

**The Kyrgyz Republic  
Ministry of Transport and Roads**



**Central Asia Regional Links Project – Phase 3 (CARs-3)**

**Resettlement Policy Framework**

**February 2018**

## TABLE OF CONTENTS

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<b>Chapter 1. Introduction.....</b>	<b>8</b>
1.1. Background.....	8
1.2. RPF Objectives .....	8
1.3. Resettlement Policy Framework Document.....	9
1.4. Expected Impacts and Scope of Land Acquisition .....	10
<b>Chapter 2. Project Description.....</b>	<b>13</b>
2.1. Project Background.....	13
2.2. Project Context .....	14
2.3. Rehabilitation of Regional Road Connections of Issyk-Kul Oblast.....	17
2.4 Tourist Service Centres (TSC) .....	20
<b>Chapter 3: Land Acquisition and Resettlement Framework .....</b>	<b>22</b>
3.1. Land Acquisition & Resettlement Processing Requirements .....	22
3.2. Legal and Policy Background.....	22
3.2.1. Land Ownership.....	22
3.2.2. Land Acquisition and Resettlement in Kyrgyz Republic.....	23
3.2.3. World Bank Policy on Involuntary Resettlement.....	25
3.3. Comparison of Kyrgyz Republic and World Bank Policy Requirements.....	26
<b>Chapter 4: Organizational Arrangement.....</b>	<b>29</b>
4.1. Organizational set up .....	29
4.2. Ministry of Transport and Roads of the Kyrgyz Republic .....	30
4.3. Investment Projects Implementation Group.....	31
4.4. Land Acquisition and Resettlement Interdepartmental Commission .....	31
4.5. Resettlement Plan Preparation Consultant and Independent Assets Evaluator.....	33
<b>Chapter 5: Screening, Resettlement Plan Preparation and Implementation.....</b>	<b>34</b>
5.1. Screening Resettlement Impacts.....	34
5.2. Procedure for Resettlement Action Plan Preparation .....	34
5.3. Review and Approval of Plans.....	37
5.4. Vulnerable Groups .....	37
5.5. Gender Impact and Mitigation Measures.....	38
<b>Chapter 6: Policy Framework and Entitlements .....</b>	<b>39</b>
6.1. Project Affected People – Eligibility .....	39
6.2. Compensation Entitlements .....	40
<b>Chapter 7: Establishing Compensation Rates .....</b>	<b>44</b>
7.1. Background.....	44
7.2. Assessment of Compensation Unit Values.....	45
7.3. Provision of Land for Land Compensation.....	46
7.4. Resettlement Budget and Financing .....	46
<b>Chapter 8: Consultation, Participation and Documents Disclosure.....</b>	<b>48</b>

8.1. Public Consultations and Disclosure of RPF .....	48
8.2. Objectives of Public Information and Consultation.....	51
8.3. Consultation during RAP Preparation and Implementation.....	51
8.4. Public Information Booklet.....	52
8.5. Disclosure .....	53
<b>Chapter 9: Grievance Redress Mechanism.....</b>	<b>54</b>
9.1. Objectives .....	54
9.2. Grievance Redress Group (GRG) .....	54
9.3. Local Contact Person.....	55
9.4. Functioning of the GRG within the Grievance Redress Mechanism .....	56
9.5. Technical Experts.....	57
9.6. Grievance Redress Process.....	57
9.7. GRG Records and Documentation.....	58
<b>Chapter 10: Monitoring and Evaluation .....</b>	<b>59</b>
10.1. Monitoring and Evaluation.....	59
10.2. Training in 'RAP' implementation .....	60
<b>Chapter 11: Implementation process .....</b>	<b>61</b>
<b>Appendices .....</b>	<b>63</b>
<b>Appendix-1: Summary of Public Consultations</b>	
<b>Appendix-2: Social Screening Sample</b>	
<b>Appendix-3: Sample Abbreviated Resettlement Action Plan</b>	
<b>Appendix-4: Sample Full Resettlement Action Plan</b>	
<b>Appendix-5: Complaints and Grievance Submission Form</b>	

## ABBREVIATIONS

SAEPF	-	State Agency for Environment Protection and Forestry
GRG	-	Grievance Redress Group
IPIG	-	Investment Project Implementation Group
DMS	-	Detailed Measurement Survey
RMU	-	Road Maintenance Unit
AP	-	Affected People/Person
AH	-	Affected Household
EA	-	Executing Agency
GRM	-	Grievance Redress Mechanism
MOTC	-	Ministry of Transport and Communications
MOTR	-	Ministry of Transport and Roads *
MOF	-	Ministry of Finance
IMA	-	Independent monitoring agency,
NGO	-	Non-Governmental Organization
NSC	-	National Statistical Committee
JSC MIA	-	Joint Stock Company "Manas International Airport"
PO	-	Public Organisations
PIU	-	Project Implementation Unit
RPF	-	Resettlement Policy Framework
DP	-	Displaced Person
ROW	-	Right-of-Way
RAP	-	Resettlement Plan
RAP	-	Resettlement Action Plan
IOL	-	Inventory of Losses
TOR	-	Terms of Reference
TA	-	Technical Assistance
RA	-	Road Administration
TSC	-	Tourist Service Centre

## GLOSSARY OF TERMS

- Compensation : Means payment in cash or in-kind at replacement cost for an asset to be acquired by the Project or for loss of income associated with the project.
- Cut-off Date : Means the date that a population record or census, preferably at the project identification stage, serves as an eligibility cut-off date in order to prevent a subsequent influx of encroachers or others who wish to take advantage of such benefits. The cut-off date will be the date when the census for the RAP is completed. Assets built after the cut-off date or loss of livelihoods associated with assets built after the cut-off date are not eligible for compensation.
- Detailed Measurement Survey (DMS) : Means the detailed inventory of losses that is completed after detailed design and marking of project boundaries on the ground.
- Displacement : Means either physical relocation or economic displacement whereby the impact of loss of incomes force people to relocate in order to initiate alternative strategies of income restoration.
- Encroachers : Means those people who move into the project area after the cut-off date and are therefore not eligible for compensation or other rehabilitation measures provided by the project.
- Entitlement : Means the range of measures comprising compensation, income restoration, transfer assistance, income substitution, and relocation which are due to affected people, depending on the nature of their losses, to restore their economic and social base.
- Inventory of Losses : Means the pre-appraisal inventory of assets as a preliminary record of affected or lost assets.
- Land Acquisition : Means the process whereby a person is compelled by the local administration through the Executing Agency of the Project to alienate all or part of the land s/he owns or possesses in favor of the State in the implementation of the Project or any of its components in return for consideration.
- Non-Titled : Means people using private or state land without legal ownership right or formal permission of the real owners/entities.
- Project Affected Person (PAP) or Project Affected Household (PAH) : Means a person or household affected by direct economic and social impacts caused by: a. the involuntary taking of land resulting in (i) relocation or loss of shelter; (ii) loss of assets or access to assets; or (iii) loss of income sources or means of livelihood, whether or not the affected persons must move to another location; b. involuntary restriction of access to legally designated parks and protected areas resulting in adverse impacts on the livelihoods of the displaced persons.
- Relocation : Means the physical shifting of a PAP from his/her pre-project place of residence and/or business.

- Replacement Cost : Means the amount in cash or in-kind needed to replace an asset and is the value determined as compensation for: (a) Agricultural land and fishpond based on market prices that reflect recent land sales prior to the commencement of the Project or displacement, and in the absence of such recent sales, based on productive value; (b) Residential land based on market prices that reflect recent land sales prior to the commencement of the Project or displacement, and in the absence of such recent land sales, based on similar location attributes; (c) Houses and other related structures based on current market prices of materials and labor without depreciation nor deductions for salvaged building materials; (d) Crops based on current market value; (e) Trees and other perennials based on current market value; and (f) Other assets (i.e., income, cultural, aesthetic) based on replacement cost or the cost of mitigating measures. It also includes any taxes, registration fees, transaction costs or other administrative costs associated with replacement of the affected assets.
- Rehabilitation : Means assistance provided to seriously affected people due to the loss of productive assets, incomes, employment or sources of living that require to be compensated in order to improve, or at least achieve full restoration of living standards to pre-project level. The livelihood support may be given in cash or in kind or a combination of the two in order to improve, or at least achieve full restoration of living standards to pre-project levels.
- Resettlement : Means all measures taken by the Project proponents to mitigate any and all adverse social impacts of the Project on the PAPs, including compensation for lost assets and incomes, and the provision of other entitlements, income restoration assistance, and relocation as needed.
- Resettlement Plan : Means the time-bound action plan with budget setting out resettlement strategy, objectives, entitlements, actions, responsibilities, monitoring and evaluation.
- Significant Impact : Means PAPs being: (i) physically displaced from housing, and/or (ii) having 10% or more of their productive, income generating assets lost. Affected people experiencing significant impacts are referred to as being “severely affected”.
- Structures : Means all structures affected, or to be acquired, by the project, e.g., living quarters, wells, hand pumps, agricultural structures such as rice bins, animal pens, fences, stores/warehouses, commercial enterprises including roadside shops and businesses.

Vulnerable Groups : Means distinct groups of people who might suffer disproportionately from the loss of fixed and movable assets, other assets and production base from the effects of resettlement and specifically include: (i) divorced or widowed female headed households with dependents and low income; (ii) households with disabled or invalid persons; (iii) households with persons falling under the generally accepted indicator for poverty as defined by the Ministry of Labor and Social Welfare, or the landless; and (iv) elderly households with no means of support (v) ethnic minorities.

## Chapter 1. Introduction

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### 1.1. Background

The Government of the Kyrgyz Republic (the Government), with the assistance of the World Bank (WB), Asian Development Bank (ADB), Islamic Development Bank (IDB), the Export-Import Bank of China (Eximbank) and the European Union (EU) is considering many projects on roads modernization and rehabilitation to improve the national and regional road networks and facilitate socio-economic development.

The proposed Central Asia Regional Links program is part of a regional program on improvement of priority roads in Central Asia which is expected to have substantial positive impact on poverty reduction and economic growth, not only because of the high population density along the road corridor, but also due to high poverty rates and related impacts on migration.

The proposed project plays an important role in the current strategy concept of the Government on improvement of road transport in the region along the route Tajikistan-Kyrgyzstan-Kazakhstan-Russia. Improvement of road links on the road Tup - Karkyra-avtodorojnyi Border Crossing Point on the border with Kazakhstan, as well installation of fiber optic ducts and rehabilitation of the road leading to the mountaineering tourist base, will be aimed at addressing the main challenges and barriers to improve regional connectivity of Issyk-Kul region, including issues of access to the market and improvement of competitiveness of key industries such as agrobusiness for exports and international tourism.

The purpose of the program is to improve the transport links between neighboring countries in Central Asia along priority cross-border road links and assist in the improvement of road operations and maintenance practices.

Improvement of priority transport connections between major cities in Central Asia will contribute to the creation of an integrated economic region between countries.

### 1.2. RPF Objectives

Resettlement Policy Framework (RPF) document is prepared when the specific impacts of the project cannot be determined, for example, because the detailed designs have not been prepared. The RPF describes the principles and processes that will guide the preparation on Resettlement Action Plan (RAP) that may be necessary under the project. The necessity of developing a RAP will be determined at the detailed design stage. It will take into account all persons, parties, private properties, businesses and green plantations that will be affected by

the project and will represent actions that the Government intends to take to ensure that all losses incurred due to the project are compensated according to the legislation of the Kyrgyz Republic and World Bank Operational Policy OP/BP 4.12.

The World Bank Operational Policy 4.12 [O.P 4.12](#), on Involuntary Resettlement stipulates certain requirements that should be fulfilled during project implementation, when land acquisition is required and consequently there will be adverse impact on population

In addition to the information contained in this document, the final RAP will include socio-economic analysis of the status of affected persons and household based on a census of all affected persons, which will provide more comprehensive understanding of the types and scale project impacts and identify any adverse impact mitigation measures that should be taken to ensure that the affected people benefit from the project, as well as that they will restore or increase their incomes by the project completion. RAP for each subproject will include compensation amount and budget management, implementation schedule of land acquisition and resettlement planning tasks before the commencement of construction works.

The census can be carried out only after the design is final and full data are available regarding the landholdings, land use, ownership, anticipated losses. Currently, the data are incomplete, thus, the census cannot be undertaken. Consequently, the RPF serves as an interim mechanism to consolidate information and provide directions for next steps.

### **1.3. Resettlement Policy Framework Document**

The Resettlement Policy Framework Document expresses the Government's general and comprehensive commitment to avoid negative impacts upon communities in the investments or to mitigate them to ensure that the affected persons are able to maintain or improve their well-being by the project completion. The Government will implement and enforce its own standards and procedures for land acquisition and compensation uniformly throughout the entire road section with adequate amendments to meet the WB additional requirements. This will ensure adherence to international practices and compliance with the WB policy objectives. The document identifies possible impacts of investments, clarifies land plots and resettlement principles; assesses the legal framework for land acquisition and resettlement in the Kyrgyz Republic; describes standard procedures for actions and methods of redress; and outlines steps that will be taken to plan, obtain concurrence from the WB, as well as for implementation and monitoring of the impacts of land acquisition and resettlement. This Resettlement Policy Framework Document incorporates both laws and regulato-

ry enactments of the Kyrgyz Republic and procedures for actions execution and the WB Resettlement Policies.

At the stage of RPF preparation, MOTR KR will be an Executive Agency for project implementation.

After the approval by the World Bank, RPF will be posted on IPIG web-site: [www.piumotc.kg](http://www.piumotc.kg) and, World Bank's WBdocs in accordance with the World Bank Policy. Final [RPF](#) will include links to disclosed documents. RPF will be posted in Russian language and translated into Kyrgyz language, if needed.

**Resettlement Policy document is based on the following principles:**

- It is necessary to avoid or, at least, minimize involuntary resettlement;
- Compensation must ensure the preservation of living standards of PAPs, which they had before the project implementation;
- PAPs should be fully informed and consulted on options for compensation;
- lack of formal legal rights to land should not be an obstacle to receiving assistance;
- Special attention should be paid to vulnerable groups such as i)divorced or widowed female headed households with dependents and low income;(ii) households with disabled or invalid persons; (iii) households with persons falling under the generally accepted indicator for poverty as defined by the Ministry of Labor and Social Welfare, or the landless; and (iv) elderly households with no means of support (v) ethnic minorities, and the appropriate support should be provided to them to improve their situation;
- Land acquisition and resettlement should be planned and implemented within the project, and the complete compensation costs should be included in the project costs;

The overall coordination of the project will be provided by the Executive Agency, which will supervise the process of resettlement planning and coordinate all issues related to compensation.

**1.4. Expected Impacts and Scope of Land Acquisition**

The World Bank Operational Policy 4.12 on Involuntary Resettlement stipulates certain requirements that should be fulfilled during project implementation, when land acquisition is required and consequently there will be adverse impact on population.

**Rehabilitation of Regional Road Connections of Issyk-Kul oblast component** includes road sections connecting the Kyrgyz Republic with the neighboring Republic of Kazakhstan, in particular (i) Rehabilitation of Tyup-Kegen Road section, about 37 km length, as well installation fiber optic ducts to share infrastructure and therefore improve broadband connectivity with Kazakhstan. (ii) Section of the road leading to the mountaineering tourist base, 14 km length along the Karkyra canyon.

Roads rehabilitation provides for upgrading of existing gravel road. At this stage only minor social impact is expected, including land acquisition to be reviewed following the completion of detailed design. Some of the losses will be temporary due to working process establishment (installation of equipment and materials).

**Tyup-Kegen** road section to be rehabilitated from km 39,6 to km 76 and the access road to the mountaineering tourist base are plain and straight sections of gravel road. On this section the new road will be built within existing ROW, without requiring additional lands. In some places the project provides for the rehabilitation of road according to III and IV road categories.

Initial survey identified that during the rehabilitation of regional road connections and relevant access roads, additional land acquisition for road bed would not be required as the road does not fall outside permanent ROW, even taking into consideration the widening. The project will not have adverse impact on local population (loss of land, properties, structures), as there are no assets and structures within the ROW. However given the fact that in some places the road category has been changed from IV to III and V to IV as well as upcoming activities on installation of fiberoptic network, under the project additional widening of road bed might be required in areas where the access roads are located. Scopes will be finalized during the update of detailed design.

**Renovation and construction of 5 Tourist Service Centres (TSC)** are planned under the project. TSC will be located in main areas of Issyk-Kul oblast, but locations will be identified later during the preparation of detailed design. For the time being, there will not be additional land acquisition to build Tourist Service Centres, as they will be built on public lands.

If it turns out that the construction will be carried out on a private land or have impact on privately owned assets and structures or lead to direct economic impact on productive assets, then land acquisition procedure will be applied in accordance with the legislation of the Kyrgyz Republic and the Operational Policy of the World Bank OP 4.12.

