

Kyrgyz Republic

Ministry of Labor, Social Development and Migration

Strengthening Social Assistance and Labor Market Programs

in the Kyrgyz Republic

PROJECT

STAKEHOLDER ENGAGEMENT PLAN

DRAFT

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List of Abbreviations

ALMPs	–	Active labor market programs
COVID-19	–	Coronavirus Disease 2019
E&S	–	Environmental and Social
ESCP	–	Environmental and Social Commitment Plan
ESF	–	Environment and Social Framework
ESS	–	Environmental and Social Standard
ESMF	–	Environment and Social Management Framework
GDP	–	Gross Domestic Product
GoK	–	Government/Cabinet of Ministers of the Kyrgyz Republic
GM	–	Grievance Mechanism
GRC	–	Grievance Review Committee
GRS	–	Bank’s Grievance Redress Service
KGS	–	Kyrgyzstan Som
KPIs	–	Key Performance Indicators
LSG	–	Local Self Government
MLSDM	–	Ministry of Labor, Social Development and Migration
NGO	–	Non-government Organization
PIU	–	Project Implementation Unit
SEP	–	Stakeholder Engagement Plan
SP	–	Social Protection
UBK	–	<i>Ui-Bulogo Komok</i> (Family support)
UNDP	–	United National Development Program
UNICEF	–	United Nations International Children’s Emergency Fund
USAID	–	United States Agency for International Development

1. INTRODUCTION

The COVID-19 pandemic has affected many countries round the world in a variety of ways. Kyrgyzstan is no exception. COVID-19 crisis has caused an economic slowdown. The COVID-19 crisis has partly undone the gains in poverty reduction achieved over the past few years and a sizeable proportion of the population fell back into poverty. The COVID-19 crisis had adverse effects on labor income and remittances which have been the major contributors to poverty reduction prior to the pandemic. After a brief rebound in 2021 from the pandemic, the Kyrgyz economy is now hit by another major shock resulting from the impacted by the ongoing sanctions on the Russian economy, which could result in a drastic poverty increase.

The economic consequences of the downturn are being felt most severely by the poor and vulnerable households. The expected drop in labor income and remittances from overseas will significantly increase the prevalence and depth of poverty. In the Kyrgyz Republic these effects are likely to be exacerbated by high rates of informality (60 percent of total employment), self-employment (35 percent of total employment) and limited coverage of social insurance. Further, the decline in remittances, (which are equivalent to 30 percent of Gross Domestic Product (GDP) and mostly received by poor households), combined with higher inflation has eroded households' purchasing power. In addition, domestic businesses reliant on the supply of external raw materials will also face supply constraints resulting in lower output and incomes. In such a context, the social protection system has a crucial role to play both in providing emergency support to vulnerable households as well as to assist businesses and households during the period of economic recovery.

Over the last few years, the World Bank has collaborated with the Government of the Kyrgyz Republic (GoK) to improve the effectiveness of social protection interventions in the country. And given the existing circumstances, the Strengthening Social Assistance and Labor Market Programs in the Kyrgyz Republic project aims to support the GoK in mitigating the impacts of the economic crisis on poor households and labor migrants and increasing the effectiveness of the social assistance and labor market programs delivery systems in the country.

Existing programs in the country span the three pillars of the Social Protection (SP) system – Social Assistance, Labor Markets and Social Insurance, and the institutional setup is well placed to ensure effective service delivery. The priority target groups for SP include: children and families in difficult life circumstances, people with disabilities, elderly and the unemployed. The main pillars of SP include: (i) Social assistance programs and social care services, dominated by the *Ui-Bulogo Komok* (or UBK) a monthly child grant for poor families; (ii) Labor market programs such as public works, vocational training, and unemployment assistance; and (iii) Social insurance programs including contributory pensions to workers, the self-employed and farmers. The Ministry of Labor, Social Development and Migration (MLSDM) oversees the implementation of both social assistance as well as labor market programs and is therefore well placed to ensure efficient service delivery and support graduation of social assistance beneficiaries into the labor market. The Social Fund is responsible for implantation of social insurance programs.

Social Assistance. The main social assistance program in the country, a monthly grant for children in poor families (the UBK program), while well targeted, suffers from significant exclusion errors. The current system of social assistance consists of several programs including a lump-sum birth grant, cash transfer for children in poor households, categorical monthly social benefits (targeting families with disabled members), energy subsidies and compensations for vulnerable groups. UBK is the largest social assistance program, providing monthly transfers to children living in poor families whose per capita income is below the Guaranteed Minimum Income of Kyrgyzstan Som (KGS) 1000 per month per household member. The program is well targeted, with a significant proportion of beneficiaries coming from the bottom quintile. However, overall coverage remains low at 8.5 percent of the population (significantly less than the poverty rate) and exclusion errors remain high. This is in part due to limited

budgetary resources dedicated to the program and a very low-income eligibility threshold¹. The government is considering alternative proposals to address this issue, including raising the eligibility threshold.

