commit against the use of child and forced labor, introduce mitigation measures against SEA/SH, and PMUs staff in charge of contractor supervision will monitor and report the absence of forced labor and cases of SEA/SH. All personal data and

complaints received by the GM will be treated in a confidential manner, unless the complainant consents to the disclosure of their personal information.

7.3 GRM Responsibilities

The PMU has the main responsibility for the implementation of the GRM. The GRM Team within the PMU consists of the Environmental Safeguard Specialist, Social Development Specialist and the Project Coordinator, and related day-to-day tasks rest specifically with the Social Development Specialist.

At the Contractor’s side the Grievance Mechanism implementation team shall be comprised of the HSE Managers from Contractor, who will be also acting as community liaison officer (CLO) as per need. Clear lines of responsibility and accountability will be established within the implementation team. Main responsibilities on GRM are presented in **Table 8** below.

It is important that all members of the team are adequately trained in stakeholder engagement. It is important that the CLO be a local person, who is fluent in Tajik and familiar with the local customs.

Table 8. Responsibilities for managing grievances

Entity	Responsibilities for managing grievances
PMU	<ul style="list-style-type: none"> ❖ Main responsibility for the implementation of the GRM; ❖ Ensure GRM is integrated into the overall project management process. ❖ Coordination between all project participants and management of the complaints process; ❖ Management and resolution of grievances; ❖ Management of Project Information Centre; ❖ Analysis of complaint statistics and preparation of reports. Develop recommendations to improve GRM performance. ❖ Monitor the effectiveness of the grievance process and make alterations to improve its effectiveness where required.
Contractor	<ul style="list-style-type: none"> ❖ Implementation and compliance with internal and external GRM procedures at construction sites, including cases of GBV/SEA/SH; ❖ Regular reporting of complaints received, and actions taken; ❖ Nominate a dedicated Community Liaison Officer (CLO) for the handling and reporting of grievances;

Entity	Responsibilities for managing grievances
	<ul style="list-style-type: none"> ❖ Ensure that the CLO has the necessary resources and personnel required to meet the commitments of the GRM. Support the resolution of grievances by conducting investigation of serious grievances and proposing appropriate resolutions to those grievances; ❖ To receive and register all incoming grievances into the Grievance Registration Book (grievance logbook and central grievance excel-sheet). ❖ To analyze grievances in order to understand the nature of grievances and an appropriate way to deal with them; ❖ To categorize all incoming grievances; ❖ To refer the analyzed grievances to the related committees/entities for resolution, and complainants, if they wish to come forward, should be able to explain; ❖ To follow up on the grievances with the responsible committees/entities to speed up the process and reach the result (timeline based;) ❖ To hold periodic Grievance Redressal Committee meetings, as required ❖ To feed the result back to the complainant; ❖ To check the complaints box and address the incoming complaints.
Contractor's Community Liaison Officer (CLO)	<ul style="list-style-type: none"> ❖ Raise awareness of the GM and distribute copies of the GM leaflet and forms. ❖ Ensure that grievances raised are used to improve the Project's environmental and social performance in the future, so that similar grievances to not re-occur over time. ❖ Provide practical assistance to people seeking to raise a grievance, so that they are able to complete a Grievance Form. ❖ Send information to the Company E&S Manager, copies of completed Grievance Forms so that the Grievance Register can be updated. ❖ Support the investigation and resolution of grievances in close coordination with other concerned parties, including the person/group raising the concern.
World Bank	<ul style="list-style-type: none"> ❖ Ensure compliance with international standards and requirements for social and environmental management. ❖ Conducting audits and inspections.

7.4 Tajikistan National Grievance System

According to the Law on Appeals of Individuals and Legal Entities (from July 23, 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. Additionally, citizens can apply to regional and district municipal authorities and territorial branches of participating state ministries and committees.

Each of the participating state organizations has its own publicly available channels for submitting appeals and grievance:

- Ministry of Agriculture – <https://moa.tj/contacts.html>
- Ministry of Health and Social Protection of TJK – <https://moh.tj/en/appeals-from-citizens/>
- Committee for Food Security - <https://cfs.tj/call>
- Committee for Environmental Protection – <http://tajnature.tj/en/>

7.5 World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also make complaints directly to the Bank through the Bank's Grievance Redress Service (GRS) (<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A complaint may be submitted in English, 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 channels:

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

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

8. MONITORING AND REPORTING

The SEP is a *'live document'* and requires yearly regular reviews keeping in mind attributes such as the stakeholders, the engagement process for each stakeholder and the reporting time for each.