RAP will be applied to areas that will be taken for project use. If private property, assets, structures or leased land or land without a legal right of use is affected, the RAP should be prepared by the Executive Agency and approved by the World Bank.

If informal settlers or persons engaged in economic activities might be located on the territory of the TSC, it is necessary to explore all of the options and offer another place equivalent to their activities, only after meetings and consultations, taking into account their wishes and needs. In case of disagreement, it is necessary to consider another place for the construction of the TSC, in order to avoid the negative impact of the project on the population.

The main objective of the WB OP 4.12 operational policy is to study all options for mitigating or preventing resettlement. If this is unavoidable, it is required to develop a plan for providing compensation and assistance for restoring the living conditions of the displaced persons, to the same level or better as before the project.

## Chapter 2. Project Description

### 2.1. Project Background

One of the objectives of Central Asia Regional Links Program (CARs) is to improve transport connectivity between economic centers to access to a larger markets and activation of economic interactions between them. The proposed project is the continuation of the program, which was launched in 2014 in the Kyrgyz Republic. The first phase of the project focused on improvement of links between Batken and Sughd oblast.

Development of transit transport potential of the country is a priority task, through improving Central Asia road links, where the route begins at the border with Tajikistan (Kayragach border crossing point), passes through the Alternative North-South road and then through Kochkor and Balykchy to border crossing point "Karkyra- avtodorojnyi "on the border with Kazakhstan, representing the shortest path to Siberia (including transit from Tajikistan), **see Figure 1.**

### Central Asia Roads



The first phase of the Program (CARs-1) is currently being implemented in the Kyrgyz Republic and funded by the World Bank and it provides for restoration of trans-border connection between Osh and Batken oblasts of the Kyrgyz Republic and Soghd oblast of Tajikistan. Rehabilitation of Osh-Batken-Isfana-Kayragach (border with Tajikistan) road corridors sections, in particular sections Isfana - Kayragach / Madaniat border crossing point (36 km); Batken - Tortkul (14 km), and Batken - Kyzyl-Bel border crossing point / Guliston (6 km) is being carried out under CARs-1.

The second phase of the Program (CARs-2) is being implemented in Tajikistan and provides for improvement of transport connection between Osh city (KR) and Khujand (Tadjikistan), and Uzbekistan, in particular sections Proletarsk- border crossing point Kayragach and Kanibadam – border crossing point Kyzyl-Bel’.

The proposed project funded by the World Bank is the Third Phase of Central Asia Regional Links Program (CARs-3) and in addition to improving transport connectivity with the Republic of Kazakhstan, it will also include increasing the competitiveness of key sectors of regional importance, particularly external tourism and agrobusiness for export purposes. Transport connectivity between Issyk-Kul region of the Kyrgyz Republic and Almaty region in Kazakhstan and up to Russia, China and other neighboring countries will be as a priority task under third phase of CARs Program, thus providing support for establishment of integrated economic region between two countries.

It is expected that the project will consist of infrastructure component (rehabilitation of regional road connections in Issyk-Kul Oblast, including Tyup-Kegen road section, km 39.6-76 and an access road leading to the mountaineering base along the Karkyra canyon, , as well as installation of optical-fibre network from Tyup to Karkyra border crossing point to connect with Kazakhstan, and tourism development, under this componenet it is proposed to build 5 Tourist Service Centres in Issyk-Kul region.

Wherever possible, the project shall avoid private land acquisition. If land acquisition is unavoidable, it is necessary to minimize scope of acquisition and impact on the income sources of affected residents. In case of land acquisition the Executive Agency together with a hired Consultant will develop a Resettlement Action Plan (RAP) to minimize adverse project impact, including a survey of social environment in order to determine local population vulnerability to the Project impact.

## **2.2. Project Context**

CARs-3 Project will be implemented in Issyk-Kul and Tyup rayons of Issyk-Kul oblast. The oblast is located in the eastern part of the Kyrgyz Republic, it occupies the Issyk-Kul basin and Issyk-Kul syrt. The oblast center is - Karakol. The oblast is located at an altitude of 1600

to 7439 m above sea level, occupies the eastern part of the country, famous resort closed lake Issyk-Kul is entirely located within it. In the northeast the oblast borders with Almaty oblast of Kazakhstan, in the south-east - with Xinjiang Uygur Autonomous Region of China, in the south-west with Naryn oblast and in the north-west with Chui oblast. Territory is 43.1 thousand sq. km.

The main forms of relief of oblast are Issyk-Kul Basin, most of which is filled with waters of Issyk-Kul Lake and its surrounding mountain ranges of central Tien Shan. The northern part of the basin is surrounded by slopes of Kungoy Ala-Too ridges, the southern shore is surrounded by Terskey Ala-Too. Internal highland areas of the oblast occupied by Central Tien Shan mountain, where notable ridges are Jetim-Bel, Borkoldoi, Kakshaal -Too (here famous Victory Peak with a height of 7439 meters above sea level is situated), and others.

The territory is divided into 5 administrative raions: Ak-Suu, Jeti-Oguz, Ton, Tup and Issyk-Kul. There are 3 towns: Balykchy, Karakol and Cholpon-Ata - resort town; 6 urban-type settlements; 189 rural settlements.

Specificity of mountainous terrain of relief influences on the economic and geographical location of the region. In modern conditions Bishkek - Karakol road through the Boom gorge is very important for tourism. It links the state capital with the oblast.

There are roads, railways, air and water lines of communication in the oblast. The main highway was constructed around Issyk-Kul Lake and connects almost all settlements of the region. In Balykchy road splits and leads to Karakol from north and south, as well as to Naryn. Balykchy – Bishkek railway built during World War II has socio-economic importance.

According to the data from Issyk-Kul Regional Department of Labour, Employment and Migration the number of unemployed able-bodied population registered in State Service for Employment for 2016 is 5308 people. 4734 people had official status of unemployed of which 32 people received unemployment allowance.

Between January-October, 2016, the demographic situation was characterized by a slight increase in the birth rate and a decrease in overall mortality. Between January-October 2016, 9623 children were born, the birth rate per 1000 people – 24,3 per thousand.

**Issyk-Kul rayon** was founded in 1930, and the administrative centre was Sazanovka village (current Ananevo village). The territory of the rayon was 36,000 km<sup>2</sup>, population - 58,000 people. In 1962, the Issyk-kul rayon and Rybachie city were combined and Rybachie city became the administrative centre. In 1971, Issyk-Kul rayon was separated from Rybachie city and Cholpon-Ata city became a new administrative centre of the rayon.

Cholpon-Ata city is an administrative centre of Issyk-Kul rayon and the third largest city of the Issyk-Kul rayon in terms of population. It is located 240 km from Bishkek, the capital city of the Kyrgyz Republic and 135 km from Karakol city, the administrative centre of Issyk-Kul oblast. On the west it borders with Karaoi village and on the east with Bosteri village. City territory covers almost the Cholpon-Ata river fan and the part of lakeside plain.

The Issyk-Kul rayon is located on the coastline of Issyk-Kul Lake and aggradation plain of Kungoy Ala-Too range, and on the north it borders with Kemin rayon and the Republic of Kazakhstan, on the west with Balykchy city and on the east with Tyup rayon.

### **Population**

Enumerated population – 78 440 people and resident population – 87 119 people. 89% of the population is rural population. Ethnical composition of the population: Kyrgyz – 68 504 people, and other nationalities – 9 936 people.

### **Socio-economic condition**

There are 4 big enterprises in the rayon. Tourism is the priority sector for the development of rayon's economy.

Main socio-economic achievements of the region for 2013:

The growth rate of the followings has increased:

- Commercial services- 107.9%
- Retail turnover – 108.7%
- Industrial products – 113.5%

Main socio-economic problems of the region:

- Further development of social infrastructure of villages; improvement of material and technical basis of education, health care services and culture; improvement of service provision quality; industrial activities development.

The rayon has diverse natural environment. The coastline of the lake – steppe, at moderate altitudes – thick forest, at higher altitudes – Alpine meadow, and at altitudes more than 3.500m – glaciers. Some sections of the coastline are the part of the Issyk-Kul Reserve.

Issyk-Kul rayon is one of the most popular tourist places, and there are a lot of excellent opportunities for rest in villages on coastline: sanatoriums, resorts, health and tourist centres and historical-cultural reserve museum.

**Tyup rayon** is located in Issuk-Kul oblast. The international road “Tyup – Kegen” passes through the rayon and connects the eastern part of the Kyrgyz Republic with Kazakhstan. On the south-west, the rayon borders with the Issuk-Kul lake, on the south-east with Ak-Suu rayon, on the west with Issyk-Kul rayon and on the north with the Republic of Kazakhstan. The nearest settlements are - Taldy-Suu, Koochu, Korumdu, Chon-Tash, Zhyluu-Bulak, Baikak and Ken-Suu villages.

Economy of the surveyed area is focused on agriculture and livestock.

At the beginning of 2016 rayon population was 64105 people. Labor force – 35617 people, economically active population – 35082 people.

**Ethnic composition of population:**

For Tyup rayon: Kyrgyzs – 81.5%, Uzbeks – 0.19%; Russians – 9.9%; Ukrainians – 0.6%, Tatars – 0.17%, Dungans – 0.01, Tajiks – 0.001, Kazakhs – 5.85%, others – 1.63%.

- Taldy-Suu ayil aymak: Kyrgyzs – 99.25%, Uzbeks – 0.08%; Russians – 0.25%; Kazakhs – 0.34%; Tatars – 0.01% and Dungans – 0.01%.

- Santash ayil aymak: Kyrgyzs – 89.5%, others – 10.5% (Russians and Kazakhs);

- Chontash ayil okmotu: Kyrgyz – 99.8%, others – 0.2%.

**Population employment:** Mainly the population are involved in agriculture; farming and livestock which are the main income source of the population. They plant barley, wheat and hay, and keep livestock and cattle. Besides that, they cultivate vegetables, famous Issuk-Kul apricots, raspberries and currants. During summer time, residents of the region use pastures for grazing.

Between May and October when “Karkyra-Avtodorojnyi” border crossing point is open, passenger flow increases during the tourist season and local residents sell their products.

**2.3. Rehabilitation of Regional Road Connections of Issyk-Kul Oblast**

Within the project it is anticipated to rehabilitate Tyup-Kegen road section, including installation of fiber optic ducts to share infrastructure and therefore improve broadband connectivity with Kazakhstan, as well as an access road leading to the mountaineering base along the gorge Karkyra.

The proposed project will focus on removing constraints towards improvement of regional road connections of Issyk-Kul Oblast, i.e. improvement of regional road towards Kazakhstan

development of market opportunities related to key endowments and opportunities (tourism and trade).

At the same time rehabilitation of regional road connections in the oblast is of strategic importance not only for development of the country transit potential. Its improvement will provide tremendous business development opportunities for Issyk-Kul oblasts residents. It allows to improve access to agricultural markets in Kazakhstan, in particular, to the largest one in Almaty. Tyup-Kegen road will reduce the travel time from Kara-Kol to Almaty almost 2 times in comparison with the existing Almaty-Bishkek-Cholpon-Ata-Karakol road, accordingly, the cost of transport services reduces due to reduced transportation costs.

Existing Feasibility Studies and Detailed Design for all road sections will be updated under the contract for consulting services. Only minor social impact, including possible minor land acquisition is expected at this stage, and it will be reviewed following the completion of detailed design. Additional land acquisition is not anticipated for project needs at this stage. However the final work scopes will be identified following the update of existing detailed design, and ROW might be widened.

Development of transit transport potential of the country is a priority task, through improving Central Asia road links, where the route begins at the border with Tajikistan (Kayragach border crossing point), passes through the Alternative North-South road and then through Kochkor and Balykchy to checkpoint Karkyra- avtodorojnyi on the border with Kazakhstan, representing the shortest path to Siberia. The length of the route through the road section Tyup- Karkyra border crossing point, which is connected to the international road corridor Western Europe - Western China in Kazakhstan, is shorter by 300 km, which significantly reduces time spent on the road.

The project includes rehabilitation of following road sections:

**Tyup-Kegen** road section to be rehabilitated from km 39,6 to km 76 are plain and straight sections of gravel road. On this section the new road will be built within existing ROW, without requiring additional lands. The project provides for the rehabilitation of road according to III and IV road categories. Reconstruction of 76 km long Tyup-Kegen road was launched in 2008 using national budget. However, due to the low rates of funding, implementation of the project was delayed considerably. No more than 25-30% of planned activities were completed over 7 years. As of today the works have been completed till km 39 of the road.

There are no archeological, cultural and historical sites on and in the vicinity of the project site, which may be affected during the implementation of the project. However it should be noted that there is a historical monument "San-Tash" at a sufficient distance from the proposed project site. The historical monument "San-Tash" is made of stones and granted the status as a historical monument of national importance. The project provides for either pav-

ing with blocks or leaving the existing gravel road. The final decision will be made following the update of detailed design.

It should be noted that the historical monument will not be affected by the project.

**Road section leading towards the mountaineering base**, is a 14 km gravel road running through Karkyra Gorge in Tyup Rayon. Toursits from different countries come to this camp to climb Khan-Tenri and Pobeda (Victory) Peaks. There are a frontier post of Karakol military unit and a small village where about 20-30 families live. There are also some tourist facilities that are engaged in mountain, hiking and kumyss therapy. The number of tourists and ethnostyle lovers ready to live in yurts, drink fresh milk, climb up high mountains and breath fresh air is increasing every year. It is expected that the road section will be rehabilitated within the existing ROW.

There are no disputable border territories with the neighboring republic of Kazakhstan.

Along the project roads there are green spaces such as elm, poplar, willow, etc. and natural vegetation. Agriculture and livestock breeding play an important role in the region. Cattle grazing, including sheep, goats, cattle horses and other animals is the main economic activity. As of today the main land use are cattle grazing and hay harvest. During the season when the “Karkyra-Avtodorojniy” border crossing point is open, a potential for tourism appears. As a result of the project implementation everything can be improved, trade along the alignment will be improved following the road rehabilitation. Tourism and trade as a whole will increase the income of local residents.

During construction works many jobs will be created, including for local residents, who will be able to take part in the construction works, and the Contractor will be recommended to employ the local residents, who can perform the works and live within the project implementation area. In addition, roads rehabilitation will enhance the conditions for people’s movement along the road and road safety significantly that will result in the improvement of people’s and road users’ social situation.

The employment opportunities will mostly be of benefit to men. The vast majority of skilled local personnel, who have appropriate qualification, including operators and engineers will be employee of the contractors and can be from other regions of the country. Women can also indirectly benefit from the project due to the tourism development.

The expatriate personnel of the Contractor will consist of both skilled (engineering and technical personnel), and unskilled personnel. Expected labour influx and ratio of local and expatriate personnel will be discussed and reflected at the time of Contract signing. Given the minor work scope, significant labour influx is not expected. Impacts on livelihoods of local

communities caused by foreign labour influx will be mitigated in accordance with best practices of the World Bank.

## **2.4 Tourist Service Centres (TSC)**

Under the Project *5 tourist service centres will be built* to develop tourism. They will be built at main locations of Issyk-Kul oblast; on the road from Bishkek to Issyk-Kul oblast (ecological post in Balykchy city), near Cholpon-Ata city (in the territory of hippodrom), in Karakol city, on Tyup-Kegen road and on the southern side of the Issyk-Kul Lake (Kadji-Say city). In addition, the service points at Issyk-Kul and Karakol are under discussion.

These Tourist Service Centres will serve as places where tourists can stop and get information about the oblast and its tourist facilities, book a room in a hotel or guest house, have a rest and use toilet facilities. Also tourists can buy locally produced presents or/and food at these centres. These centres may potentially include the following infrastructure elements: toilets, parking areas, (not less than 5-10 car/places), police/security post, WiFi, cafe/restaurant, shop and access road.

Detailed technical specifications of the *centres* will be adjusted to each location and its geographical and territorial features and types of land-use. Depending on the availability of utilities (water supply, electricity, sewerage) activities on the installation of required infrastructures at the selected locations will be determined. The question of ownership, operation and maintenance of these centres will be further determined during preparation stage.

Depending on the location of TSC, the list of construction works will be prepared whether to build lightweight structure or improve and reconstruct existing structures. Also it is recommended to prepare information stands and signs to be installed near TSCs.

As of today under the Tourist Service Centres construction component additional land acquisition is not foreseen, mainly TSCs will be located on public lands. If it turns out that the construction will be carried out on private lands, then land acquisition procedure will be applied according to the Kyrgyz Republic legislation and the World Bank Operational Policy OP 4.12.

Given the relative small size of the tourism centers and the availability of public land, it is not expected that the tourism centers will be constructed on sites requiring land acquisition or with impacts on assets or livelihoods. However, if on the territory of the TSC location there may be informal resettlers or persons engaged in economic activities, it is necessary to explore all of the options, because the project can have a negative impact on families, since it can lead to the loss of income sources due to the suspension of business. At the same time, it is necessary to hold individual meetings and consultations to determine their socio-

economic status, needs and wishes. Having studied all of the options, and if alternative land cannot be found, it is necessary to offer another place equivalent to their activities, and to develop a plan for the payment of appropriate compensation to compensate for the amount of lost profits during the period of actual downtime.