Social assistance programs have limited mechanisms to support graduation. The UBK program includes some design features to limit disincentives to work (for example by requiring jobless beneficiaries to register as unemployed) and to promote graduation through the “*social contract*” program which provides a lumpsum advance on social assistance payments to allow beneficiaries to setup small businesses. However, these measures are limited in scope and often do not address the key constraints to gainful employment. Therefore, there is an urgent need to develop policies to support graduation such as efficient job intermediation and referral services as well as to refine social contract programs.

Employment promotion. While the Kyrgyz Republic has a large number of working-age citizens, its labor markets face numerous challenges: high unemployment rate, informal employment, external migration. Every year, more than 250 thousand young people join the labor market, which requires creation of new jobs to provide them with work. The Kyrgyz Republic has significant youth unemployment; young people constitute 49% unemployed citizens, and the problem of unemployment is most acute in urban areas. The proportion of youth not in employment, training or education was estimated to be 21 percent (over 30 percent among women). The share of young people working in the informal sector is high. According to the National Statistics Committee of the KR, the level of economic activity of young people is declining steadily. While in 2015, the level of economic activity was 66.4%, by 2020 it was 61.5%. The unemployment rate among young men is about 9.9%; the unemployment rate among young women is 18%, which demonstrates the general problem related to a higher unemployment among women. 2/3 of the unemployed youth have no work experience. According to the NSC KR’s sample survey, on the average, young people had to spend about 8 months searching for a job. The share of young people who are desperate to find a job (which was 14%) also raises concerns.

The current law of the Kyrgyz Republic "On Employment Promotion " establishes two active measures to provide services to unemployed citizens: paid public works, and short-term vocational training. Currently, the government does not offer any additional specific services offered to young people other than those listed above. Meanwhile, youth is a strategic resource for the development of the state, and the most valuable human resource for economic growth and ensuring well-being of generations. Considering the above, the government needs to introduce a high-quality public service to support youth employment. Such new measure will facilitate employment of young people who enter the labor market for the first time by enabling young men and women to get first experience of practical work in their profession, acquire work skills, put in practice the knowledge, skills and abilities obtained in class.

This component will be implemented with active involvement of business communities, union of employers, local state administrations, educational institutions and youth organizations. The work will require staff needs assessment to also determine a skill set that youth needs to develop to be successful in their job search. Implementation of this component will expand the range of youth employment policy measures aimed at effective employment and job retention of graduates.

¹ The GMI is almost one-third of the poverty line

2. PROJECT DESCRIPTION

Project Objective. The project is designed to provide the GoK with emergency support to mitigate the economic crisis's impact on poor families and to improve the efficiency of the social assistance programs implementation systems and of the employment promotion measures in the country.

Project description. The project will achieve its development objective on the basis of three components intended to (a) mitigate the effects of the economic crisis affecting the purchasing power of households, (b) support poor households and the difficult to employ groups with jobs and income generation opportunities, and (c) promote structural interventions to strengthen the social protection delivery systems to better support the intended population and more efficiently and effectively cope with future crises affecting the income of poor and vulnerable households.

Component 1: Providing emergency support through, and enhancing the effectiveness of the UBK program. This component has the twofold objective of (i) providing emergency support and ensuring that the social benefits are paid on time for the households whose incomes are particularly affected by the negative economic impacts caused by the economic crisis in Russia; and (ii) strengthening the effectiveness of the UBK program to support the poor and vulnerable and be better prepared for future shocks. To achieve this objective, this component will use the country's existing delivery system to finance the emergency increase in the benefit amount of the main anti-poverty program for families with children (UBK). The project will also support the Government in improving the effectiveness of the UBK program by developing, piloting, and evaluating the improved eligibility criteria and beneficiary selection methodology for the UBK program to reduce exclusion and inclusion errors.

Subcomponent 1.1. Enhanced support to extremely poor families. This subcomponent aims to support Government's efforts to assist poor populations whose income has decreased because of the economic crisis in Russia. The decrease in remittances from the migrants in Russia as well as the general inflation levels call for the urgent increase of the social assistance benefits to compensate for lower purchasing power. The poorest and most vulnerable households in the country are the most exposed to the negative impact of higher prices of food, fuel, and other basic goods as well as lower remittances caused by the deterioration of the Russian economy. To mitigate the impact of the shock among the poorest and most vulnerable segments of the population, a Presidential resolution approved on May 15, 2022, increased the size of the main social benefits in the country effective June 1, 2022, including the UBK program. The monthly payment for families with children provided by the UBK was increased by 50 percent from KGS 810 to KGS 1,200 per child in eligible families, supporting about 360,000 children in 110,000 families. Therefore, this subcomponent will provide temporary emergency support to ensure that the Government can transfer the increased benefit to eligible households on time, including remote areas coefficients and corresponding bank transfer fees. It is estimated that the Project's emergency support will be provided for seven months between June and December 2022, after which it is expected that the Government will have adequate fiscal space to regularly transfer the increased benefit to UBK beneficiaries. Disbursements for this component will be provided through retroactive financing and disbursement recurrent conditions.