The SEP will be periodically revised and updated when needed in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of development. Any major changes to the project-related activities and to its schedule will be duly reflected in the SEP.

It will be important to monitor and report on the on-going stakeholder engagement efforts to ensure that the desired outcomes are being achieved, and to maintain a comprehensive record of engagement activities and issues raised. This will be done through this SEP, where the following will be recorded through this plan:

- Updates to the stakeholder database
- Recording of all consultations held
- Updates to the GRM log.

The list of stakeholder groups to be consulted on an on-gong basis will be continually revised and updated as additional stakeholders are identified and will include, but not be limited to the following:

- Regulatory authorities
- National, State and local government
- Local community leaders (chiefs and leaders of groups etc.)
- Community groups representatives.

Minutes of all engagement activities will be uploaded onto the stakeholder database so that they can be referred to by the project team for consideration if needed. The database will be interrogated on a regular basis by the social consulting team to identify any trends in grievances and corrective actions that are required. The 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 PMU;
- Monitoring outstanding issues and proposing measures to resolve them;
- Preparing semiannual reports on GRM to be shared with the WB.

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

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

- Qualitative data on number of grievances received (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.

8.1 Involvement of Stakeholders in Monitoring Activities

The Project provides several opportunities for stakeholders, especially Project Affected Parties, to monitor certain aspects of Project performance and provide feedback. PMU at the level of each affected community will allow affected persons to submit grievances and other types of feedback. Furthermore, frequent and regular community meetings and interactions with the PMU staff will allow affected parties and other local stakeholders to be heard and engaged.

8.2 Reporting Back to Stakeholder Groups

The PMU through the Social consultant will report back to affected communities and individuals and other stakeholder groups, primarily through public meetings in project affected settlements (if any). Minutes of meetings will be shared during subsequent public meetings. Feedback received through the GRM will be responded to in writing and verbally, to the extent possible. SMS and phone calls will be used to respond to stakeholders whose telephone numbers are available.

For regular reporting, PMU will produce reports at regular interval (Quarterly/Annual) through specific communication as mentioned in the SEP. Reports such as Environmental Monitoring Report, E&S report will be reviewed and reported to various stakeholders. A sample *Stakeholder Engagement Activities Log* format for recording the SEP engagement is provided in **Annex 1**. The format for recording minutes of meetings on stakeholder engagement undertaken by various Project staff can be found in

Annex 2. The modes of reporting shall be as outlined in Table 9 below:

Table 9: Outline Reports to Stakeholders

Report	Stakeholder	Frequency
Update and Disclose SEP	World Bank	Annual
Annual GRM Report	World Bank	Annual

Annex 2. Format for Reporting Minutes of Stakeholder Consultation

MINUTES OF THE STAKEHOLDER CONSULTATION		
A	Project Title:	
B	Stakeholder Title:	
<p>Note: This document provides a working summary of the main facts captured during the consultation/ key informant interview held and should not be treated as formal minutes. It is therefore deliberately not exhaustive or chronological. Its purpose is to record significant information/ feedback and not intended for official review or approval.</p>		
C	Basic details:	
	Location:	
	Date:	
D	Attended By (List attached):	
	Sr.	Name
E	Purpose of Consultation	
F	Key Points Discussed:	
	Key concern and suggestion expressed by Stakeholder:	

Annex 3. Public Consultation Meeting photos and records

Stakeholder Meetings

Meeting with representatives of the Ministry of Agriculture

Date: October 28, 2024

Time: 9:00 - 10:30

Place: Ministry of Agriculture, Dushanbe

Participants:

Ministry of Agriculture representatives:

- Nigina Radjabova - Focal point, project coordinator WB One Health

NBT representatives:

- Madina Khalmirzaeva – Project Manager
- Isroiljon Hakimjonov – Social/Gender Specialist
- Viktor Tsoy – Environmental Specialist

Discussed Topic:

1. List of project activities and project history
2. Assessment of Ministry's capacity in the implementation of projects by International Financial Institutions.
3. Situation with waste management.