In the event of disagreement, it is necessary to consider another location for the construction of the TSC, in order to avoid negative impact of the project on the population.

A options for mitigating or preventing resettlement will be studied. If resettlement or impacts on assets and livelihoods is unavoidable, it is required to develop a plan to provide compensation and assistance for restoring the living conditions of the displaced persons, to the same level or better as it was before the pre-project period.

## Chapter 3: Land Acquisition and Resettlement Framework

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### 3.1. Land Acquisition & Resettlement Processing Requirements

In respect of resettlement<sup>1</sup>, based on World Bank's Policy OP 4.12 "Involuntary Resettlement" and practice, the approval of the implementation of subprojects will require the preparation of a number of documents as follows:

- This RPF for the overall project and applicable to all sections of road rehabilitation or subprojects;
- A Social Screening Sample (Appendix 2) indicating for each section of road rehabilitation or subproject, whether land acquisition impacts are likely to occur, type of impacts, likely magnitude;
- If land acquisition will occur, a RAP for each section of rehabilitated road or subproject will be prepared based on detailed design. The RAP will include detailed compensation and administration budgets and implementation schedules linking land acquisition and resettlement planning tasks to the initiation of civil works. As detailed in OP 4.12 of the World Bank, the complexity and contents of RAPs vary depending on the degree of impacts severity of a subproject.

### 3.2. Legal and Policy Background

#### 3.2.1. Land Ownership

Following the Kyrgyz Republic's independence from the USSR, land reform changed the status of land tenure in rural areas. State owned collective farms reverted to a system of village governments - Ayi-lokmotus and it is at this level that reforms have taken place. Three quarters of the land from collective farms was divided among households with initial 49-years use rights, which were later extended to 99 years.

In 1998, following a public referendum, the law was altered so that land became privately owned with a five-year moratorium on sale. The remaining 25% of the land from collective farms was leased out by the Ayil-okmotus to individuals or farm entities. This provides the

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<sup>1</sup> It should be noted that according to WB's Policy OP 4.12, the term resettlement encompasses more than the 'physical relocation or resettlement' of affected people. It is defined as the social and economic impacts of a project that are permanent or temporary and are caused by the involuntary taking of land resulting in (i) relocation or loss of shelter; (ii) loss of assets or access to assets; (iii) loss of income sources or means of livelihood, whether or not the affected persons must move to another location; or (iv) the involuntary restriction of access to legally designated parks and protected areas resulting in adverse impacts on the livelihoods of the displaced persons.

source for land funds from which compensation for land acquisition is carried out. Pastoral land remains the property of the state, and is leased out to shepherds. Until land privatization measures were taken, compulsory acquisition practices rarely affected households as, when land was required for state purposes, it could be found in the inventory of publicly owned land. However, as the proportion of privately owned and separately delineated land increases, land acquisition and resettlement issues will become more important and will need to be dealt with in a consistent and transparent manner.

### **3.2.2. Land Acquisition and Resettlement in Kyrgyz Republic**

The main legal document concerning the rights of Kyrgyz's citizens is the Constitution of the Kyrgyz Republic (came into force by Kyrgyz law on 27<sup>th</sup> of June 2010). According to the Constitution of the Kyrgyz Republic land is in state, municipal, private and other forms of ownership. As well as the basic rights provided for under the Constitution, the Land Code (1999) govern land use and land acquisition. The relevant articles of the Constitution include: Article 12

1. In the Kyrgyz Republic the diversity of forms of property shall be recognized and equal legal protection to private, state, municipal and other forms of property shall be guaranteed.
2. Property shall be inviolable. No one can be arbitrarily deprived of his/her property. Confiscation of property against the will of the owner shall be allowed only upon decision of a court.
5. The land, its resources, airspace, waters, forests, flora and fauna, as well as other natural resources shall be the exclusive property of the Kyrgyz Republic; these shall be used for the purpose of preserving a unified environmental system as the basis of life and activity of the people of Kyrgyzstan and shall enjoy special protection from the State. Land may also be in private, municipal and other forms of ownership except for pastures which may not be in private property.
6. The limits of and procedure for the exercise of rights by owners and implementation of guarantees of their protection shall be determined by law.

The following are the most relevant articles of the Land Code as they pertain to land use and acquisition:

- **Article 4** - The right of the State to land shall be exercised by the Government of the Kyrgyz Republic throughout the entire territory of the Republic within jurisdiction established by this Code.
- **Article 4** - State - owned land shall include lands allocated to state land users, lands of forest, water funds, lands of especially protected territories, lands of reserve stock, lands of frontier area, lands of the agricultural estate state fund, pastures of rural set-

tlements, pastures in the zone of intensive use, as well as distant pastures, and other land not transferred in private or communal ownership.

- **Article 7** - The use of a land plot may be open-ended (without indication of term) or fixed-term (temporary). A fixed-term (temporary) use of the land plot, including land use based on a lease agreement, is one limited up to 50 years. After expiration of this period, the period of use of the land plot may be prolonged subject to the agreement of the parties. Agricultural land of the agricultural estate state fund shall be leased out as a rule for the period of not less than 5 years.
- **Article 35** - The owner of a land share or a land user has the right to transfer his/her full or part of his/her right to other natural or legal person without any permission from public bodies unless otherwise provided by this Code, other legislative acts of the Kyrgyz Republic or conditions of allocation of a land plot. At transferring the right to a land share by the owner or a land user to other natural or legal person size of payment for a land share is defined by an agreement of parties.
- **Article 56** - In cases stipulated by the present Code and other legislation the authorized body has the right to establish compulsory easement on demand of the interested person. Compulsory easement can be established for providing: 1) access to a land share if another access is impossible, extremely complicated or requires disproportionate charges; 2) construction and operation of transmission lines, communication, provision of water and heat supply, melioration and other needs that cannot be provided without an establishment of compulsory easement.
- **Article 57** - Losses, caused to the owner or the land user of a land share by the establishment of compulsory easement, are subject to compensation by the person in whose interests the easement is established.
- **Article 68** - Acquisition of a land share for public needs can be effected on the basis of a contract between the authorized body and the owner of a land share or the land user. In case of disagreement of the owner of a land share or the land user with acquisition or its conditions the authorized body has the right to appeal to the court in two-month term with a claim of chargeable acquisition of a land share from the moment of reception of refusal.
- **Article 68** - Compensation for the land share will reflect market cost of the right to a land share and buildings and constructions, and also losses caused to the owner or the land user related to the termination of the right to a land share, including losses concerned with a pre-schedule cessation of obligations before third parties at determination of the redemption price.

### 3.2.3. World Bank Policy on Involuntary Resettlement

The World Bank's safeguard policy on Involuntary Resettlement – OP 4.12 (December 2001) revised in April 2013 – seeks to ensure that impoverishment risks due to involuntary resettlement are addressed and minimized.

The overall objectives of the World Bank's policy on involuntary resettlement are:

- (a) Involuntary resettlement should be avoided where feasible, or minimized, exploring all viable alternative project designs.
- (b) Where it is not feasible to avoid resettlement, resettlement activities should be conceived and executed as sustainable development programs, providing sufficient investment resources to enable the persons displaced by the project to share in project benefits. Displaced persons should be meaningfully consulted and should have opportunities to participate in planning and implementing resettlement programs.
- (c) Displaced persons should be assisted in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher.

The policy covers direct economic and social impacts that result from (a) the involuntary taking of land resulting in (i) relocation or loss of shelter; (ii) loss of assets or access to assets; or (iii) loss of income sources or means of livelihood, whether or not the affected persons must move to another location; or (b) the involuntary restriction of access to legally designated parks and protected areas resulting in adverse impacts on the livelihoods of PAPs.

Where impacts on the entire displaced population are minor (fewer than 200 people are displaced)<sup>2</sup>, an abbreviated resettlement plan may be prepared. For projects causing significant resettlement (more than 200 people are displaced), a full resettlement plan is required. The resettlement plan will include measures to ensure that the displaced persons are informed about their options and rights pertaining to resettlement; consulted on, offered choices among, and provided with technically and economically feasible resettlement alternatives; and provided prompt and effective compensation at full replacement cost for losses of assets attributable directly to the project. The policy requires that in the resettlement planning process:

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<sup>2</sup> Impacts are considered "minor" if the affected people are not physically displaced and less than 10% of their productive assets are lost.

- Displaced persons and their communities, and any host communities receiving them, are provided timely relevant information, consulted on resettlement options, and offered opportunities to participate in planning, implementing, and monitoring resettlement activities. Appropriate and accessible grievance mechanisms are established for these groups;
- In new resettlement sites or host communities, infrastructure and public services are provided as necessary to improve, restore, or maintain accessibility and levels of service for the displaced persons and host communities. Alternative or similar resources are provided to compensate for the loss of access to community resources (such as fishing areas, grazing areas, fuel, or fodder);
- Patterns of community organization appropriate to the new circumstances are based on choices made by the displaced persons. To the extent possible, the existing social and cultural institutions of resettlers and any host communities are preserved and resettlers' preferences with respect to relocating in pre-existing communities and groups are honored.

To achieve the objectives of the policy, World Bank requires that particular attention be paid to the needs of vulnerable groups among those displaced, especially those below the poverty line, the landless, the elderly, women and children, or other displaced persons who may not be protected through national land compensation legislation.

### 3.3. Comparison of Kyrgyz Republic and World Bank Policy Requirements

Differences between Kyrgyz Republic Law (Land Code) and World Bank's policy are outlined in Table-1.1. In case of discrepancies between the National Legislation and the World Bank Policy OP 4.12, the latter shall take precedence.

**Table-1.1: Comparison of Kyrgyz Law and World Bank Policy**

Provisions of Kyrgyz Republic's Land Code	World Bank's Policy on Involuntary Resettlement
Compensation for acquired land shall be paid only for titled landowners, those with formal land use documents.	Lack of formal title to land will not be a bar to PAPs from entitlements. People without legal title to land and/or structures occupied or used by them are entitled to various options of resettlement assistance, provided they cultivated/occupied the land before the eligibility cut-off date.
Consultation with PAPs or communities in respect of land or asset acquisition not required	PAPs are to be fully informed and consulted on compensation, entitlements and resettlement options incl. relocation sites. Includes consultation, participation, information dissemination campaigns, and opportunities to participate in monitoring. Resettlement plans to be developed and prepared in consultation with PAPs and other stakeholders. Grievance redress

Provisions of Kyrgyz Republic's Land Code	World Bank's Policy on Involuntary Resettlement
	mechanisms are to be established. Requirement for gender specific consultation and information disclosure.
Land compensation is at replacement rates through provision of land for land or in cash. Normative land prices are established through coefficients. No reference as to whether there are deductions.	Land for land as a priority, with replacement land to be acceptable to PAPs and to be of same size and productive capacity. If suitable land cannot be found, compensation in cash, or a combination of land and cash, at current market value without deduction of the costs of any transaction (administrative charges, taxes, registration or titling costs), or depreciation
Compensation for other assets (structures, crops and trees and business income) is at replacement cost. No provision for severe impacts or vulnerable PAPs. Does not provide for transportation and transition expenses/costs.	The amount of cash or kind needed to replace an asset in its existing condition, at current market price without deduction of the costs of any transaction (administrative charges, taxes, registration or titling costs), depreciation or for any material salvaged. Includes provision of transfer or relocation allowances
At infrastructure planning stage, proposals for acquisition of agricultural or high-yielding land discouraged when other land is available.	Any land acquisition and resettlement is to be avoided, or if it cannot be avoided, it should be minimized by exploring all viable options.
No provision for income/livelihood rehabilitation measures, allowances for severely affected PAPs and vulnerable groups, or resettlement expenses.	Requires to restore income/livelihood, serious damages and expenses incurred by PAPs during the acquisition or resettlement process. Includes provision of transfer or relocation allowances, subsistence allowances, technical and financial support for crop or production intensification of diversification, training for alternative employment, creation of jobs, linking with existing livelihood development or poverty alleviation projects in the area. Requires specific measures to improve the status of the poor and vulnerable, incl. strategies to create new income opportunities. Includes restoration of access to public facilities and infrastructure, cultural property and common property resources

In principle, the Land Code of Kyrgyz Republic and World Bank Policy consider the compensation at replacement cost.

**Replacement cost** – is the method of valuation of assets that helps determine the amount sufficient to replace lost assets.

**Market value of assessed structure** is the most probable price at which an asset would trade in a competitive auction setting

However, Kyrgyz law does not provide for rehabilitation and in practice this has been left to ad hoc arrangements taken by project proponents in order to meet international donor requirements. To clarify these issues and reconcile eventual gaps between Kyrgyz law and World Bank Policy, this RPF has been drafted for the Project, ensuring compensation at re-

placement cost of all items, the rehabilitation of non-titled people and informal settlers, and the provision of subsidies or allowances for PAPs that may be relocated, suffer business losses, or may be severely affected.

The main provisions affording reconciliation of the differences between Land Code and World Bank Policy includes:

- Any PAPs, regardless of title or not, will be entitled to compensation (for structures, crops and trees) and rehabilitation measures under the project. This includes landless people using land and non-titled users;
- PAPs and affected communities will be consulted on options and any impacts of land acquisition and resettlement;
- If land for land compensation is not technically or sociably feasible, compensation will be in cash at full replacement cost at current market value;
- Compensation for any other assets affected (structures, crops and trees, as well as business/income loss) will be in cash or kind at full replacement cost at current market value. Vulnerable and poor PAPs will be entitled to additional measures as relevant, and gender issues will be addressed;
- Maintenance works will avoid or minimize, as far as possible, the need for land acquisition and resettlement; and
- The RPF includes measures for severely impacted PAPs and requires that any RAP prepared for the project include all costs related to rehabilitation and/or livelihood restoration.

## Chapter 4: Organizational Arrangement

### 4.1. Organizational set up

Preparation, implementation, monitoring and assessment during RAP implementation require adequate organizational and institutional support. This chapter describes the tasks of various agencies involved in the process during resettlement and compensation payment. Their role is described in the text below; figure-2 describes the institutional setup and table-2.1 describes the functions of the different agencies/parties involved in preparation, implementation and monitoring of RAP necessary for each sub-projects/project.