Cash transfers will be provided to poor and vulnerable households using the existing implementation arrangements of the UBK program. Even though a recent assessment shows that there is scope for improving the targeting mechanism of the UBK program, its limitations are related to some filters and eligibility criteria which may cause exclusion errors particularly among poor households just above the extreme poverty line. However, the current targeting and selection of beneficiaries' system under the program have been effective in reaching the neediest households with very low inclusion errors. To ensure timely delivery of benefits, the UBK program parameters (GMI eligibility threshold and welfare assessment) will not be modified in the immediate term for the emergency period. Implementation at the subnational level (identification and selection of beneficiaries) will remain under the responsibility of

the MLSM district (rayon) branches ensure adequate and safe channels to quickly disburse the assistance to eligible beneficiaries on time, payments will continue to be disbursed by banks and post offices.

Subcomponent 1.2. Improving the effectiveness of the UBK program. The objective of this subcomponent is improving the effectiveness of the UBK program to reduce poverty and support poor and vulnerable households to better manage the risk of future shocks. To achieve this objective, the project will improve the targeting mechanism and eligibility criteria of the UBK program by developing, testing, and rolling out an effective system to identify and select beneficiaries to better reach the poorest beneficiaries as well as minimize inclusion. Recent assessment of the UBK targeting system shows that the program is effective in reaching very poor and vulnerable households, as most of the benefits reach households from the bottom 20 percent of the population. However, coverage is low (about 8.2 percent of the total population and only 14 percent of the households in the bottom consumption quintile are supported by social assistance programs). In the case of the UBK, significant exclusion errors may have been caused by parametric design of the targeting mechanism as well as the very low GMI threshold. The proposed project will support the GoK in fine-tuning the current mechanism to be more aligned with the current economic reality while being objective and transparent, and then piloting and assessing the proposed changes and proposing a roll out mechanism.

Component 2: Increasing the employability of vulnerable groups including labor migrants. The objective of this component is to support the GoK in enhancing the employability and providing income generating opportunities to poor and vulnerable and difficult-to-employ individuals, as well as prospective and return labor migrants through the provision of more effective labor and employment services and strengthening of selected activation programs. Specifically, this component will achieve these objectives by supporting (i) UBK beneficiaries to transition from social assistance to labor and employment opportunities, (ii) vulnerable youth and women to enter the labor market, and (iii) returning and prospective labor migrants from the country to better identify their needs and capacities and facilitate tailored support. In this framework, this component will be implemented through three subcomponents to improve the skills and employability of these group of workers and strengthen links with the private sector to engage them in jobs and income generating activities. The implementation of this component will also support the MLSDM and the employment services at the district level to enhance their capacity, operational tools, and optimize business processes to support specific groups of jobseekers at the local level.

Sub-component 2.1 Supporting graduation from Social Assistance through Economic Inclusion opportunities. The objective of this subcomponent is facilitating the transition of UBK beneficiaries to income generating activities with an emphasis on rural areas beneficiaries, through the implementation of the productive inclusion program called in the Kyrgyz republic a “Social Contract” program. To complement the targeting improvement of the UBK program and the increase in the amount of UBK benefits, the proposed project will support the Government in developing and piloting a graduation strategy of the UBK program with the ultimate goal of assisting beneficiaries in exiting social assistance towards sustainable income-generating opportunities. The strategy, based on combining the UBK payments with participation in the social contract intervention, is expected to ensure that eligible poor and vulnerable people are supported to leave assistance programs by offering them tailored technical support and sustainable and efficient economic inclusion options consistent to their needs and capacities. Given the characteristics and place of residence of UBK beneficiaries, the implementation of the social contract will be mostly in rural areas.

The productive inclusion intervention is part of the Government’s strategy to promote graduation from social assistance programs into permanent sustainable livelihoods by funding the design and implementation of individual business plans. With the support of the World Food Program, over the past year the MLSDM has been piloting the Social Contract program as an agreement between selected beneficiaries of the UBK program and the Government, in which beneficiary households participate in an economic inclusion intervention and the government provides financial support, training, coaching,

and services . The pilot program was implemented in the Kadamjai and Jumgal districts, supporting 100 families and including a grant benefit of KGS 100,000 (US\$1,200). Preliminary monitoring carried out by the WFP shows that as of May 1, 2022, 62 out of 100 participating families have income from the productive inclusion intervention.

The proposed productive inclusion strategy supported by this project will learn from the WFP sponsored pilot and support eligible individuals selected out of the UBK through a package of benefits and services for eligible, including a combination of training, financial and technical assistance upon approval of sound business plans to increase the probability of business survival. The productive inclusion program will also involve (i) outreach activities, (ii) training of staff at regional branches of MLSDM; (iii) development and carrying out a methodology to select beneficiaries from the UBK based on the premise that minimum abilities and skills are needed to effectively manage an economic inclusion action; (iv) training and technical support for eligible UBK beneficiaries including support to prepare realistic business plans; (v) financial support in the amount of up to KGS 100,000, and (vi) technical assistance and follow up during the business plan implementation. The project will also support the Ministry to adjust the monitoring system, carry out an evaluation of the first phase of the intervention and propose a scale-up plan, including costing and institutional requirements.