Meeting with Committee for Environmental Protection under the Government of the Republic of Tajikistan

Date: October 28, 2024

Time: 10:30 - 12:00

Place: Committee for Environmental Protection under the Government of the Republic of Tajikistan, Dushanbe

Participants:

Committee for Environmental Protection under the Government of the Republic of Tajikistan representatives:

- Solijon Mirzoev - WB One Health Project Coordinator
- Khurshid Shamsiddinzoda - Director of the State Administration for Protected Natural Areas
- Davlatov Abdulkodir - Enclosure Specialist, Chief Engineer of the Construction Project

NBT representatives:

- Madina Khalmirzaeva – Project Manager
- Isroiljon Hakimjonov – Social/Gender Specialist
- Viktor Tsoy – Environmental Specialist

Discussed Topic:

1. List of project activities and project history
2. Assessment of Committee's capacity in the implementation of projects by International Financial Institutions
3. Information on Enclosures
4. Situation with Waste Management

Meeting with Committee for Food Security under the Government of the Republic of Tajikistan

Date: October 28, 2024

Time: 13:30 - 15:00

Place: Committee for Food Security under the Government of the Republic of Tajikistan, Dushanbe

Participants:

Committee for Food Security under the Government of the Republic of Tajikistan representatives:

- Ismoil Andamov - Head of Veterinary and Breeding Supervision Department
- Sukhrob Nurov - Head of the Department, Senior Specialist in International Relations
- Farshid Nasimov - Senior Specialist in International Relations Department
- Furush Dustov - Senior Specialist in International Relations Department

NBT representatives:

- Madina Khalmirzaeva – Project Manager
- Isroiljon Hakimjonov – Social/Gender Specialist
- Viktor Tsoy – Environmental Specialist

Discussed Topic:

1. List of project activities and project history
2. Assessment of the Committee's capacity in the implementation of projects by international financial institutions
3. Visit to the laboratories
4. Situation with waste management

Meeting with representatives of the National Center for Food Safety Diagnostics

Date: October 28, 2024

Time: 15:30-17:00

Place: National Center for Food Security Diagnostics, Dushanbe

Participants:

National Center for Food Security Diagnostics representatives:

- Muminov Mustafo - Head of the Center for Food Safety Diagnostics

NBT representatives:

- Madina Khalmirzaeva – Project Manager
- Isroiljon Hakimjonov – Social/Gender Specialist
- Viktor Tsoy – Environmental Specialist

Discussed Topic:

1. List of activities for inclusion in the project
2. Visit to the laboratories
3. Situation with waste management

Photos:



Meeting with Head of the Center for Food Security Diagnostics



Location of the laboratory #1 (38.566423°, 68.814673°)

Meeting with Ministry of Health and Social Protection of the Population

Date: October 29, 2024

Time: 9:30 - 11:00

Place: Ministry of Health and Social Protection of the Population, Dushanbe

Participants:

Ministry of Health and Social Protection of the Population representatives:

- Navruz Jafarov - Project Coordinator
- Mutriba Latipova – WB Representative

NBT representatives:

- Madina Khalmirzaeva – Project Manager
- Isroiljon Hakimjonov – Social/Gender Specialist
- Viktor Tsoy – Environmental Specialist

Discussed Topic:

1. List of project activities and project history
2. Laboratories to visit
3. Assessment of the Ministry's' capacity in the implementation of projects by international financial institutions
4. Situation with waste management

Meeting with Hisar Food Safety Inspection Center

Date: October 29, 2024

Time: 12:30 - 14:00

Place: Hisar Food Security Inspection Center, Hisar city

Participants:

Hisar Food Security Inspection Center representatives:

- Murodkhon Kholdorov – Director of the Hisar Food Security Inspection Center

NBT representatives:

- Madina Khalmirzaeva – Project Manager
- Isroiljon Hakimjonov – Social/Gender Specialist
- Viktor Tsoy – Environmental Specialist

Discussed Topic:

1. List of activities for inclusion in the project
2. Current situation of the laboratory
3. Situation with waste management

Photos:



Meeting with Director of the Hisar Food Security Inspection Center



Location of the laboratory #2 (38.519894°, 68.553231°)