**Figure-2: Organizational Chart**

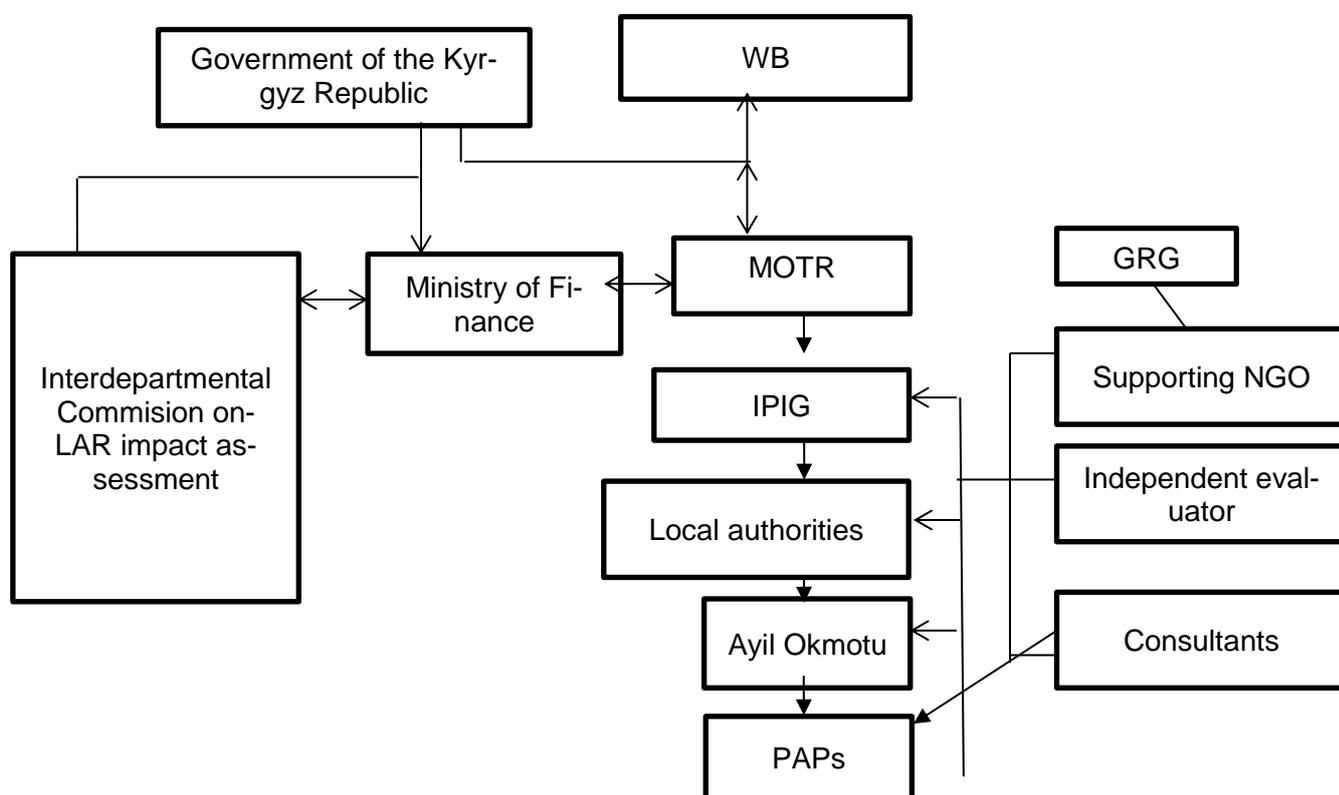


Table-2.1: describe all agencies and their responsibilities

**Table-2.1: Agencies and their responsibilities**

№	Agencies	Responsibilities
1	World Bank	<ul style="list-style-type: none"> <li>• Guidance for RAP preparation</li> <li>• Approval of RAP</li> <li>• Disclosure of RAP on World Bank website</li> <li>• Issuance of no objection letter for commencement of construction works.</li> </ul>
2	Government of Kyrgyz Republic	<ul style="list-style-type: none"> <li>• Approval of RAP and its budget</li> <li>• Decision to allocate government budget for RAP implementation</li> </ul>
3	MoTR	<ul style="list-style-type: none"> <li>• Overall RAP responsibility</li> </ul>
4	IPIG	<ul style="list-style-type: none"> <li>• Consultations with PAPs</li> <li>• Preparation of RAP</li> <li>• RAP disclosure</li> <li>• Compensation agreement with PAPs</li> <li>• Implementation of RAP</li> <li>• Preparation of RAP implementation progress report and completion report</li> </ul>
5	Grievance Redress Group	<ul style="list-style-type: none"> <li>• Timely review and redress of grievance during RAP implementation</li> <li>• Registration of all grievances and requests received</li> <li>• Observance of grievance redress procedures</li> <li>• GRG monitoring</li> </ul>
6	Inter-departmental Commission	<ul style="list-style-type: none"> <li>• Assistance in identification of affected households, checking of entitlement documents and assets which will be located in the ROW</li> <li>• Participation in consultation of APs</li> <li>• Provision of conclusion of households assets</li> </ul>
7	Ministry of Finance	<ul style="list-style-type: none"> <li>• Budget allocation</li> </ul>
8	Independent evaluator	<ul style="list-style-type: none"> <li>• Valuation of affected households's assets</li> </ul>
9	Consultants	<ul style="list-style-type: none"> <li>• Execution of impacts of surveys and socio economic surveys</li> <li>• Acting as a Technical experts</li> </ul>
10	NGOs	<ul style="list-style-type: none"> <li>• Participation in consultations</li> <li>• Assistance to GRG and PAPs for grievance redress</li> </ul>

#### **4.2. Ministry of Transport and Roads of the Kyrgyz Republic**

Ministry of Transport and Roads of the Kyrgyz Republic (MOTR KR) as an Executing Agency takes overall responsibility for the preparation of RPF. MOTR KR is also responsible for ensuring the interdepartmental coordination and liaison with relevant state agencies involved in fulfilling all tasks and making decisions at high level.

### **4.3. Investment Projects Implementation Group**

Investment Projects Implementation Group (IPIG) under direct control of MoTR, will act as an agency responsible for land acquisition and resettlement daily activities.

Investment Projects Implementation Group (IPIG) was established by the Order of the Minister of the Ministry of Transport and Roads of the Kyrgyz Republic. The main tasks of the IPIG is to support the MoTR in the preparation of loan, credit, grant and technical cooperation projects in the transport sector financed by the international financial institutions, the implementation of which the MoTR KR takes responsibility.

IPIG is directly responsible for implementation of arrangement on resettlement, arrangements on assessment of social impacts and mitigation measures of adverse impact on PAPs' lives, payment of compensation for PAP, as well as current supervision and monitoring of the project.

The IPIG will provide support in the coordination of project and be responsible for the administration of activities under the project (financial management, deliveries, environmental and social aspects management, carrying out all procurement and administration of all contract components).

Issues related to resettlement, environment and social assessment are assigned to IPIG safeguards specialists (Sociologist/Safeguard Specialist and Environmental Specialist), and Tourism Department under the Ministry of Culture, Information and Tourism of the Kyrgyz Republic, that will help in planning arrangements for compensation payment, resettlement, grievance redress, information disclosure and conducting of public consultation. IPIG social specialist will be responsible for RAP implementation and reporting.

### **4.4. Land Acquisition and Resettlement Interdepartmental Commission**

Appropriate regional departments of ministries/agencies and local authorities will be involved in the Interdepartmental Commission for the assessment of assets of household which will be located in the ROW.

The task of the Interdepartmental Commission is to provide support to the Executing Agency, check all entitling documents for properties, study the detailed cadastral map of lands to be acquired for project needs, With their help census of PAP and inventory of assets affected by the project will be carried out. This Commission will prepare its findings on list of properties and submit them to the Executing agency for further actions.

The commission will include representatives of relevant ministries/agencies, local authorities and regional departments of land resources management, architectural, city-planning, ayil okmotu (village council) and other relevant departments, as well as representatives of the

Executing Agency. Some consultations on the WB OP 4.12 will be carried out so that the Commission can get a better understanding of safeguard requirements.

Although the Executing Agency will hold the central position in coordination of RAP implementation, departments of local authorities that are members of the Interdepartmental Commission will also play an important role in consulting PAP, issuing decrees and at local level have authority for providing alternative land plots to the project affected people and participate in dispute resolution and others. Additionally relevant local authorities that are members of the Interdepartmental Commission can cover the expenses related to reregistration of land plots, upon agreement.

The functions of the key organizations involved in the process of land allocation and resettlement on the project are presented below.

**The Executive Agency** shall carry overall responsibility for the preparation of the project, is responsible for selecting the Construction Supervision Consultant, whose staff includes a specialist in social safeguards and resettlement. The EA will be responsible for completing the detailed design with the support of the Consultant; responsible for approving budgetary support for the implementation of the RAP, oversees the timely completion / promulgation of the RAP, approval by the Government of the KR and approval by the World Bank, and will ensure that the obligation to pay compensation / provide additional assistance to affected persons is executed before the commencement of construction works. Also, it shall ensure interdepartmental coordination of work and communication with relevant state bodies involved in the implementation of tasks.

**The IPIG** acts as an agency responsible for the day-to-day implementation of land acquisition and resettlement activities. It is responsible for ensuring that the draft RAPs are prepared, during the preparation of the feasibility study, finalized and completed during detailed design, and implemented before the start of construction work. The IPIG coordinates its resettlement activities with relevant government agencies, is responsible for any changes to the RAP and an action plan for implementing such changes, assists in planning actions for compensation, resettlement, review of complaints, disclosure of information and conducting public consultations. As agreed by the parties, the IPIG prepares documents for concluding agreements with APs, processing information on compensatory payments and monitors the registration of title documents for land / property.

**Representatives of local authorities and aiyl okmotu** will be involved in resettlement activities to ensure the rights and interests of affected households. The implementation of the RAP will require close coordination with aiyl okmotus, which will help the IPIG in the following: (i) dissemination of information on the RAP; (ii) verification of the timely disbursement of compensation to affected households; (iii) receiving early warnings on complaints; (iv) participation in the resolution of complaints and assistance in resolution of complaints; (v) obtain-

ing information on any unintended effects on affected households; (vi) determining the contour of the location of structures and buildings affected by the project; (vii) preparation and approval by law of the right (lease) for the use of land. Along with this, the relevant local authorities will cover the costs associated with the re-registration of land from the local budget.

**The State Registration Service** plays a significant role with the following responsibilities: (i) definition of rights to real estate; (ii) providing the parties involved with the necessary cadastral information; (iii) determining the loss of land by landowners; (iv) preparation of proposals jointly with aiyl okmotus for the allocation of equivalent land plots; (v) exploring alternative options for diverting currently used land by developing unused land; (vi) amendment of state resolutions on land use and land tenure issues, and other cadastral documents.

**The Ministry of Finance** will consider financing to pay compensation for land / real estate and resettlement.

If necessary, other relevant services may be involved.

#### **4.5. Resettlement Plan Preparation Consultant and Independent Assets Evaluator**

IPIG is responsible for preparing Resettlement Action Plan. Depending on the scope and complexity, they may retain additional consultant services, i.e., international resettlement specialist, one local surveyor and one local resettlement specialist to will carry out the Detail Measurement (DMS) and Census surveys, the PAP census and the socio-economic survey. The affected assets will be evaluated/valuated by a certified independent asset valuator. Report prepared by Independent Valuator would be sent to the State Expertise Department for experts opinion and further work.

## Chapter 5: Screening, Resettlement Plan Preparation and Implementation

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### 5.1. Screening Resettlement Impacts

Project components screening is used to identify the types, nature and magnitude of potential resettlement impacts that are likely under the Project, and to provide adequate measures to address these impacts which ensure that potential PAPs are:

- Informed about their options and rights pertaining to resettlement;
- Included in the consultation process and given the opportunity to participate in the selection of technically and economically feasible alternatives; and
- Provided with prompt and effective compensation at full replacement cost for losses of land, assets, or access to assets and livelihoods as a result of sub-project works.

The Social Screening Sample provided in Appendix 2 will be prepared for each project component put forward for financing under the Project. The checklist will be completed by the Executive Agency, assisted by the IPIG. Each screening form will be reviewed and cleared by World Bank. World Bank will advise: (i) whether an additional assessment should be carried to avoid or reduce the physical or economic displacement; or, (ii) whether the conclusion of the sub-project screening is based on sufficient evidence for recommendations proposed. The World Bank will confirm the best course of action. For any project component that will create resettlement impacts, a RAP that conforms to this RPF will be prepared.

### 5.2. Procedure for Resettlement Action Plan Preparation

For each road section or project component requiring a RAP, social impact assessment surveys based on either an inventory of losses (IOL) or detailed measurement survey (DMS)<sup>3</sup> and census will be prepared. The IOL or DMS, covering the type of information indicated in Table - 3.1, will be completed for all PAPs/PAHs losing land or assets or losing access to land or assets under the Project, i.e. coverage of the IOL or DMS will be 100% of PAPs.

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<sup>3</sup> An IOL or DMS is dependent on the level of design available. An IOL is usually undertaken based on preliminary design while a DMS is usually undertaken based on detailed design and demarcation of the extent of impact on the ground. Any plans prepared on the basis of an IOL will be updated following detailed design through the completion of a DMS.

**Table - 3.1: Data to be captured in IOL/DMS**

Data about PAPs/PAHs	Data on land and assets affected
<ul style="list-style-type: none"> <li>• Total number of PAPs;</li> <li>• Demographic information of PAP members including; who the household head is, gender, number, age, language group/ethnicity, education, literacy, religion, any vulnerabilities;</li> <li>• Livelihood and economic activities of all members of PAPs;</li> <li>• Income sources and regularity of income;</li> <li>• Land tenure and use;</li> <li>• Socio-economic production systems and use of natural resources;</li> <li>• Inventory of all property and assets affected;</li> <li>• Inventory of common property resources used (if any); and</li> <li>• Social networks and social organization</li> </ul>	<ul style="list-style-type: none"> <li>• Map of the area and villages affected by land acquisition;</li> <li>• Total land area (by type) acquired;</li> <li>• Land type, use and ownership arrangements;</li> <li>• Assets lost (by type and number)</li> <li>• Existing community facilities and infrastructures; and</li> <li>• Cultural resources, traditional systems and special sites</li> </ul>

The eligibility matrix in this RAP (provided in Table 4.1) will be applied to each PAP by identifying their location, the area and type of land affected (and total land holding of PAP), size and use of any other assets affected (physical and non-physical), and the compensation for each type of loss.

The RAP will also include measures to ensure that socio-economic conditions, needs, and priorities of women are identified, that their entitlements to property is recognised, and to ensure that land acquisition and resettlement does not disadvantage women.

The RAP will include a budget for implementation identifying where the funds will come from and an implementation schedule linked with the design and civil works. Construction civil works will not commence until compensation has been paid to PAPs. Compensation will be determined based on the assessment of a certified independent asset valuator, prevailing market rates, and discussion with district administrations, with additional grants as required, to ensure replacement value at current market rates.

For each project component requiring an RAP, the following steps should be followed:

**Step 1:** A Social Screening Sample (Appendix 2) will be completed. If abbreviated or full plan is required, steps 2 through 5 will be followed.

**Step 2:** An IOL or DMS will be carried out for each project component requiring land acquisition or resettlement. An IOL/DMS form will be prepared by the project implementation consultant for use in any sub-projects requiring a RAP. The IOL/DMS form will be used to gather socio-economic data of the PAPs and the measurement of type and level of loss. The IOL/DMS will be carried out with participation of PAPs (preferably the head of the PAH and their spouse) and/or with the attendance of local self governments.

**Step 3:** Analysis of the IOL/DMS data - information on market prices for land, crops, trees and other assets need to be collected through discussions with the PAPs as well as from respective district and village authorities, and also local markets, so that the cost estimates for the RAP can be prepared. The budget for the sub-project RAP will be prepared based on the compensation unit rates that are sufficient to reflect replacement cost at current market value of all affected assets.

**Step 4:** If there is limited resettlement impact then an abbreviated RAP should be prepared which is described in Appendix 3.

If there is significant resettlement impact then full RAP should be prepared which is described in Appendix 4.

Where impacts on the entire displaced population are minor (fewer than 200 people are displaced), an abbreviated resettlement plan may be prepared. For projects causing significant resettlement (more than 200 people are displaced), a full resettlement plan is required.

**Step 5:** During RAP preparation PAPs and other stakeholders will be consulted. Comments and suggestions relevant to sub-project design and compensation and resettlement options will be incorporated into the draft RAP, which will be made available. This process will be fully documented in the RAP. The draft RAP will be presented at public meetings in project implementation areas and made available, in a form and language that PAPs can properly understand, at district and village administration offices, the RAP will also be uploaded to World Bank's Infoshop and web-site and IPIG MOTR website.

The DMS process is a participatory process involving the PAPs, with the following procedures established for the project:

- IPIG informs the PAPs in advance of the DMS schedule, and provides them with clear information about the project, the rights and entitlements of PAPs and the procedures for the DMS and payment of compensation;

- In cases where PAPs are unavailable for the DMS, the Executive Agency staff will make three call-backs to collect data from PAPs and attach the callback reports to the DMS Form;
- Once the DMS survey has been completed with the cooperation of EA, DMS forms containing information on the rate and nature of the compensation will be signed;
- If a PAP disagrees with the results or compensation rates and the matter cannot be settled during the DMS survey, he/she can address his/her grievances through the Grievance Redress Groups (GRG) will be established by the project. The establishment of grievance redress mechanism (GRM) is discussed in Chapter-9.
- The DMS and subproject compensation chart or summary/list of all PAPs will be prepared by the IPIG/consultants and will be submitted to the Executive Agency.

### **5.3. Review and Approval of Plans**

As required, RAP preparation activities will be initiated as part of the preparation/design of each project component. The Executive Agency with assistance from the design and supervision consultant will be responsible for preparing the resettlement checklist and RAP if required. Following the completion of detailed design each RAP will be reviewed and if necessary updated prior to its implementation.

RAPs will require updating during the subproject civil works if there are design changes during construction that will result in changes to resettlement impacts. Amended RAPs must also be submitted to World Bank for approval prior to being redisclosed.

The construction supervision consultant will have a social specialist with sufficient experience to assist Executive Agency to cover all land acquisition and resettlement planning and implementation needs for each road section/subprojects as they are prepared and implemented.

All PAPs will be reviewed by the WB Social Development Specialist regardless of the place where they live.

### **5.4. Vulnerable Groups**

As long as the impacts of land acquisition and resettlement under the project are limited, they will less affect socially vulnerable PAP.

Special attention will also be given to identifying and addressing the needs of disadvantaged groups such as the landless, the poor, female-headed households, the elderly, the disabled, and ethnic minorities through measures included in the resettlement plan to try and improve their livelihoods.