This subcomponent will finance activities that specifically reach out to women, to help address gender-specific constraints when trying to secure loans and to set up micro, small, and medium enterprises. These constraints include difficulties accessing start-up capital for business, lack of information and knowledge, gender stereotypes, and so on. The component will organize gender-specific activities such as outreach events to ensure enrollment of women in the program and in training, setting of uptake targets, training in entrepreneurship and financial literacy, among other things. These gender-specific activities will be described in the Social Contract Financing Manual (SCFM).

Subcomponent 2.2. Enhancing employability and job opportunities among youth population. The objective of this subcomponent is to increase the employability and labor market insertion of poor and vulnerable youth, university graduates, vocational schools' graduates who do not have employment experience who dropped out of the education system or completed only basic education, and are currently not employed or employed in informal low earning activities. The priority right to participate in the project will be granted to young people from low-income families with many children, who are in hardships, boarding schools' graduates who do not have education, people with disabilities, orphans, half-orphans, women with children of preschool age. To achieve this objective, the proposed project will support the MLSDM to implement the first phase of a youth employment program in the main cities (tentatively Bishkek (capital city), Tokmok (Chu Oblast), Talas (Talas Oblast), Karakol (Issyk-Kul Oblast), Jalal-Abad (Jalal-Abad region), Batken (Batken region), Osh (Osh Oblast), Naryn (Naryn Oblast)). The intervention will combine vocational in-class training for a job with an employment opportunity in the private or public sector. The program will contribute to strengthen technical and soft skills and provide a working experience to a segment of the population with high levels of unemployment and inactivity and usually very difficult to employ. The program is expected to enhance their opportunities to find a job and will prepare beneficiaries to better manage risks affecting employment and income.

The proposed project will support the MLSDM of selected cities to provide in class skills development and training and practical work experience opportunities to about 3,000 youths between the ages of 16 and 28 years. Two main principles will guide the implementation of the program: First, the in-class courses will be defined following the skills in demand by the labor market and the requirements of the private sector based on an analysis of labor demand, as well as consultations with potential employers. Second, all beneficiaries will have the opportunity to combine the training with an employment experience in the private or public sector, which means that all in-class training will be linked to a temporary job (either internship, subsidized job, or on-the-job training).

Subcomponent 2.3. Supporting temporary labor migrants in accessing better employment opportunities. The activities of this subcomponent will serve as building blocks to support the reintegration of labor migrants who returned to the Kyrgyz Republic from overseas (return migrants) and to strengthen the employability of workers who intend to migrate overseas (prospective migrants) who both have been affected by the spillovers of the recent conflict. To achieve these objectives, the subcomponent will support the development, implementation, and integration of a registry of prospective and return labor migrants from the Kyrgyz Republic. The registry will collect detailed information on both prospective and return migrants to provide relevant information about them to public employment services to support this specific population. The implementation of the migrant registry and its linkages with LMIS will allow to refer migrant individuals to support interventions provided by the public employment agency or other entities and tailored to their specific needs, such as intermediation services, orientation programs or skill training, among others.

In particular, the subcomponent will include the following activities: (i) development of the migrant registry, (ii) design and implementation of the data collection approach for the registry and methodology and procedures to maintain the registry updated, (iii) information campaign to raise awareness among labor migrants, (iv) integration of the new migrant registry into the existing Labor Market Information System. The subcomponent will also support the actual data collection to populate the migrant registry, including the design of the migrant registry questionnaire as well as actual data collection. Once the registry is developed and populated with the data collected, the subcomponent will support the integration of the newly created migrant registry in the existing LMIS managed by the public employment service agency, to ensure linkages and referral to services that are relevant to labor migrants provided by the public employment agency and other entities.

Component 3: Strengthening the delivery systems of Social Protection. The proposed component has the medium- to long-term objective of improving the efficiency and effectiveness of the social protection delivery systems in the Kyrgyz Republic.

Subcomponent 3.1 Strengthening technical capabilities and increasing data protection of SP data.

This Subcomponent will ensure smooth and protected technical implementation of the new IT architecture and help establish electronic data exchanges to strengthen delivery systems at the local level. New IT architecture which will be developed under the Subcomponent 1.2 (Improved UBK methodology and beneficiary selection module of SA IT system), 2.1 (Social Contract module of SA IT system), 2.2 (Youth employment module of the IT system of the Labor Market), and 2.3 (Registry of Migrants module of the IT system of the Labor Market).