Meeting with Hisar Sanitary and Epidemiological Service

Date: October 29, 2024

Time: 12:30 - 14:00

Place: Hisar Sanitary and Epidemiological Service, Hisar city

Participants:

Hisar Sanitary and Epidemiological Service representatives:

- Sadriddinov Ilkhomiddin – Director of the Hisar Sanitary and Epidemiological Service
- Kokilov Aloviddin - Sanitary Doctor

NBT representatives:

- Madina Khalmirzaeva – Project Manager
- Isroiljon Hakimjonov – Social/Gender Specialist
- Viktor Tsoy – Environmental Specialist

Discussed Topic:

1. List of activities for inclusion in the project
2. Current situation of the laboratory
3. Situation with waste management

Photos:



Meeting with Representatives of the Hisar Food Security Inspection Center



Location of the laboratory #3 (38.529136°, 68.550864°)

Stakeholder Consultations and Disclosure

Meeting Minutes

One of the main goals of the ESF is to facilitate the participation of all stakeholders and local communities at all stages of the project cycle: from the pre-construction phase and construction activities to its operation. In this regard, consultations were held in online format on 14th of November 2024 to capture the stakeholders' opinions about the project and agree on the project activities. In total, 7 persons have participated in these meetings as focal points from relevant agencies. The exact number of participants is shown on the table below.

Table 10: List of participants for the Public Consultations

No	Organization	Name
1	World Bank	Kimiyo Samieva
2	Ministry of Health and Social Protection	Navruz Muzafarov
3	Committee for Food Safety	Imosil Andamov
4	Committee for Environmental Protection	Solijon Mirzoev
5	Ministry of Agriculture	Nigina Radjabova
6	PMU Social Specialist	Rano Rakhmatova
7	PMU Monitoring and evaluation specialist	Muhammadrizo Urinbaev
Total:		7

To deliver information about the Project components, its environmental impacts, and the grievance redress mechanism (GRM), the NBT consultants prepared presentation in the Russian language with brief information on ESF documents.

The main objectives of the public consultations were the following:

- (i) to disseminate information to the people about the project and regarding its activities and scope of work;
- (ii) to seek local peoples' views on minimizing probable adverse impacts on the environment and on livelihoods;
- (iii) to make people aware of the process of the GRM;
- (iv) to assess the willingness of people to get involved with the project, and enumerate the measures to be taken during the implementation of the project; and
- (v) to make people aware of the relevant policy principles of national laws and WB ESF (2018) related to environment and social protection.

The main questions raised during the meetings with the public are presented in **Table 11**. Further information of the public consultation is in Appendix 1. Record of public consultation (List of the participants and photos of the meeting).

Table 11: Questions and Answers Raised During the Public Consultation

Issues Raised	Response
Ministry of Health and Social Protection of the Population of the Republic of Tajikistan	
<p>Dear team, the presentation was excellent, all the points that were needed were covered. All recommendations were taken into account and they are in line with the current requirements. For project implementation we will take this report into consideration and I think there is no need to translate it into Tajik language, but some documents on other projects were published in Russian and Tajik language on official websites. Thank you very much for the work done</p>	<p>Thank you very much, we are very grateful for the support provided during the last visit. We will work out the issues with translations and hope that the PMU that will implement this project will be a good fit.</p>
Committee for Food Security under the Government of the Republic of Tajikistan	
<p>Extensive work and assessment done in a short time so thank you very much, we will thoroughly review the work done and give our comments in writing. It is convenient for us to work in Russian and there is no need to translate into the local language.</p>	<p>Thank you very much for your feedback. Now the document is ready in English, as soon as the package of necessary documents is ready in Russian we will share it with you.</p>
Committee for Environmental Protection under the Government of the Republic of Tajikistan	
<p>I have a few questions.</p> <ol style="list-style-type: none"> 1. On what assessment was the category of significant assigned. If categorized as significant, an EIA is required 2. Who will be involved in the preparation of this environmental impact assessment and it is necessary that the ESF framework document should have this 	<p>Thank you for your comments we will certainly take them into account, but as far as the questions you raised we could give an answer.</p> <ol style="list-style-type: none"> 1. Initially the categorization was given by the World Bank team that did the initial survey. We have discussed this issue several times and at the beginning of the presentation it was already said that within the framework of the project the works will be construction works, they will not be of a foundation character. Mainly repair of laboratories and in some cases construction of new laboratories and 10 cages in protected areas. The category