## **5.5. Gender Impact and Mitigation Measures**

Women hold important economic roles in project areas and engage in a very wide range of income generating activities in the agricultural and marketing sector. The project will pay particular attention to ensure that women are the recipients of the compensation pertaining to their activities and to ensure that women who are household heads are clearly listed as beneficiaries of compensation and rehabilitation proceedings under the loan. In order to ensure the above the following actions will be reviewed:

- Inclusion of women as impact indicator
- Conduction of gender-disaggregated DMS/census to pinpoint how many women are likely to be affected by the subproject and establish their pre project conditions;
- Inclusion of women as major participants in the consultation processes;
- Emphasize the effect of land acquisition and resettlement impacts on women in monitoring and valuation of RAP;
- Provision to women and poor households of training for new employment opportunities;
- Joint registration of land use rights in the names of husband and wife in instances where households are allocated alternative agricultural and/or residential land;
- Use of participation/consultation strategies that encourage the involvement of women, and poor households in resettlement planning and implementation;
- Emphasis will be given to complaints/grievances lodged by widow or women-headed poor households;

## Chapter 6: Policy Framework and Entitlements

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### 6.1. Project Affected People – Eligibility

The RPF stipulates eligibility and provisions for compensating all types of losses (land, crops/trees, structures, business/employment, and workdays/wages). All PAPs, including non-titled or informal dwellers, will be compensated for lost assets (crops, structures, trees and/or business losses) and they will receive (i) compensation (as required, to match replacement value), and / or (ii) replacement land, structures, seedlings, other resettlement assistance such as shifting allowance, assistance with rebuilding structures, compensation for loss of workdays/income.

The criteria for eligibility is based on PAPs belonging to one of three groups: (a) those who have title or formal legal rights to land; (b) those who do not have formal legal rights to land at the time of the IOL/DMS or census begins but have a claim to such land or assets—provided that such claims are recognized under the laws of the country or become recognized through a process identified in the RAP<sup>4</sup>; and, (c) those who have no recognizable legal right or claim to the land they are occupying (i.e. non-titled users or informal settlers).

The PAPs who are entitled to compensation under the Project include:

- Persons whose houses or structures are in part, or in total, affected temporarily or permanently by the Project;
- Persons whose residential or commercial premises and/or agricultural land (or other productive land) is in part, or in total, affected (permanently or temporarily) by the Project;
- Persons whose businesses are affected in part, or in total, (temporarily or permanently) by the Project;
- Persons whose employment or hired labor is affected, temporarily or permanently, by the Project;
- Persons whose crops (annual and perennial) and/or trees are affected in part, or in total, by the Project;
- Persons whose access to community resources or property is affected in part, or in total, by the Project.

Owners (titled or legalizable PAPs) will receive compensation for land acquired by the Project at replacement cost and this will be in cash at replacement value or land-for-land (of equal size and/or productive value and be satisfactory to the PAP) regardless where the land

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<sup>4</sup> This includes people who have not yet completed registration and who are considered as "legalizable" users (this will be identified as a form of land tenure in the IOL), they will be entitled to compensation as if they are legal/titled owners of land. The RAPs prepared will establish that continued facilitation of the registration process will be undertaken as part of livelihoods/wellbeing restoration under the Project's resettlement process.

is acquired. Non-titled PAPs are not eligible for compensation for land but will receive compensation for assets attached to land and other assistance as required (especially in the case of poor or vulnerable PAPs).

Households headed by single women with dependents and other vulnerable households will be eligible for further assistance to fully mitigate project impacts. Table - 4.1 below presents the Eligibility matrix, based on potential losses.

Compensation eligibility will be limited by a cut-off date to be set for each project component on the stating day of the PAP census and impact assessment. PAPs who settle in the affected areas after the cut-off date will not be eligible for compensation. They, however will be given sufficient advance notice, requested to vacate premises and dismantle affected structures prior to project implementation. Their dismantled structures will not be confiscated and they will not pay any fine or sanction. Forced eviction will only be considered after all other efforts are exhausted.

## 6.2. Compensation Entitlements

Entitlement provisions for PAPs losing land, houses, assets, income, and rehabilitation subsidies, will include provisions for permanent and temporary land losses, house and buildings losses, crops and trees losses, a relocation subsidy, and a business losses allowance based on tax declarations and/or lump sums.

These entitlements are detailed below:

- **Agricultural land impacts** will be compensated at replacement value in: (i) cash at current market rates or (ii) through replacement land equal in value/productivity to the plot lost<sup>5</sup>. When >10% of an PAP's income or agricultural land is affected, PAP (owners, leaseholders and sharecroppers) will get an additional allowance for *severe impacts equal to* the market value of a year's gross yield of the land lost (inclusive of both winter and summer harvest), in case of land taken is more than 20%, residual landholdings that do not remain viable after land acquisition may be acquired, at the option of the affected landowner, upon agreement with the local authorities. The PAP will not be liable for any eventual *transaction taxes/fees*, these will be paid by the implementing agency or waived by local governments;
- **Residential/commercial land** will be compensated at replacement value either (i) in form of land for land or, (ii) cash at current market rates free of deductions for transaction costs;

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<sup>5</sup> Market rates will be assessed through an appraisal of prevalent land prices in subproject areas. This assessment will be carried out in association with local government financing institutions.

- **Houses, buildings, structures** will be compensated in cash at replacement cost without any deductions for depreciation, salvaged materials, or transaction costs. The compensation for houses/buildings will include the cost of lost water and electricity connections;
- **Trees:** Cash compensation shall reflect the current market rates based on size, age and market rates of wood, including harvest income;
- **Crops:** Cash compensation at current market rates for the net harvest actually lost being, as it may be, the winter, the summer crop, or both. Crop compensation will be paid both to landowners and tenants based on their specific sharecropping agreements;
- **Businesses:** compensation for permanent business losses will be in cash for a 1-year income based on tax declaration or, if unavailable, based on the official minimum salary; compensation for temporary business will be cash covering the income of the interruption period based on tax declaration or, unavailable, official minimum salary;
- **Business workers and employees:** Indemnity for lost wages for the period of business interruption up to a maximum of three (3) months;
- **Agricultural land leaseholders and workers:** Affected leaseholders will receive either a renewal of the lease in other plots or cash corresponding to the yearly yield of land lost for the remaining years of the lease up to a maximum of 3 years. Sharecroppers will receive their share of harvest at market rates (if impact is temporary) plus 1 additional crop compensation (if the land is lost permanently). Agricultural workers, with contracts to be interrupted, will get an indemnity in cash corresponding to their salary in cash and kind for the remaining part of the agricultural year (inclusive of both winter and summer crop);
- **Residential land renters/leaseholders and house renters:** who have leased land and/or a house for residential purposes will be provided with a cash grant of three (3) months' rent at the prevailing market rate in the area and will be assisted in identifying alternative accommodation;
- **Relocation subsidy:** PAPs forced to relocate will receive a resettlement subsidy sufficient to cover transport costs and living expenses. Livelihood support can be provided in cash or in kind or in a combination of the two, in order to improve, or at least achieve a full recovery of life up to the pre-project period.
- **Assistance for vulnerable people:** In addition to paying compensation for lost land and assets, social benefits will be paid to cover the subsistence minimum, during the

move, throughout the settlement period. In addition, contributions should be made for agricultural production or livestock production, for the first two or three years, or before the standard of living is restored; Also, families will be given utmost priority in employment, upon agreement of the parties, provision of support during the transition period and development assistance, such as the purchase or development of land, training, with the approval of local authorities - exemption from taxation (for example, land taxes), and inclusion into the list of families, to provide socio-economic support in the future.

Eligibility Matrix is provided in Table - 4.1 below:

**Table-4.1: The Eligibility Matrix**

<b>Asset</b>	<b>Specification</b>	<b>Affected People</b>	<b>Compensation Entitlements</b>
Permanent impact on Arable Land	All land losses independently from impact severity	Farmer/Titleholder Legalizable	Land for land compensation with plots of equal value and productivity to the plots lost; or; Cash compensation for affected land at replacement cost based on market value free of taxes, registration, and transfer costs
		Leaseholder (registered or not)	Renewal of lease in other plots of equal value/productivity of plots lost, or Cash equivalent to market value of gross yield of affected land for the remaining lease years (up to a maximum of 3 years).
Permanent impact on Arable Land		Agricultural workers losing their contract	Cash indemnity corresponding to their salary (including portions in kind) for the remaining part of the agricultural year.
		Nontitled PAP	1 rehabilitation allowance equal to market value of 1 gross harvest (in addition to crop compensation) for land use loss.
	Additional provisions for severe impacts (more than 10% of land loss)	Farmer/Titleholder Legalizable Leaseholder	1 severe impact allowance equal to market value of gross harvest of the affected land for 1 year (inclusive of winter and summer crop and additional to standard crop compensation)
		Non titled	1 severe impact allowance equal to market value of gross harvest of the affected land for 1 year (inclusive of winter and summer crop and additional to standard crop compensation) Residual landholdings that do not remain viable after land acquisition may be acquired, at the option of the affected landowner upon agreement with the local authorities.
Residential/ Commercial	Land loss	Titleholder	Land for land compensation through provision of a plots comparable in val-

Asset	Specification	Affected People	Compensation Entitlements
Land			ue/location to plot lost or cash compensation for affected land at full replacement cost free of taxes, registration, and transfer costs
		Renter/Leaseholder	1-3 months allowance
		Non-titled PAP	Accommodation in a government resettlement area or a self-relocation allowance
Houses and Structures		All relevant PAPs (including non-titled PAP)	Cash compensation at replacement rates for affected structure and other fixed assets free of salvageable materials, depreciation and transaction costs. In case of partial impacts full cash assistance to restore remaining structure.
Crops	Crops affected	All PAPs (including non-titled PAP)	Crop compensation in cash at full market rate for one harvest (either winter or summer) and it will be paid both to landowners and tenants based on their specific sharecropping agreements
Trees	Trees affected	All PAPs (including non-titled PAP)	Cash compensation shall reflect the current market rates based on size, age and market rates of wood, including harvest income
Business Employment	Temporary or permanent loss of business or employment	All PAPs (including Non-titled PAP)	<b>Business owner:</b> (i) Cash compensation equal to one year income, if loss is permanent; (ii) cash compensation for the period of business interruption, if loss is temporary. <b>Worker/employees:</b> Indemnity for lost wages for the period of business interruption up to a maximum of 3 months.
Relocation	Transport and transitional livelihood allowances	All PAPs affected by relocation	Provision of sufficient allowance to cover transport expenses. Support for livelihoods can be provided in cash or in kind or in a combination of these two types, in order to improve, or at least to achieve a full recovery of life to the pre-project period. Assistance provision period will be reconsidered in consultations with the parties, if needed.
Community resources			Access shall be maintained or reinstated; Rehabilitation/substitution of the affected structures/utilities (i.e. bridges, roads, schools, health-centers, etc.)
Vulnerable PAP livelihood		PAPs below poverty line; disabled people; pensioners; widows;	In addition to compensation for lands and assets lost, a disturbance allowance will be given to cover the subsistence level. Besides, if necessary, to provide con-

Asset	Specification	Affected People	Compensation Entitlements
		female headed households; impoverished households, ethnic minorities ;	tributions for agricultural production or livestock, for the first two or three years, or before the standard of living is restored; Also, families will be given every possible priority in employment, upon agreement of the parties; provision of support during the transition period and assistance for development, such as buying or developing land, training, in coordination with local authorities - taxation (for example, land taxes), and inclusion in the list of families, to provide socio-economic support in the future.
Unforeseen impacts	As required	Any	As required, in the spirit of the policy framework

## Chapter 7: Establishing Compensation Rates

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### 7.1. Background

The Land Code says little on the subject of compensation measures in the event of compulsory acquisition. It simply states that if a land plot is withdrawn for state or public needs, another land plot may be allocated to the land owner/user, subject to the owner/user's consent, and the value of the right to it shall be credited to the redemption price.

In February 1998 the Government published the Resolution No. 66 "Passage of Regulations for Indemnification of Losses incurred by Agricultural Industry due to Withdrawal of Lands for Non-Agricultural Purposes.

These regulations (and subsequent resolution) determine the rules to be followed for indemnification of losses incurred by agricultural industry due to withdrawal of lands for non-agricultural purposes.

The following are the most relevant articles of the above mentioned resolution:

- Article 3: Compensation for losses due to withdrawal of lands has to be paid to the previous land owner / user by the new one calculated per year and hectare as follows: 1.760 Kyrgyz Som (KGS) for irrigated arable land, 610 KGS for not irrigated arable land, 350 KGS for haying land and 90 KGS for pasture land (according to the resolution No. 310 of the Government of the Kyrgyz Republic dated 19<sup>th</sup> of May 2009).

- Article 4: The total indemnification of losses incurred by agricultural industry due to withdrawal of lands shall be based on the actual duration of compulsory acquisition; in case of open-ended land use respectively transfer of ownership for a 99 years or 25 years respectively (according to the resolution No. 310 of the Government of the Kyrgyz Republic dated 19<sup>th</sup> of May 2009).
- Article 5: The State Agency of the Government of the Kyrgyz Republic for Registration of estate titles agreed with the Ministry of Finance to introduce correcting factors to the indemnification rules, which will reflect the change in cost of agricultural production and producer prices for wheat at the domestic market (according to the resolution No. 310 of the Government of the Kyrgyz Republic dated 19<sup>th</sup> of May 2009)

Compensation for loss should be paid before commencement of construction works.

Any disputes about the amount of compensation for losses or damages caused shall be settled either through the Project's grievance redress process (described in Chapter-8) or in court/ state arbitration body.

The Government also has published a decree for approving the procedure for determining replacement costs for loss of agricultural land dated January 5, 2016 #1. The State Body for registration of rights for private ownership will be responsible for the procedure.

## **7.2. Assessment of Compensation Unit Values**

In case of permanent loss of land, it is necessary to consider first replacement with another land plot, for purposes of minimizing the losses and other aspects of social and economical life. If within the reasonable distance no alternative land can be found compensation should be paid in cash. The amount shall be calculated at replacement cost of the land with equal yielding capacity in the area under review, or by the independent evaluator. In addition, the compensation shall include other costs, i.e. taxes, registration.

- Land shall be valued at replacement cost as land for land replacement with equivalent size and use. No deductions for taxes/transaction costs will be applied;
- Houses/buildings will be compensated in cash at replacement cost based on cost of materials, type of construction, labor, transport and other construction costs;
- No deductions will be applied for depreciation, salvaged materials and transaction costs;

- Annual crops will be valued at market value for annual yield to the land user. In case of permanent crops (more than one-year) compensation to the PAPs will also be compensated at market value for the period of income loss year;
- Fruit trees will be valued at market value based on age category (a. seedling; b. not yet productive; c. productive). Productive trees will be valued at gross market value of 1 year income x the number of years needed to grow a new tree with the productive potential of the lost tree;
- Land for housing/commercial land will be compensated at replacement cost or land for land replacement with equivalent size and use with similar or improved public infrastructure facilities and services, located in the vicinity of affected area, plus the cost of any registration and taxes on resettlement.

### **7.3. Provision of Land for Land Compensation**

When land for land is the chosen land compensation option the local self government will offer replacement plots and will identify the associated technical features needed for the case such as roads, drainage, irrigation (for agricultural land), sanitation, water supply and electricity (for residential land) and relative site-preparation costs. The relocation will be carried out keeping in view the socio-cultural and religious profiles of PAPs and host communities and by minimizing as much as possible the distance between the new and the old plots. If there is land acquisition for public use, the local authorities within 1-2 months will consider other land plot which should be provided given price of land plot to be provided with consent of PAP.

### **7.4. Resettlement Budget and Financing**

All land acquisition and resettlement preparation and implementation costs, including cost of compensation and land acquisition administration, will be considered within Government budget and by providing alternative land.

Each RAP will include a budget section indicating (i) unit compensation rates for all affected items and allowances, (ii) methodology followed for the computation of unit compensation rates, and (iii) a cost table for all compensation expenses including administrative costs and contingencies.

All costs related to RAP arrangements, conducting of public consultations, compensation payments and others will be reviewed by the Executive Agency.

Executive Agency is responsible for the timely allocation of the funds needed to implement the RAP. Allocations will be reviewed twice a year based on the budget requirements indicated by the RAP.

## Chapter 8: Consultation, Participation and Documents Disclosure

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### 8.1. Public Consultations and Disclosure of RPF

Process of conducting public consultations is the main and important part of the project preparation and implementation. In order not to miss vital economic, social and environmental consequences of planned activities it is necessary to involve the community. The public consultations will be very effective provided all stakeholders express their points of view and the discussions take place in an atmosphere of mutual trust. This process includes two-way information flow.

Within the project “Central Asia Regional Links Program, Phase 3” Task Team consisting of the representatives of the World Bank, MOTR KR, JSC MIA visited Issyk-Kul oblast between August 5 – 9, 2016. Preliminary meetings were held with the representatives of local authorities represented by the governor of Issyk-Kul oblast and relevant state bodies which were told about the proposed project and its components. During the visit the Task team visited the JSC MIA facilities and had meetings with the local managements of Issyk-Kul (Tamchy) and Karakol airports and representatives of PLUAD and DEP (road maintenance units at oblast and rayon levels) for Tyup-Kegen section. Also, the Task Team visited Karakol ski-resort and some tourism facilities to assess the tourism development potential.

In addition, there was a meeting with the representatives of Kazavtojol in the territory of the Republic of Kazakhstan, during which the perspectives of Tajikistan-Kyrgyzstan-Kazakhstan-Russia transport corridor through Tyup-Kegen road, particularly the construction of Kazakh section from border crossing point “Karkyra - Avtodorojniy” road, linking to Almaty-Horgos road, were discussed.