Subcomponent 3.2 Project Implementation Unit and Project Monitoring. This subcomponent will finance a Project Implementation Unit (PIU) to be established under the MLSDM. The PIU is needed to facilitate uninterrupted communication and supporting documentation flow between the WB and the Ministry with regards to the monitoring, technical support, and procurement, financial management, and social and environment processes defined in the Project Operational Manual (POM). The PIU will also provide daily support for the implementation of the project activities, including tracking activities, preparing withdrawal applications and reports as defined in the legal agreement. The PIU will comprise experts who meet the requirements defined in each position's terms of reference satisfactory to the Bank. The PIU team composition will be at least comprised of the following staff: Project Coordinator, FM Specialist, Procurement Specialist, Social development specialist and Communication Specialist. The component will finance: (a) PIU staff costs; (b) external consulting services if required; (c) office supplies and equipment; (d) training for PIUs and all concerned parties, as needed for project implementation; (e) audits, and operating costs, including potential travel for study tours and supervision; (f) workshops and conference, as agreed with the Bank, to facilitate good practices and share lessons learned; (g) project M&E activities, project transparency and citizen feedback as needed.

3. REGULATORY FRAMEWORK

3.1 Relevant national laws and regulations

The **Constitution** of the Kyrgyz Republic guarantees social protection of its citizen. The following two articles – 9 and 44 are providing underlying condition for the social protection:

Article 9

1. The state cares about the well-being of its people and their social protection.
2. The Kyrgyz Republic provides support for socially unprotected categories of citizens, a guaranteed minimum wage, and labor and health protection.
3. The Kyrgyz Republic is developing a system of social services, medical services, establishing state pensions, allowances and other guarantees of social protection.

Article 44

1. In the manner and cases provided for by law, social security shall be guaranteed in the Kyrgyz Republic at the expense of the state in old age, in the event of illness, loss of the ability to work, loss of a breadwinner, and disability.
2. Pension, social allowance and other social assistance ensure a standard of living not lower than the minimum subsistence level established by law
3. The state ensures the functioning of the system of social protection for disabled persons, based on their full and equal exercise of human and civil rights and freedoms, their social integration without any discrimination, creation of an accessible environment for disabled persons and the improvement of their quality of life
4. The state encourages voluntary social insurance, the creation of additional forms of social security and charitable activities.
5. The social activity of the state must not take the form of state patronage that restricts the economic freedom, activity, and opportunities of the citizen to achieve economic well-being for themselves and their family.

Social benefits and allowances

State social support provided to children and persons not eligible for retirement benefits in the form of benefits and lump-sum allowances. In accordance with the Law of the Kyrgyz Republic dated July 28, 2017 No. 163 “on state benefits in the Kyrgyz Republic”. According to the law, the following types of state benefits are available:

- 1) a lump sum payment at the birth of each child - "balaga suyunchu";
- 2) a monthly allowance to needy citizens (families) who have children under 16 years of age - “family assistance”
- 3) a monthly allowance to persons not eligible for retirement benefits - “social allowance”.

The allocation of state benefits is based on the following principles:

- 1) Targeting - the provision of state benefits to specific recipients, taking into account their individual characteristics and other objective reasons (age, state of health, total per capita income, absence of a breadwinner, acute need for state social support, difficult life situation);
- 2) Guarantee - the obligatory assignment of state benefits to persons entitled to it;
- 3) Openness / publicity - the creation of transparency mechanisms in the provision of state benefits and feedback tools that allow citizens to interact with public authorities and local governments;
- 4) Accountability - the creation of mechanisms for the state to respond to violations of this Law by state authorities and local authorities, their officials.

Unemployment support

According to the Law of the Kyrgyz Republic dated 3 August 2015 No. 214 “On Employment Promotion”, unemployment benefits are paid to citizens recognized as official unemployed, if they have at least 12 months of work experience in the last 3 years before applying to the territorial division of Ministry of Labor, Social Support and Migration (MLSDM). Citizens of the Kyrgyz Republic in the relation to employment are guaranteed the followings:

- 1) freedom of choice of occupation, profession (specialty), type and nature of labor;
- 2) assistance in the selection of suitable work and employment through the mediation of the state employment service;
- 3) receiving free services for vocational guidance, training, retraining and advanced training in the direction of the authorized state body;
- 4) receiving a scholarship during vocational training, advanced training, retraining in the direction of the authorized state body, including during temporary disability, with the exception of learning by check for training;
- 5) obtaining advice on business activities;
- 6) participation in paid public works programs;
- 7) the payment of unemployment benefits to official unemployed, including during their temporary disability.

The social support for the unemployed citizen is funded from the republican budget through an authorized state body. The authorized state body provides the opportunity for citizens to receive services in accordance with regulatory legal acts of the Kyrgyz Republic, establishing the procedure for organizing the provision of state and municipal services.

Access to information

According to the *Law of the Kyrgyz Republic “On Access to Information Owned by the State and Self-Governing Bodies”* (2006, amended in 2017), each state agency and self-governing body is obliged to provide relevant information to citizens and legal entities within a period of two weeks (Article 10).

According to the *Law of the Kyrgyz Republic “On Guarantees and Free Access to Information”* (1997, amended in 2017), each physical and legal entity has the right to free access to information. Article 6 requires all organizations, enterprises, associations to secure access to information related to the applicant’s rights and interests. Article 12 regulates the right to file complaints.