Issues Raised	Response
<p>format of impact assessment and who will conduct this assessment. I do not think that the PMU will be in a position to conduct such assessments.</p> <p>3. According to the requirements of the World Bank these are all issues of stakeholder engagement you have to hold public hearings, not so that only with the management to hold a meeting, it is a requirement of the bank that you meet with the representatives of other ministries and get their opinion then prepare the SEP document.</p> <p>4. Regarding GRM there are no levels how many levels of this mechanism or without levels. So, I would like to know these data because in all these framework documents first of all when they make categorization of social and environmental impacts if there is an EIA then there is a Management Plan for these activities and therefore who will control these plans because there are 5 ministries and many of them are controlling agencies so it was necessary to describe who is responsible for what. In the case of construction and other activities who is responsible. I think that the document still needs to be worked on, and it is ready to be signed. You know that there are certain degrees of safety. Who will be responsible for virology. Since it is a biological laboratory, it must comply with certain standards for laboratories at least 1km away from populated</p>	<p>essential has been left out because of the risk of spreading infectious diseases during operation. If the necessary measures are not taken during the implementation phase. After construction we can equip the laboratories with all the necessary equipment, but if the staff does not follow clear instructions on the handling of medical waste, etc., the project may bring a significant risk if not followed. Therefore, the project itself has a component on improving the capacity of the laboratory - training of staff on monitoring system. And Inter-ministerial cooperation is also a task of this project to improve inter-agency coordination to work on One Health systems to prevent this spread.</p> <p>2. We know that the PMU has its own Environmental and Social Specialists and we realize the importance and complexity of this document. Within the framework document we have budgeted for an external expert who has the skills and knowledge to develop such an ESIA document. Moreover, the framework document has an annex that describes the format of the environmental and social assessment, which describes what should be included in each section. At the same time, the document states that full compliance with the requirements of the Republic of Tajikistan on environmental impact assessment is required. The PMU employee will fulfill the role of complying with the requirements if the development of an environmental impact assessment is required. If not, an environmental management plan will be developed as a minimum. Therefore, the PMU officer will monitor compliance with all these requirements and will be assisted by an external consultant in the preparation of the environmental and social impact assessment. We are not putting everything on 1 specialist.</p> <p>3. We would have liked to have more detailed meetings with the ministries on the ground, but we have done our best in the time available. We also visited the labs and familiarized ourselves with the current situation. The consultations do not end here, this is only the first round. Then they will be continued intensively, that is why SEP is developed to continue and to show with whom and at what level. If you have paid attention to the presentation we have shown the regional levels, then the PMU will identify and carry out the next consultations.</p> <p>4. The GRM that was presented includes main steps which implies a staggered approach. At the subcontractor level, where the boxes and communication channels on the construction boxes during the construction works will be indicated. The contractor is required to maintain the GRM. PMU also has regional representatives, and they will also be involved in the GRM, they will counter complaints</p>

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<p>areas. So, I think the Committee for Food Security and the Ministry of Health should take all this into account.</p>	<p>and resolve on the spot. If there is a more complex problem that the contractor and the regional representatives of the PMU cannot solve, then it goes to the second level, which is sent to the PMU in Dushanbe, they decide how to solve this complaint. Therefore, it is envisaged to involve external laboratories to conduct noise, air and soil pollution analysis, and therefore the budget for laboratory surveys by an independent and certified laboratory is foreseen. And the 3rd level if it is not solved, then apply further to the court if they are not satisfied with the actions of the 1st and 2nd level. All other comments will be taken into account. On biological parameters will be developed and analyzed to date and if there is a need it will be improved and implemented within the framework of this project.</p>
<p>Once the construction is underway, the local district environmental authority must supervise. And all these stages should be scheduled and reflected in the SEP.</p>	<p>Thank you for all your comments, we will take everything into account. As for GRM this mechanism can also be updated further by the PMU as it is a living document. Regarding SEP, it specifies the GRM and the roles of the committee not only at the national level but also at the local level. All further issues will be worked out together with PMU.</p>

Photos