Resettlement Policy Framework was prepared at project preparation stage. The RPF describes the principles and processes that will guide the preparation on Resettlement Action Plan (RAP) that may be necessary under the project.

This RPF and RAP will be developed in Russian language and translated into Kyrgyz language, if needed. The RPF and RAPs in English will be posted on the World Bank website and made available through WBdocs. It should be noted that Russian version of the draft [RPF](#) was posted on IPIG website [www.piumotc.kg](http://www.piumotc.kg) on November 3, 2017 and English version was posted on the World Bank website. In addition, between November 3 – 17, 2017 there was a 2 week comment and disclosure period to the draft [RPF](#) posted. It should be noted there were no comments and feedback to the RPF within this period.

**The public consultations on disclosure of RPF** were carried out by the Executing Agency between November 9-11, 2017 in Issyk-Kul province. Invitation to participate in the public consultation on discussion and disclosure of information about the Resettlement Policy Framework (RPF) prepared for the proposed CARs-3 Project was distributed as follows:

- Invitation was posted on [IPIG](http://www.piumotc.kg) website [www.piumotc.kg](http://www.piumotc.kg);
- Official letters were prepared and sent to province and district state administrations, neighbourhood committees and NGOs
- Verbal instructions by phone

Additionally, the local authorities helped the Executing Agency in informing the population about this activity so that as many people as possible could participate in these public consultations.

The dates and venues of the public consultations are listed below:

The public consultations were held in assembly hall in the building of Authorized Representative of the Government in Issyk-Kul province in Karakol city on November 9, 2017. The representatives of local authorities, heads of Ak-Suu and Tyup rayons, representatives of Karakol City Administration, Public Oversight Board of Karakol city, Director of Karakol Airport, heads of ayil okmotu (village council) and residents of Sovetskoe/Kyzyl-Kiya, Santash, Ak-Chiy and Otradnoe, as well as community leaders and pensioners participated in these consultations. The total number of participants was 37, 5 of them were women, NGO -1, local community -10, heads and representatives of local authorities - 26 people.

On November 10, 2017 the public consultations were held in the office of DEP # 35 located on 2 Tyupskaya Street in Karakol. The number of participants – 28 people and 3 of them were women. Most of the participants were local residents who live in Karakol city. The residents of Jyrgalan, Jon-Bulak and Tamga village also participated in the consultations.

On November 11, 2017 the public consultations were held in the office of DEP # 4 located along the Tyup-Kegen road at the address of 13 Juzenova Street, Taldy-Suu village Tyup rayon. The number of participants – 29 people, most of them were men, representatives of local communities and residents of Taldy-Suu, Tyup, Santash and Kurmenty villages.

The scanned copy of attendance sheet with participants contact information is included in Annex I.

The purpose and tasks of the consultations are to carry out works on disclosure of the project and RPF among the population and all stakeholders to make possible changes in the project. In addition, one of the tasks of the consultations was to provide necessary information and discuss expected social impacts and mitigation measures, as well as provide information about the Social Policy of the World Bank and others.

The presentation on the project was provided to the participants and hardcopies of RPF were handed out. . During the consultations detailed information in the form of posters, booklets, information pamphlets in Kyrgyz and Russian languages, including detailed information about the project components, project implementation period, Resettlement Framework Document, as well as GRG with contact information was provided to the participants.

Key elements of disclosure of information about the Project and Resettlement Policy Framework were disclosed and discussed in details during these consultations. In addition to this, the followings were also discussed: Resettlement Action Plan key mechanisms, World Bank procedures on land acquisition and resettlement, types of compensation for land acquisition, grievance redress mechanisms that provide explanation of bilateral communication with population, and contact information that people could contact if they have questions, complaints or suggestions regarding the project.

During the public consultations, the community expressed their keen interest in the project as a whole. Main issues raised during public consultations were referred to the employment opportunities for local population during the project implementation, project implementation period, types of compensation for land plots that might be acquired for project purposes and others. Some issues referred to engineering part of the project, namely construction of pedestrian crossings and sidewalks, obtaining official approvals for borrow pit excavations, blocking roads during construction works and road safety, as well as other problems. In general, the people were satisfied with the responses to the question regarding the World Bank Social Policy. This campaign was likely to be the first activity of public disclosure of information about the project and World Bank procedures on resettlement and land acquisition.

During the consultations the participants provided some useful remarks and recommendations regarding design and stages of project component construction, namely:

- start the road construction within the shortest time possible;
- and, consider the possibility of rehabilitating the access road to the bus station in Karakol, as it is the departure/starting point for tourists (according to the local population and taxi drivers the bus station is the place of tourist accumulation).

These suggestions will be considered during the detailed design and finalizing the project.

In general, it should be noted that the participants supported the proposed Project that would contribute to the development of the region. They also said that they expected benefits from the implementation of the project.

It should be noted that in general the public consultations were successful. However, after the public consultations neither feedback nor recommendations were received in writing or verbally.

## **8.2. Objectives of Public Information and Consultation**

Information dissemination to PAPs and involved agencies is an important part of RAP preparation and implementation. Consultation with PAPs and ensuring their active participation will reduce the potential conflicts and minimize the risk of project delays. To ensure that local authorities, as well as representatives of PAPs, will be included in the planning and decision-making processes. The executive Agency will continue a dialogue with district and village authorities and NGOs, as relevant, during subproject implementation and ensure:

- To fully share information about the proposed subproject components and RAP activities with the PAP;
- To obtain information about the needs and priorities of PAPs, as well as receiving information about their reactions to proposed policies and activities;
- To ensure that PAPs are fully informed about the decisions that will directly affect their incomes and living standards, and that they will have the opportunity to participate in activities and decision-making about issues that will directly affect them;
- To obtain the cooperation and participation of the PAPs and communities in activities necessary for resettlement planning and implementation;
- To ensure transparency in all activities related to land acquisition and resettlement.

## **8.3. Consultation during RAP Preparation and Implementation**

Public consultation and participation plans will be included in the Project to involve the stakeholders, especially the people either directly benefiting from, or affected by, the subprojects, through participation in the design, implementation, and monitoring of the subprojects. All communications will be in the language most appropriate for involved parties in the pro-

ject region. During RAP preparation and implementation, the Executive Agency with assistance as required from the project supervision consultant, will undertake the following:

- Conduct information dissemination and consultation for all PAPs, NGOs and other stakeholders;
- Establish the rates/unit prices to be used as the basis of compensation awards, and confirm land acquisition and impact on properties through the IOL/DMS/census and demarcation, in consultation with PAPs;
- A survey (as part of the IOL/DMS) to (a) inform them about possible resettlement options; (b) request information from PAPs about their preferences and choices of resettlement options; and, (c) request that PAPs indicate services such as education/health/markets that they are currently using and their distance from such services;
- Consultation regarding PAPs preferred option for livelihood stabilization and/or rehabilitation assistance (where required). Livelihood assistance applies to PAPs experiencing significant impacts and vulnerable PAPs.

#### **8.4. Public Information Booklet**

To ensure that PAPs, their representatives, and local government agencies in sub-project areas fully understand the details of the RAP process, and are also informed about the compensation and rehabilitation packages applicable to the Project, a Public Information Booklet will be prepared for each section/subproject.

This Public Information Booklet will be distributed to all PAPs and communities in the sub-project area. The general contents of the Public Information Booklet will include the following:

- Brief description of the project, implementation schedule;
- Project impacts, entitlements and rights of PAPs;
- Resettlement and rehabilitation policies for all types of impacts;
- Institutions responsible for resettlement and time-frame (schedule);
- Information dissemination to and consultations with PAPs and stakeholders;
- Summary of Grievance redress procedures, including the contact information of WB IPIG and other relevant contact persons, as well as the World Bank Grievance Redress System;
- Monitoring and evaluation.

## **8.5. Disclosure**

In addition to the Public Information Booklet, this RPF, RAPs and overall implementation schedule will be posted in affected villages by the Executive Agency. These postings will be updated whenever adjustments to the RF or RAPs are made. Any amendments to RAPs will also be discussed with PAPs (including DMS, detailed asset valuations, entitlements, and special provisions, grievance procedures, timing of payments and implementation schedule) before submission to World Bank for review and approval.

These activities will continue throughout the implementation of the subproject and will also be published in press releases and mass media in the project area.

This RPF has been developed in Russian language and will be translated into Kyrgyz language, if needed. The RPF and RAPs in English will be posted on the World Bank website and made available through Infoshop. In case of discrepancies, English version shall take precedence.

## Chapter 9: Grievance Redress Mechanism

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### 9.1. Objectives

The main purpose of Grievance redressing mechanism (GRM) is to establish effective communication channel between the stakeholders to ensure the timely and effective two-way mechanism of feedback to redress grievances filed within the project from the local population, PAPs, local authorities and other stakeholders.

Grievance redress mechanism will be available to the population who live or work in areas affected by the project activities. Information about the grievance redress procedure within the project, including relevant contact information will be provided during meetings related to the project and public consultations. Booklets containing this information will be also distributed.

Satisfactory redress of grievance on time is an important process, therefore, efforts first of all will be focused on finding solutions for grievance redress in cooperation with all stakeholders.

Any person affected by the project or concerned about the project activities will have a right to participate in GRM and have an access to it. PAPs will be fully informed about their rights and grievance redress procedures orally or in a written form during consultations, survey and project implementation. Attention will be paid to quick grievance redress to avoid long process of grievance redress.

Executive Agency will work closely with the representatives of local authorities and relevant state agencies to find ways to redress grievances and requests. It is necessary to establish liaison with the local authorities to address requests, grievances and proposals from the population promptly. To gather information on all issues related to the grievances from the local population and to prevent dissatisfaction of population, the Executive Agency will contact with the local authorities once a month to seek options to address the occurred problem.

The GRM will cover issues related to social, environmental and other safeguard issues under the World Bank Policy and Kyrgyz Law.

### 9.2. Grievance Redress Group (GRG)

The GRG will be established for the duration of project implementation. The GRG will consider not only compliants associated with RAP, but also wide range of issues related to project activities, such as social and environmental problems, road safety, health and safety

problems of the local population and other stakeholders which occurred as a result of construction works. Attention will be paid to prevent dissatisfaction of the population and all grievances will be redressed timely and impartially.

GRG is available for individuals and their communities, for local people and representatives of civil society, located in projects area. All affected parties will have an access to the mechanism of filing and redress of grievances and solution of the problem.

GRG will consist of representatives of the IPIG, Tourism Department under the Ministry of Culture, Information and Tourism of the Kyrgyz Republic, consulting companies, road administration and maintenance units, local authorities, PAP's and NGO's and others upon agreement.

Assessment of received complaint is tasked to local authorized person or to responsible point of GRG at local level. Besides that, the person who files a grievance can appeal to the Executive agency/IPIG directly. Contact details and e-mail addresses will be given during the meetings and consultations and available through Local Contact Person.

All grievances and requests will be monitored by IPIG.

### **9.3. Local Contact Person**

Local Contact Person - a person who is officially assigned to perform and timely responses to complaints and petitions received from individuals and their communities. Local contact person will be Deputy Resident Engineer who is based on the project sites and authorized to make decisions regarding the received complaints at local level and will report to the Executing Agency and IPIG.

After the registration of complaint a contact person explains to the applicant the grievance redress process.

After receiving the complaint or the local contact person must carry out a meeting with the person (or persons) and obtain documentary evidence confirming the complaint or petition.

The local Contact person must consider the complaint or petition and make a decision on the issue with informing the complainer within 15 days.

Local contact person is responsible for receiving and registration of complaints to the GRG, record keeping each registered a complaint.

IPIG will provide template for registering complaints to be used and reported back to IPIG.

#### **9.4. Functioning of the GRG within the Grievance Redress Mechanism**

The grievance redress mechanism (GRM) involves the following two stages: local ,and central.

- At the local level, within 15 working days followed by taking a decision;
- At central level, within 15 working days followed by taking a decision; where decision is made following the consideration of complaints, requests or applications from citizens.

##### **Stage 1, Local Level:**

The grievances will be first lodged at the local level. The complainant will report his/her case to the Local contact person, who is nominated to GRG and is responsible for timely consideration of complaints and addresses. The local contact person shall coordinate the measures on addressing the complaint with local Roads Maintenance Unit (RMU), DEP, IPIG, representatives of local government bodies and local NGO, as required. After consultation the local contact person makes the final decision on submitted complaints and determines the eligibility of the complaint, as it notifies the applicant. In case the grievance is still not resolved at local level in the complaint or statement of claims within 15 days, the relevant information is sent to the applicant and the central level of GRG.

##### **Stage 2, Central Level:**

In case that within 15 days the grievance is still not resolved at local level, the complainant with support of the local authorized person will further raise the issue to central level. The central level of GRG, which consists of representatives of the IPIG and MOTR, will timely look into the complaint, decide on the eligibility and on the complaint case. IPIG will propose a decision to the level of MOTR.

In case the grievance is still not resolved at central level where the final decision is made and the applicant is not satisfied with the decision then he/she may go to the court.

##### **World Bank Grievance Redress**

Communities and individuals who believe that they are adversely affected by a Bank supported project may submit complaints to existing project-level GRMs or the Bank's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed to address project-related concerns. Project affected communities and individuals may submit their complaint to the Bank's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of Bank's noncompliance with its policies

and procedures. Complaints may be submitted at any time after concerns have been brought directly to the Bank's attention and the Bank management has been given an opportunity to respond. For information on how to submit complaints to the Bank's corporate GRS, please visit <http://www.worldbank.org/GRS>. For information on how to submit complaints to the Bank's Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

It should be noted that the person who files a complaint can go through each stage of described process of grievance redress before, during or after filing a complaint of the World Bank.

### 9.5. Technical Experts

The independent technical experts will be involved as needed to provide expert advice for an opinion or valuation:

- Provision of relevant technical opinion for the case reviewed;
- Carry out the needed investigations relevant to their expertise;
- Provide recommendation when the legal opinion from the relevant state agencies is necessary.

The independent technical experts might be involved in addressing controversial issues at I and II levels of GRM to provide their independent opinion. Technical experts from consulting companies, design institute and other relevant departments might be involved in the work of Commission under GRM.

### 9.6. Grievance Redress Process

The Local contact person will be regularly available and accessible for PAPs to address concerns and grievances on time. He or she will assist the aggrieved PAPs in formally lodging their claims to the GRG. The complaints and grievances from the PAPs will be addressed through the process described below in table - 5.1:

**Table-5.1: Grievance Resolution Process**

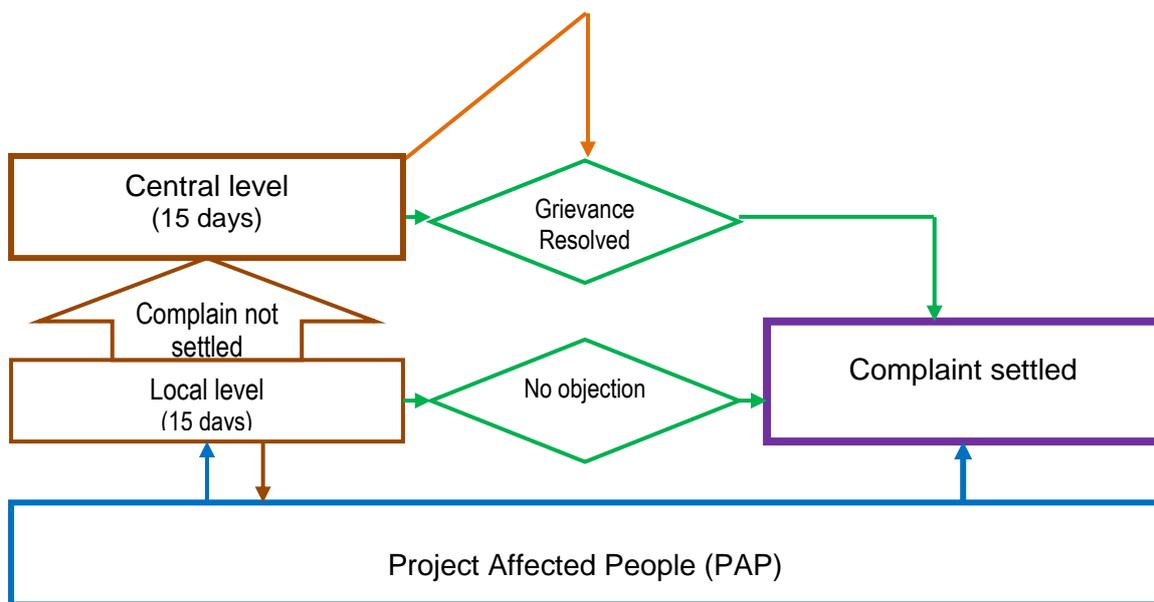
Steps	Action level	Process	Timeline
Step 1	<b>Local Level</b>	The grievances will be first lodged at the local level. The complainant will report his case to the Local authorized person. The Local authorized person determines the eligibility of the complaint, as it notifies the applicant. In case the grievance is still not resolved at local level, the relevant information is sent to the applicant and the central level of GRG. PAP can also contact IPIG directly	15 days
Step 2	<b>Central Level</b>	In case that within 15 days the grievance is still not resolved at local level, the complainant with support of the local authorized person will fur-	15 days

Steps	Action level	Process	Timeline
		ther raise the issue to central level, where decision will be taken and sent to review to MOTR. The decision is made at the central level.	