Grievance redress

Law on Grievances (2007, amended in 2016) secures that the grievances from the Kyrgyz Republic citizens should be registered, given due consideration, and addressed in an equitable, timely and accountable manner (article 2 and 4). Every citizen has the right to apply personally or through his representative to state authorities, local authorities, and their officials, who are obliged to provide a reasoned response within the time period established by law (article 4). The grievance registered with the state agency, or the local government should be processed within 14 working days, it can be prolonged exceptionally for no longer than 30 days (article 8).

The mechanism for addressing citizens’ complaints related to state benefits is also governed by the Regulations “On the Commission for Considering Citizens’ Applications and Complaints Related to Assignment and Payment of State Benefits that Operates under Local State Administrations and Municipal Governments”, enacted the Resolution of the Government of the Kyrgyz Republic No. 307 of 29 June 2018.

The purpose of the Commission is to review applications and complaints from citizens on assignment and payment of government benefits.

Specifically, the Commission:

- reviews citizens’ applications or complaints on controversial issues that arise in relation to

- assignment and payment of government benefits;
- settle disagreements between citizens and social development bodies on issues in relation to assignment and payment of government benefits;
- prevent abuse of powers by officials of authorized bodies who are designated to assign and pay government benefits.

The legal and regulatory framework of the Kyrgyz Republic provide an adequate state support, consumer responsiveness and public accountability are well enshrined in the legal framework at different levels.

3.2 World Bank Environmental and Social Standard on Stakeholder Engagement

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

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

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

For more details on the WB Environmental and Social Standards, please follow the below links: www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

4.1 Stakeholder mapping and analysis

ESS10 recognizes two broad categories of stakeholders: “Project-affected parties” and “Other interested parties”. Nevertheless, for the purposes of effective, tailored and inclusive engagement, stakeholders of the project can be divided into the following three core categories:

- (i) Project-affected parties – persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures;
- (ii) Other interested parties – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way; and;
- (iii) Vulnerable groups – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status², and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.

4.2 Project-affected parties

Project-affected parties (PAPs) include individuals who have been affected by the introduced restrictions due to COVID-19 pandemic and economic downturn in country. These PAPs may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

- Low-income families with children under 16 years of age;
- Households and individuals whose incomes negatively affected;
- Unemployed;
- Informal labor;
- Remittance receiving households;
- Returning migrant workers;
- Seasonal migrants unable to travel abroad;
- Seasonal workers (domestic);
- Workers of small and medium enterprises, construction, trade and agriculture sectors;
- Workers of service sector including travel companies, travel agents, hotels, restaurants, individual service providers;
- Labor Unions.

4.3 Other Interested Parties

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

- Ministry of Labor, Social Development , and Migration (MLSDM);
- MLSDM’s oblast and rayon offices;
- Traditional media and journalists;
- Civil society groups and NGOs on oblast, national and local levels that pursue environmental and socio-economic interests and may become partners of the project;
- Social media platforms;
- Implementing agencies for the WB-funded projects working in the Kyrgyz Republic;
- Other national and international health organizations (Red Crescent Society, WHO, Global Fund, Aga Khan Health Services);

² Vulnerable status may stem from an individual’s or group’s race, national, ethnic or social origin, color, gender, language, religion, political or other opinion, property, age, culture, literacy, sickness, physical or mental disability, poverty or economic disadvantage, and dependence on unique natural resources.

- Other donor organizations (ADB, EBRD, IsDB, KfW, USAID, UNICEF, UNDP and GIZ);

4.4 Disadvantaged / vulnerable individuals or groups

It is particularly important to understand whether project impacts may disproportionately fall on disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of a project. The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g. unemployed youth), dependence on other individuals or natural resources, etc. Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders. Within the Project, the vulnerable or disadvantaged groups may include and are not limited to the following:

- Poor households and individuals;
- Elderly, pre-retirement;
- People with disabilities;
- Single parents with underage children;
- Women-headed households;
- Residents in mountainous and border areas;
- Unemployed youth;
- Unskilled people;
- Migrant workers;
- People under domestic violence risk;
- Unemployed persons released from places of detention.

Disadvantaged and vulnerable PAPs will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4.5 Stakeholder Segmentation/ Prioritization

The identified project stakeholders were segregated by their areas of influence. The stakeholders of high and substantial significance are described in the table below.

Table 1. Stakeholder segmentation

Stakeholder	Level	Description	Competence	Interest	Influence
Ministry of Finance	National	The Ministry of Finance is state body engaged in elaboration of state policy in the budgetary, and tax.	Provide oversight and control of disbursement of project funds to the implementing agency. Monitor compliance of financial reporting of project funds by the implementing agency.	High	High