In case the grievance is still not resolved at central level where the final decision is made and the applicant is not satisfied with the decision then he/she may go to the court.

The GRM will not restrict or prevent the PAP from applying to court for legal remedies. The figure-3, shows grievance redress process flowchart.

**Figure-3: Grievance Redress Process flowchart**



### 9.7. GRG Records and Documentation

Executive Agency will maintain record of all complaints for regular monitoring of grievances and for submission of reports to the World Bank as part of the regular project reports.

## Chapter 10: Monitoring and Evaluation

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### 10.1. Monitoring and Evaluation

Monitoring and Evaluation System will be introduced to ensure that the project complies with the social safeguard measures. Monitoring will be carried out routinely, the results will be communicated to World Bank through the project implementation progress reports. Indicators for the internal monitoring will be those related to process and immediate outputs and results. This information will be collected directly from the project sites to assess the progress and results of RAP implementation, and to adjust the work program, if necessary. The monitoring reports will be consolidated in the standard reports to World Bank.

Monitoring and Evaluation System will be introduced to ensure that the World Bank safeguard measures are implemented properly and all project related grievances filed will be redressed by GRG.

Prior to the project implementation, it is necessary to collect baseline information about PAPs in addition to the group of impact to be minimized and required measures

Monitoring Specific Criteria:

- Information campaign and consultations with PAPs;
- Information disclosure to the PAP and their participation;
- Status of land acquisition and land compensation payment;
- Compensation for damaged structures and other assets;
- Resettlement of PAPs, if needed;
- Payments for income loss;
- Land selection and distribution, if needed;
- Income reinstatement measures.

Generally, the abovementioned information will be based on the following information collection method: a) documents review, b) information provided by PAP, c) interview with a key informant, d) thorough investigation of specific case and e) meetings with the communities.

Internal monitoring of RAP implementation will be carried out by the IPIG. The IPIG (subject to required support) controls various stages of preparation for finalizing and implementation of RAP and reports to the MOTR and the WB by submitting regular progress reports.

## **10.2. Training in 'RAP' implementation**

All concerned staff involved in the land acquisition and resettlement activities, including officials of local government, and NGO staff will be provided training on World Bank OP 4.12. Involuntary resettlement. The training will be provided by the international specialist under the project supervision contract and will cover the following topics:

- Principles and procedures of land acquisition;
- Public consultation and participation;
- Entitlements and compensation & assistance disbursement mechanisms;
- Grievance redress; and
- Monitoring of resettlement operations.

## Chapter 11: Implementation process

Given the minor impacts anticipated in the project, implementation of the RAP is not expected to take more than 3-6 months. . Local consultant may be hired by MoTR to assist in the RAP implementation process.

For all project components, the Executive Agency will announce the cut-off-date based on the date of census for the proposed subproject and the eligibility. The PAPs of affected structures/assets (houses, shops, etc.) will be paid their due compensations at least 1 months (30 days) prior to demolition of the structures from the corridor of impact. This time will allow them to dismantle and remove all salvageable material for rebuilding of houses and re-establishment of businesses.

However, the Executive Agency reserves the right of directly demolishing such structures if this has not been done by the PAP within the agreed deadline. Grievances or objections may be referred to the the Executive Agency through the process set out in GRM.

The basic steps for the preparation and implementation of RAPs are summarized in Table - 7.1:

**Table-7.1: Implementation process**

Step	Action	Responsibility
1	Preparation of social screening samples for each specific subproject whether land acquisition is needed. If so, a scheduled action plan detailing RAP tasks to be assigned to the Executive Agency, consultants, local government, and NGO will be established	Executive Agency /Consultants
2	Prepare impacts/PAP surveys forms, train impact assessment and valuation teams, and establish coordination with relevant local government agencies	Executive Agency /Consultants
3	Verify land records in affected areas, update cadastral maps and carry out impacts and valuation surveys	Local government/ Executive Agency & Consultant
4	Check surveys and, if necessary, request additional fieldwork to improve them	Executive Agency /Consultants
5	Preparation and submission of Resettlement Action Plan to the World Bank for review and no-objection	Executive Agency/IPIG
6	Disclosure of draft Resettlement Action Plan	Executive Agency/IPIG
7	Conduct public consultations and negotiations	Executive Agency/Local government/ Consultant

<b>Step</b>	<b>Action</b>	<b>Responsibility</b>
8	Integrate impacts baseline and results of consultations/negotiations into RAP	Executive Agency /Consultants
9	Submission of RAP to MoTC, local government. After this the RAPs will be sent to World Bank for approval.	Executive Agency/ /World Bank
10	RAP disclosure: Distribution of RAP and information pamphlets in Kyrgyz, Russian ; and posting of RAP in English on World Bank website	Executive Agency/Consultants/Local government/World Bank
11	Approval of contract awards	World Bank
12	Baseline information about PAPs for monitoring and evaluation	Executive Agency
13	Distribution of evacuation and relocation notices to PAPs	Executive Agency
14	Payment of compensation and implementation of livelihood restoration activities	Executive Agency/Ayil-okmotus/PAP
15	Demolishing/relocation of affected structures/assets	PAP/Executive Agency/
16	Review of RAP implementation	Executive Agency/PS consultant/NGO/World Bank
17	Notice to proceed for civil works subject to satisfactory implementation of RAPs	World Bank/Executive Agency
18	Monitoring	Executive Agency/Consultant
19	Internal monitoring. Quarterly progress report to World Bank on the progress of RAP implementation	the Executive Agency

## **Appendices**

**Appendix-1: Summary of Public Consultations**

**Appendix-2: Social Screening Sample**

**Appendix-3: Sample Abbreviated Resettlement Action Plan**

**Appendix-4: Sample Full Resettlement Action Plan**

**Appendix-5: Complaints and Grievance Submission Form**

### Appendix-1: Summary of Public Consultations

Subject	Content
Purpose of arrangements	<ul style="list-style-type: none"> <li>• Providing information about the third phase of Central Asia Regional Links Program and project components to the population</li> </ul>
Identification of venue and date of consultations	<ul style="list-style-type: none"> <li>• Upon the agreement with the local authorities</li> <li>• Conducting consultations in the areas of project component implementation – prior to the project implementation, during the project implementation, and after the project implementation, as required.</li> </ul>
Notification and invitation	<ul style="list-style-type: none"> <li>• Official invitation letters</li> <li>• Sending invitations by email</li> <li>• Verbal invitations by phone</li> <li>• Notifying the population through local authorities – oblast/rayon administrations, city administration, ayil okmotu</li> <li>• Participation in public consultation is open for all stakeholders, organizations and NGOs.</li> </ul>
Registration of participants	<ul style="list-style-type: none"> <li>• List of invited participants</li> <li>• Name.</li> <li>• Position</li> <li>• Contact information</li> </ul>
Process of information distribution	<ul style="list-style-type: none"> <li>• Presentation of the project – information stands, posters</li> <li>• Distribution of booklets, pamphlets</li> <li>• World Bank Safeguard Procedures;</li> <li>• Disclosure of RPF and RAP both draft and final versions;</li> <li>• Information about the environmental management measures during construction</li> <li>• Brief summary of adverse impacts and consequences, including assets and land acquisition and compensation payment;</li> <li>• Providing information about GRM and GRG procedures;</li> <li>• Feedback;</li> <li>• Questions and Answers Procedures</li> </ul>
Individual meetings and consultations	<ul style="list-style-type: none"> <li>• With the stakeholders</li> <li>• Local authorities</li> <li>• PAP</li> </ul>
Issues raised during the consultations	<ul style="list-style-type: none"> <li>• How will the project impact socio-economic condition of the region</li> <li>• Does the project implementation cause any inconveniences to local communities</li> <li>• Local communities' expectations from the project implementation</li> <li>• And others</li> </ul>
Results of the Public consultations	<ul style="list-style-type: none"> <li>• Minutes of Consultations;</li> <li>• Minutes will include: List of participants with their contact information; Brief summary of provided information and important questions and proposals, received during the public consultations, as well as list of problems and priorities pointed out by local population by providing solutions or including them in the project design;</li> <li>• Consultations\meetings participants photos;</li> </ul>

## **Minutes of Public Consultations on Disclosure of RPF under Central Asia Regional Links Project – Phase 3**

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### **1. Public Consultations in Karakol**

**Venue:** Issyk-Kul Province State Administration, Assembly Hall, 4<sup>th</sup> floor

**Date:** November 9, 2017

**Time:** 2 p.m.

**Attendees:** representatives of Authorized Representative of the Government in Issyk-Kul Province, MOTR KR personnel, heads of Ak-Suu and Tyup rayons, representatives of Karakol City Administration, Public Oversight Board of Karakol city, director of Karakol Airport, heads of ayil okmotu (village council) and residents of Sovetskoe/Kyzyl-Kiya, Santash, Ak-Chiy and Otradnoe, as well as community leaders and pensioners.

The total number of participants was 37, list of participants with contact information is presented below.

Monoldorov D. Ch., First Deputy of Authorized Representative of the Government in Issyk-Kul Province, delivered an introductory statement speech and opened the public consultations stating that the Project would be funded by the World Bank.

Kuchukov K., the representative of MOTR KR in Issyk-Kul, welcomed and thanked the participants for participating in the consultations and noted the main objectives and tasks of the and provided information about the Project components. He also noted that the World Bank representatives and experts had visited the region and the project sites several times for the purpose of survey and the Executing Agency was planning to proceed to the Project implementation next year as soon as possible after the signing of the Financial Agreement. Also the main purpose of the Public Consultations was to inform the population about the World Bank procedures and policies and learn about their opinions on the proposed Project and what the local communities would benefit from the Project, and disclose the prepared Resettlement Policy Framework.

IPIG staff provided information about the Project implementation schedule and documents that had been prepared at project preparation stage, namely Resettlement Policy Framework. Hardcopies of RPF, information pamphlets in Kyrgyz and Russian languages, including detailed information about the project components, and GRG with contact information were provided to the participants. IPIG staff noted that one of the tasks of the consultations was to provide necessary information and discuss expected social impacts and mitigation measures, as well as provide information about the Social Policy of the World Bank and others.

The participants noted that all issues as well as social issues had been well elaborated and stressed the importance that the representatives of local authorities and local communities should be informed in a timely manner.

- The heads of Ak-Suu and Tyup rayons Ismailov S. and Dokonbave I. stressed the importance of the Project, especially road sections connecting Bosharino village and noted that the right road sections had been chosen and the road rehabilitation is very important for the whole region. They also noted that the Project would have positive impact on socio-

economic conditions in the region. They expressed profound gratitude and confirmed that they would provide support of the Project and the Executing Agency.

- Pensioneer from Santash village, Sydykov I., noted the necessity of speeding up the Project implementation, particularly the rehabilitation of road that connects with Kazakhstan and passes through the territory of Santash ayil okmot, Speaking on behalf of the village residents he said that the residents supported the project and asked to speed up the project implementation, as the gravel road was in poor condition.

Usenov S. Representative of Public Oversight Board of the Karakol city Administration expressed profound gratitude on behalf of the residents of Karakol and requested to consider the rehabilitation of a small road section (2 km) toward the Karakol Ski Resort from turn to the road towards the National Park (*note: this comment refers to a previous version of the project. This road section is no longer being financed under the project*).

- The head of Santash ayil okmotu said that he had been holding this position for 8 months and the its territory was very big. Since there are some borrow pit areas in this ayil okmotu he expressed his readiness to cooperate on borrow pit issues. The representatives of the Executing Agency stated that all involved organizations would work on this issue and quality of materials would be tested to determine whether they could be used for the project.

Some participants noted that it was necessary to launch the project in the shortest time possible. Other issues raised during public consultations were referred to the employment opportunities for local population during the project implementation and engineering part of the project.

**Main findings following the consultations:** the participants took notice of the information and confirmed the relevance and timeliness of the Project. Since there was no-objection, the RPF was provided to the public for their information and concurrence.

ПЕРВЫЕ ОБЩЕСТВЕННЫЕ СЛУШАНИЯ

ПО ПРОЕКТУ «ПРОГРАММА УЛУЧШЕНИЯ ДОРОЖНЫХ ПУТЕЙ СООБЩЕНИЯ  
В ЦЕНТРАЛЬНОЙ АЗИИ, ФАЗА -3» (ПУДПС ЦА-3) и РПШ

ИССЫК-КУЛЬСКАЯ ОБЛАСТЬ, КЫРГЫЗСКАЯ РЕСПУБЛИКА

г. Каракол, 09 ноября 2017 года

№	Ф.И.О.	Занимаемая должность	Контактные телефоны
1	Кимбаев А	Зав. отделом	0538 077 023
2	Кудатаев С.К.	руководитель Бюро «ИИ» Каракол бюро «ИИ» Каракол	0701707335
3	Серкебаев А.Т.	бюро «ИИ» Каракол б.ч.к. области	0709367637
4	Темурбай уулу Абай	КРО ПКОНУО аймактын өкмөтүнүн бөл. жетекчиси	0703 705 208
5	Омураев А.Т.	Назарбаев ДЭУ №35	0701 82 24 30
6	Богамид Н.О	эл. бухгалтер ДЭУ №35	0702780902
7	Чурибаев А.	и.инженер ДЭУ №35	0701818600
8	Дыкаканов А.	Мастер Механик ДЭУ №35	0701573435
9	Доконбаев У.У.	Аким Ак-Сербского р-на	0773550345
10	Маманов С.Т.	Аким Токтогулово р-на	0772495330
11	Токтогулов А.	инженер ДЭУ д.11	0701622310
12	Маманов С.Т.	сам-эконом. и.б.и. о.у. - 0772495330	
13	КЕРИМКУЛОВ А.Б.	гл. архитектор ТЮПСКОГО Р-НА	0771925466
14	Шайтмидиев Дулишбай	Ар. чей айым Аксакол	
15	Чурибаев Аскар	Советский айтм. башир	
16	Дорбаев Момкун	Ар. чей айым өкмөтүнүн башир	
17	Досамиев	инженер	
18	Жумаркулова Фибина	ДЭУ - 35 бухгалтер	

1	Мамышев Бериш	г. Каракол - Котл / Советское ремонтник	0772 173033
2	Фурбаев М. К.	г. Джамбулского АО	0708900655
3	Чуубаев А. У.	г. Советское Айк Бамбы.	0704893400
4	Жеков С. У.	Брод ОПС	0555 02-52-15
5	Канатаев Б.	специалист ПО №4.	0701222360.
6	Мамбеталиева Ч.	г. Специалист ДТН №35	0709160477
7	Ишмакулова А.	г. Специалист ДТН №35	0701221600.
8	Русалиев Б. Т.	г. Каракол Аэропорт	0772 528349
9	Сыдыков Ш. Д.	Санитар а/в ар9929	0557191255
10	Муратов Ч. Т.	ГППП "Каракол"	0556654884
11	Кожомуратов О. Н.	г. Санитар а/в	0706009121
12	Орозбеков Б.	А/в Санитар а/в	0703521180
13	Саманбаев Р.	Санитар а/в	0555232367
14	Станов Ч.	МТДК в Каракол	0701178409
15	Кужуров А.	Знак Охрана а/в	0402-04-23-07
15	Дюсупов Р.	Другой а/в Другой а/в	0767-43-53-80
17	Касимов Д.	ГРЧП МТЧ Д.	Кас
18	Шукуров З.	МТД ГРИП ВБ	
19	Черкиев Т.	МТД ГРИП ВБ	

## 2. Public Consultations in Karakol

Venue: Karakol, 2 Tyup Street, Office of DEU -35, 2<sup>nd</sup> floor

Date: November 10, 2017

Time: 10:00 a.m.

Attendees: MOTR KR staff, IPIG, local residents of Karakol, residents of Jirgalan, Jon-Bulak and Tamga villages.

The list of participants with contact information is presented below.

Posters and information pamphlets in Kyrgyz and Russian languages, as well as GRG with contact information were provided to the participants. The IPIG staff, T. Cherikov delivered an introductory speech and opened the public consultations. He thanked everybody for participating the consultations, provided information about the Project and its objectives and gave the floor to the IPIG Safeguard Specialist, Kasymova E. The IPIG Safeguard Specialist also thanked the participants and noted that in accordance with the World Bank Policy the population should be informed about the Project to be implemented and discuss it with the communities at early stages. Before these consultations meetings and discussions had been carried out were with local authorities.

The participants were informed about the proposed Resettlement Policy Framework.

The IPIG staff asked the participants to feel free to discuss and ask questions related to the Project.

The participants did not have questions regarding the RPF.

Suggestions and questions that were raised during the consultations:

- Kalykov U, driver, asked to consider the possibility of rehabilitating the access road to the bus station in Karakol, as it is the departure/starting point for tourists (according to the local population and taxi drivers the bus station is the place of tourist accumulation). Some people supported him and said that the road condition was very poor and 1.5 km road section would be reconstructed.

- Kadyrkulov A, asked a question regarding the employment opportunities for the local population during the project implementation;

The IPIG staff informed that unskilled personnel would mainly consist of local residents (unskilled workers). These and other question will be discussed and stipulated while signing the Contract during the construction period..

- Orozaliev I. If private lands are affected by the Project what kind of compensation will be provided?;

The IPIG staff said that each owner is entitled for compensation for damaged lost assets, including lands. If the land is affected by the Project land equivalent to the lost land will be provided as a replacement upon agreement with the owner and regional and local authorities will provide assistance in such situations.

Some participants, residents of Ak-Suu rayon expressed their gratitude and noted that some project sections cover their rayon and they would benefit from the Project during the implementation period. Almost all participants stated that as a result of road rehabilitation connec-

tivity between villages would increase, travelling would be safe, cheaper and comfortable, connectivity between the villages that connects Karakol with Tyup rayon would increase. There would be less dust from the gravel road and tourist flow would increase during the summer time.

Findings following the consultations: the participants took notice of the information and thanked for informing the population.

The RPF was provided to the public for their information and concurrence.

ПЕРВЫЕ ОБЩЕСТВЕННЫЕ СЛУШАНИЯ

ПО ПРОЕКТУ «ПРОГРАММА УЛУЧШЕНИЯ ДОРОЖНЫХ ПУТЕЙ СООБЩЕНИЯ  
В ЦЕНТРАЛЬНОЙ АЗИИ, ФАЗА -3» (ПУДПС ЦА-3) и РПП

ИССЫК-КУЛЬСКАЯ ОБЛАСТЬ, КЫРГЫЗСКАЯ РЕСПУБЛИКА

Иссык-Кульская область, 10 ноября 2017 года

№	Ф.И.О.	Занимаемая должность	Контактные телефоны
1.	Омуреев А.Т.	ул. Гебде 143	
2	Мурсанов Т.	ул. Стаханова 124	
3	Орозалиев И. Д	Жаннабекова 230	с. Ак-суу
4	Беймекеев Т	ул. Валимова 29	
5	Турмобердиев А	ул. Крупная 282	г. Каракол
6	Султаматов А	Джети-огуз	р/к с. Каракол
7	Фиратов М	Иссык-Куль	
8	Момомбеков С.	Каракол.	Аксейков 12.
9	Каракозов У.	Водитель Каракол.	Велес 12.
10	Асанбеков С	Курорт Инарголан	СВ
11	Байгезди ев. К	Курорт Инарголан	СВ
12	Амуркуматов М	ул. Султанова 112	СВ
13.	Жакапов В. М.	с. Волголет. Баженов 31	СВ
14.	Кудамбаев Н. П	г. Каракол - И. Камыш	СВ
15	Тойгуманов	Кадырбай	СВ
16	Рыскулов	ПТадант	СВ
17.	Абакиров М	Водитель - К-кол	СВ
18	Абдурашипов	Взвращик	СВ
19	Усупов Б	Аксейковское	СВ



### 3. Public Consultations in Taldy-Suu village Tyup rayon

Venue: Tyup rayon Taldy Suu village, 13 Juzenova Street

Date: November 11, 2017

Time: 12:00

Attendees: MOTR KR staff, IPIG, residents of Taldy-Suu, Tyup, Kurmenty villages.

The list of participants with contact information is presented below.

Information pamphlets, hardcopies of RPF, and posters containing the project components, road sections plans and TSC locations were provided to the participants.

The IPIG staff delivered an introductory speech, stressed the importance of the consultations within the project and explained about the project components, the World Bank Policy on Involuntary Resettlement and Grievance Redress Group.

The IPIG Safeguard Specialist noted that wherever the World Bank project is implemented the main task is to meet with the local population, inform the communities, disclose information and provide information about the World Bank Policies so that the people were informed about the procedures of donors before the project implementation, In accordance with Procedures and Operational Policies of the World Bank compensation payment will be considered for the project affected people (tree cutting, dismantle of private structures, fences and others). if arable lands or land plots are acquired alternative land will be provided as a replacement.

The participants were informed about the Resettlement Policy Framework.

The participants were also informed about bilateral communication with population, and provided with contact information that people could contact if they have questions, complaints or suggestions regarding the project through GRG.

The participants asked some questions and received answers to them.

- Sultanov J. Local resident, said that a lot of people were leaving the region, as there were no jobs for young people. Many people would work in the project if it was implemented.;

- Activist of Youth organization stressed the importance of attracting as many local specialists and population as possible to the project, especially younger generation to keep them in the region and create jobs for them.

- Kydyrbaev K. said that preliminary works in this project was very important. Donors acts were really justified because their procedures envisaged all possible risks. He also thanked for the information provided.

- The participants noted that it was important to build a good road that would comply with all technical requirements and standards. Some questions referred to the engineering part of the project; road category, number of lanes and others.;

All opinions of the community representatives' were heard. The representatives of the Executing Agency stated that wishes of the participants would be considered at detailed design and design update stages, as well as during the contract negotiations.

Findings following the consultations: Following consideration and discussions and due to no-objection the RPF was provided to the public for their information and concurrence.

ПЕРВЫЕ ОБЩЕСТВЕННЫЕ СЛУШАНИЯ

ПО ПРОЕКТУ «ПРОГРАММА УЛУЧШЕНИЯ ДОРОЖНЫХ ПУТЕЙ СООБЩЕНИЯ  
В ЦЕНТРАЛЬНОЙ АЗИИ, ФАЗА -3» (ПУДПС ЦА-3) и РПШ

ИССЫК-КУЛЬСКАЯ ОБЛАСТЬ, КЫРГЫЗСКАЯ РЕСПУБЛИКА

с. Талды-Суу (автодорога Тюп-Кеген), 14 ноября 2017 года

№	Ф.И.О.	Занимаемая должность	Контактные телефоны
1)	Тоубаев Канат Турсунбекович	с. Талды-Суу наст. РДУ-К	0701821930
2)	Бейшенбаева Э	руковод с. Талды-Суу	0701821950
3)	Мамалева М	табел с Курмента	0701821970
4)	Икунушов И	директор с Курмента	070182-19-33
5	Токтобаев ИИИ	- с Талды-Суу	0701821960
6.	Исмаилов З.	- с Тюп.	0701821940
7	Кочубаев О.К	с. Талды-Суу	0701821920
8	Доккунсая	- с Талды-Суу	0702424977
9	Кочубаев ИИ	с Талды-Суу	070857340
10	Исмаилов Ж	с Талды-Суу	0700111482
11	Табанбаев А.	с Талды-Суу	0702572547
12	Тамышкызов Э	с Кызыл-Суу	0700676147
13	Исмаилов И.	с Талды-Суу	0557844399
14.	Мамырчиев Т.	с Талды-Суу	0707535067
15.	Асанов И.	с Талды-Суу	0703590754
16	Турсунбаев Т.	с Талды-Суу	0702689210
17	Мариебаев Т	с Талды-Суу	0706121527
18	Токтобаев Э	с Талды-Суу	0701292989
19	Алимов Э.	с Талды-Суу	0708480253



## Appendix-2 Social Screening Sample

**a) Location:** District, Sub-district, Village/Settlement

**Brief Description:** [i.e. length of road, need/purpose of works, proposed works (list/explain activities), number of villages (approx. population) affected, describe communities to be affected, land types, land use, squatters/non-titled, include photos]

**b) Screening Questions for Resettlement Categorization**

Probable Involuntary Resettlement Effects*	Yes	No	Possible	Remarks
Will project include any physical construction works				
Does the project include upgrading or rehabilitation of any facilities?				
Is the subproject likely lead to loss of housing, other assets, resource use or incomes/livelihoods?				
Is land acquisition likely to be necessary?				
Is the site for land acquisition known?				
Is the ownership status and current uses of the land known?				
Will easements be utilized within an existing ROW?				
Are there any non-titled people who live and earn their income at the site or within the ROW?				
Will there be loss of housing?				
Will there be loss of agriculture plot?				
Will there be loss of crops, trees, and fixed assets?				
Will there be loss of business or enterprises?				
Will there be loss of incomes?				
Will people loss access to facilities, services or natural resources?				
<b>If involuntary resettlement impact are expected:</b>				
Are local laws and regulations compatible with World Bank's Involuntary Resettlement policy?				
Will coordination between government agencies be required to deal with land acquisition?				
Is there sufficient skilled staff in the Executing Agency for resettlement planning and implementation?				
Are training and capacity-building interventions required prior to resettlement planning and implementation?				

**c) Involuntary Resettlement Category**

After reviewing the answers above, IPIG propose that that:

A RAP be prepared

An abbreviated RAP be prepared

There are no impacts covered under OP 4.12. No RAP is required and generic social impact mitigation specifications will apply

Screening Form & Checklist compiled by:	
Name:	Signature:
Designation: Date:	
Screening Form checked by:	
Name:	Signature
Date:	
Screening Form approved by:	
Name:	Signature:
Designation:	
Date:	

### Appendix- 3: Sample Abbreviated Resettlement Action Plan

Topic	Contents
Introduction	<ul style="list-style-type: none"> <li>• Description of sub-project components;</li> <li>• Summary description of adverse impacts and asset acquisition;</li> </ul>
Scope of land acquisition and resettlement	<ul style="list-style-type: none"> <li>• Describe alternative options, if an, considered to minimize land acquisition and its effects, and why the remaining effects are unavoidable;</li> <li>• Summarize key effects in terms of land acquired, assets lost, and people displaced from homes or livelihoods;</li> </ul>
Objectives, policy framework, and entitlements	<ul style="list-style-type: none"> <li>• Describe key national and local land, compensation and resettlement policies, laws, and guidelines that apply to project;</li> <li>• Explain how World Bank policy on Involuntary Resettlement will be achieved;</li> </ul>
Socio-economic information	<ul style="list-style-type: none"> <li>• Define, identify and enumerate people to be affected;</li> <li>• Describe likely impact of land acquisition on people affected, taking into account social, cultural, and economic parameters;.</li> <li>• Identify all losses for people affected by land acquisition;</li> <li>• Provide details of any common property resources;</li> </ul>
Consultation, grievance redress and participation	<ul style="list-style-type: none"> <li>• Describe consultation processes and procedures for redress of Grievances;</li> </ul>
Compensation, relocation, and income restoration	<ul style="list-style-type: none"> <li>• Describe arrangements for valuing and disbursing compensation;</li> <li>• Describe arrangements for housing relocation, including transfer and establishment;</li> <li>• Describe income restoration measures to be implemented;</li> <li>• Identify any risks, describe management and monitoring steps;</li> </ul>
Institutional framework	<ul style="list-style-type: none"> <li>• Identify main tasks and responsibilities in planning, managing and monitoring land acquisition and resettlement.</li> </ul>
Resettlement budget and financing	<ul style="list-style-type: none"> <li>• Identify land acquisition and resettlement costs and funding sources;</li> </ul>
Implementation schedule	<ul style="list-style-type: none"> <li>• Provide time schedule showing when, which and how the resettlement activities will be performed for payment of compensation and assistance to the people affected people before demolition begins;</li> </ul>
Monitoring and evaluation	<ul style="list-style-type: none"> <li>• Specify arrangements for M&amp;E;</li> </ul>
Appendices	<ul style="list-style-type: none"> <li>• As required;</li> </ul>

#### Appendix-4: Sample Full Resettlement Action Plan

Topic	Contents
Introduction	<ul style="list-style-type: none"> <li>• Description of sub-project components;</li> <li>• Summary description of adverse impacts and asset acquisition</li> <li>• Identification of principal stakeholders including social groups vulnerable to impoverishment or debilitation;</li> <li>• Indicate measures taken to minimize adverse impacts;</li> </ul>
Census and Socioeconomic Survey Results	<ul style="list-style-type: none"> <li>• Review of socio-economic characteristics of project PAPs, including:               <ul style="list-style-type: none"> <li>○ Spatial distribution, household size and composition; age-sex</li> <li>○ structure; income levels, including primary occupation, supplementary sources of income, and subsistence activities; tenure and ownership status (land and structures);</li> <li>○ characteristics of collective land holdings, including area and qualitative characteristics;</li> <li>○ characteristics of structures, including construction types. Information should be provided disaggregated by language/ethnic groups, if any, gender, and socio-economic/income group Categories and numbers of PAPs by type and degree of impacts such as: severely affected households due to loss of productive assets and required to relocate; severely affected households due to loss of residence, business premises;</li> <li>○ partially-affected households likely to be marginalized due to the loss of land, house, or business premises but not required to relocate; households affected by minor impacts, receiving only easement compensation or “moving back” assistance;</li> <li>○ tenants, laborers, employees, or other non-landed persons adversely affected by the project;</li> </ul> </li> </ul>
Compensation Entitlements	<ul style="list-style-type: none"> <li>• Description of objectives of compensation policy;</li> <li>• Eligibility criteria for PAPs, including ‘cut-off date’ if necessary;</li> <li>• Description of compensation entitlements and other forms of assistance for each category of PAPs;</li> <li>• Description of specific measures to mitigate adverse impacts on vulnerable groups (if relevant);</li> <li>• Entitlement matrix consistent with above;</li> </ul>
Relocation plan (if required)	<ul style="list-style-type: none"> <li>• Review of suitability of alternative relocation sites;</li> <li>• Site selection criteria;</li> <li>• Review of environmental protection and management at resettlement sites;</li> <li>• Preliminary relocation options of PAPs;</li> <li>• Review of options for provision of shelter, infrastructure and social services;</li> <li>• Review of consultation procedures with PAPs in selection of resettlement alternatives during implementation;</li> <li>• Socio-economic data regarding host population, if applicable;</li> </ul>
Income Restoration Measures	<ul style="list-style-type: none"> <li>• Description of eligibility criteria for income restoration measures;</li> <li>• Feasibility analysis of any alternative income restoration programs including the use of collective land compensation, Training needs of PAPs in the context of employment opportunities and market</li> </ul>

Topic	Contents
	<p>demand, access to credit and micro-enterprise support for PAPs interested in small business development;</p> <ul style="list-style-type: none"> <li>• Institutional arrangements to finance and manage income restoration programs</li> </ul>
<p>Consultation, Participation, Disclosure, and Grievance Redress</p>	<ul style="list-style-type: none"> <li>• Public consultation exercises conducted during the RAP preparation (provide details), including gender-specific consultation and information disclosure. This would include special attention to guarantee women's assets, property, and land-use rights; and to ensure the restoration of their income and living standards;</li> <li>• Description of opportunities for PAPs to participate in resettlement planning and implementation;</li> <li>• Procedures adopted for filing complaints, review, and decision-making;</li> <li>• Procedures for disclosing RAPs and resettlement information on compensation and resettlement options to PAPs in a form and language that they can understand;</li> </ul>
<p>Institutional framework, arrangements &amp; implementation schedule</p>	<ul style="list-style-type: none"> <li>• Administrative set-up and plans for training and capacity building as needed;</li> <li>• Timetable for implementation of all resettlement activities, tied to overall sub-project timetable;</li> <li>• Procedures for implementation or delivery of key elements, as relevant:</li> <li>• Review of land-for-land arrangements, including timetable and funding for development of relocation sites and necessary services or other inputs;</li> <li>• Review of procedures for payment of compensation;</li> <li>• Procedures for assessing adequacy of compensation;</li> <li>• Operational procedures for job placement, micro finance, or other income-restoration programs;</li> <li>• Legal covenants for inclusion in civil contracts;</li> </ul>
<p>Monitoring and Evaluation</p>	<ul style="list-style-type: none"> <li>• Listing of performance monitoring indicators</li> <li>• Institutional responsibilities and procedures for internal project monitoring</li> <li>• Discussion of role, if any, of Community Based Organization (CBO) and non-benefit organizations.</li> <li>• Content and frequency of monitoring reports</li> <li>• Indicators for external monitoring</li> </ul>
<p>Appendices</p>	<ul style="list-style-type: none"> <li>• As required</li> </ul>

**Appendix-5: Complaints and Grievance  
Submission Form**

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<b>Detail Information of Complainer</b>	
Name: Ayilokmotu: Rayon: Mobile: Email:	Village: City: Oblast: Phone: Fax:
Languages for communication	<input type="checkbox"/> Kyrgyz <input type="checkbox"/> English <input type="checkbox"/> Russian
Describe reasons of grievance/claim (the compliant about and complain for):	
Complain submission date: Results/decisions of complain after hearing:	Date of hearing:
If complaints/grievance are not solved, write down the reasons:	
Signature: _____ Date: _____	