Ministry of Labor, Social Development, and Migration (MLSDM)	National	The Ministry of Labor, Social Support, and Migration is the central agency responsible for the implementation of social assistance and labor programs in the Kyrgyz Republic	Provide administrative oversight and coordination for project; Lead in stakeholder engagement and consultations; Lead in complaints and grievance redress	High	High
Rayon ³ /municipal offices MLSDM	Local	Administering the payment of state benefits and allowances within the oblast. Implement employment promotion measures.	Coordinate and implement activities in cooperation with the stakeholders	Moderate	High
Oblast Administrations (Plenipotentiary Representatives of the President of the KR in the respective oblasts)	Oblast	Responsible for budget implementation and local economic development of the respective oblast	Support and coordinate interaction with the stakeholders and the review of applications within their oblast.	Moderate	Moderate
Rayon / municipal administrations Bishkek and Osh municipal governments	Local – Rayon	Responsible for budget implementation and local economic development of the respective rayon/city	Support and coordinate interaction with the stakeholders and the review of applications within their rayon/city. Work to engage business communities, employers and beneficiaries.	Moderate	Moderate
Ayil Okmoty	Local	Ayil Okmoty – executive body of Local Self	Provide support in identifying beneficiaries.	High	High

³ Rayon – administrative subdivision of oblast in the Kyrgyz Republic

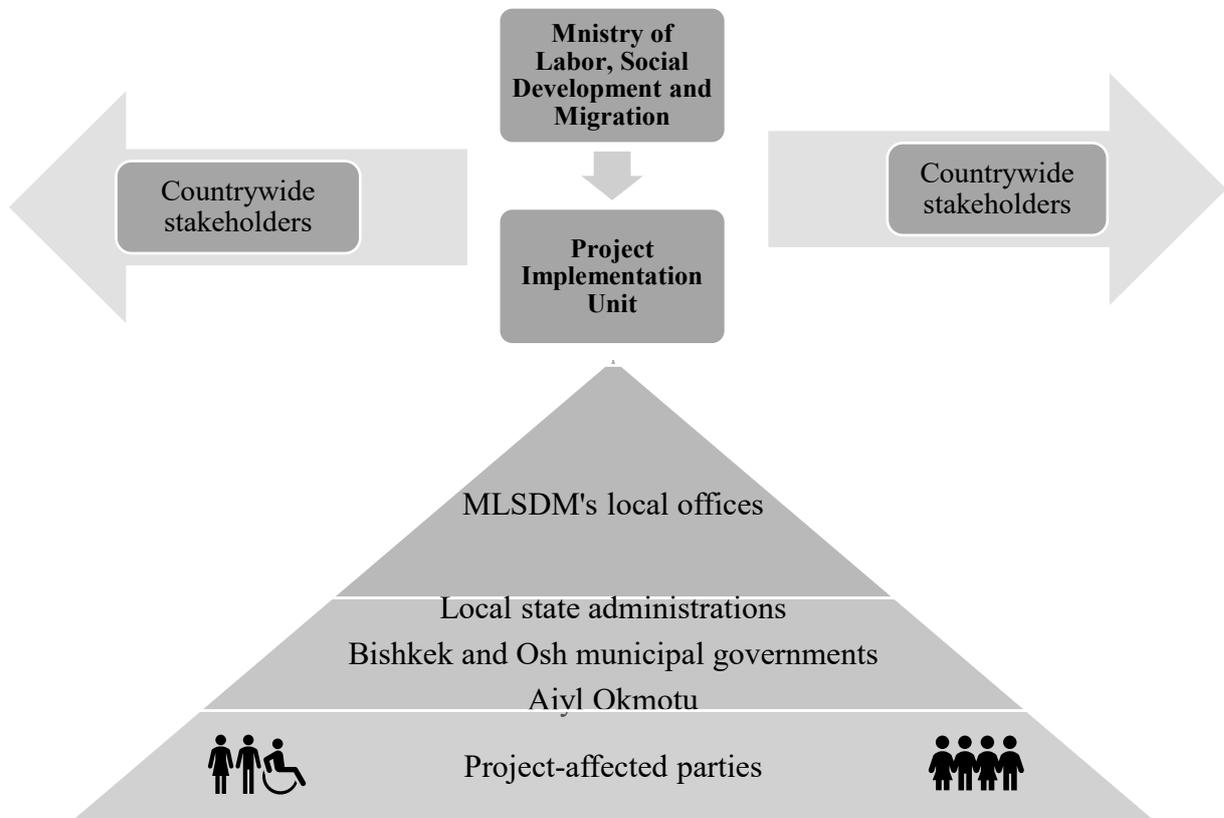
		Government (LSG).			
Ayil Kenesh	Local	Ayil Kenesh – representative body of LSG.	Provide support in identifying beneficiaries.	High	High
Civil society organizations (SCOs)	National	Oversee transparency, fairness and inclusion of project interventions.	Safeguarding policy and referral pathway strengthen guidance counselors.	High	Substantial
Unemployed youth		Unemployed youth under the age of 29.			
Disadvantaged and vulnerable individuals or groups ⁴ .	Local	Individuals/groups who disproportionately impacted as a result of the economic crisis in the country.	Special assistance	High	Low
Business communities, employers' associations, employers	National/local	Provide jobs for beneficiaries	Provide jobs	High	High
Vocational schools, training centers	Local	Act as providers of vocational training, retraining and advanced training for the beneficiaries	Organize high-quality short-term courses	High	High

5. STAKEHOLDER ENGAGEMENT PROGRAM

The project interventions are countrywide; therefore, the project team needs to be strategic in designing the SEP. The project stakeholder engagement activities need to be streamed horizontally and vertically (Figure 1). The horizontal stream implies an engagement with stakeholders on a national level. Activities on the horizontal level are assumed to improve awareness and coordination of efforts in the social protection system of the country. Whereas, vertical stream implies the application of cascading mode which will allow the project to establish the communication with project-affected parties. Furthermore, the cascading approach will be applicable for capacity building at each project engagement level (oblast, rayon and ayil okmoty). Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. The table below presents the stakeholder engagement activities envisaged under the project.

⁴ Disadvantaged and vulnerable individuals or groups have been elaborated in above section 4.4.

Figure 1. Schematic visualization of stakeholder engagement process



5.1 Summary of stakeholder engagement done during project preparation

This initial SEP has been developed and disclosed prior to project appraisal as the starting point of an iterative process, to develop a more comprehensive stakeholder engagement strategy and plan. The amendments to this document will be introduced, as necessary. The local offices will conduct further consultations with the public and project affected stakeholders prior to project appraisal completion. An action plan for further consultations is currently being prepared and relevant budget is earmarked.

The World Bank team, including Country Management Unit representatives of the World Bank office in Bishkek, held a series of on-line meetings with the GoK aimed at discussing the impact of the pandemic to the social sectors and economy and how the World Bank can help government in responding to the pandemic. The GoK sought the World Bank assistance in coping with the pandemic i.e. strengthening the public health sector preparedness and the social safety net response to the crisis. After these initial meetings the World Bank team had follow up meetings with the Ministry of Finance, MLSDM, to discuss the scope of the operation. The World Bank and Government preparation teams received regular updates about the conclusions of the donor coordination meetings regarding the pandemic.

Key issues/ observations learnt from the initial limited consultations are as follows:

Major sources of income in Kyrgyzstan, especially for the poor and rural people are: (i) Wages and employment earnings; (ii) Remittances; (iii) pensions; (iv) social assistance; and (v) agriculture incomes.

Selling of agricultural products is one of the important sources of incomes, especially for the rural poor; the economic crisis in the country had negative implications for these incomes.
Labor income accounts for 70% of income in poor households, and 68% of income in all households.
Reduction in labor incomes will put pressure on consumption of households, especially the most vulnerable.
The economic crisis resulted in the increased prices for basic foodstuffs, essential goods and medicines, which has a strong impact on the poor population.
An increase of food prices will/ has reduced purchasing power of households shrinking their consumption.
The decline in trade, construction, and other services, as well as the decrease in the overall economic activity, the poor populations' income from the labor activity has decreased.
Supply chain disruptions leading to lower output and incomes.
Impacts felt most severely by poor and vulnerable HHs,
Social protection in Kyrgyzstan covers a broad range of risks, receives a significant proportion of government funding. However, provision is unevenly distributed; expenditure on social insurance is approximately five times higher than spending on social assistance, while social services and labor market policies for vulnerable workers are extremely small.
The high level of informal employment in the country has significant negative impact on the system targeting of "Ui-Bulogo Komok" benefit.
Poverty is more prevalent among households that include people with disabilities, which reflects partly the additional associated cost and partly low levels of labor-force participation among people with disabilities.
Overall, Social Protection provisions, apart from increasing fiscal space, needs a careful re-structuring.
Kyrgyzstan has high youth unemployment rate, especially in the cities. The proportion of youth not in employment, training or education is 21 percent (over 30 percent among women).
A rather limited number of active measures to promote employment: vocational training, retraining and paid public works. At the same time, the public works are not very popular among unemployed youth.
The MLSDM (through its employment services in 8 districts) launched a pilot employment program that offers paid public works, including temporary internships for young people with higher education, secondary special education.
Employers have shortage of qualified personnel. At the same time, unemployed youth have difficulty finding employment, as young people lack work experience and relevant qualifications and skills.

The public consultations on the project and project's SEP have been conducted on June 17, 2022 in a "hybrid" format using videoconferencing with connection of territorial divisions of the MLSDM. In total, 265 people participated at the public consultations, including 218 women and 47. The summary of the Project, its components, implementation arrangements and draft SEP were presented in the meeting. More detailed information about the public consultations and discussions is presented in the Attachment 1.

5.2 Stakeholder engagement plan

A plan has been drafted towards engaging stakeholders at different levels (national and local). The Table 2 below presents the stakeholder engagement activities envisaged under the project. The plan will be updated as part of the respective Communication Strategy and once eligibility criteria for assistance will be clearly defined to be disseminated and consulted with stakeholders.

5.3 Proposed strategy to incorporate the view of vulnerable groups

The project, with the help of local community representatives, will carry out targeted stakeholder engagement with vulnerable groups to understand concerns/needs in terms of accessing information and

services and other challenges they face at home, at workplaces and in their communities. The details of strategies that will be adopted to effectively engage and communicate to vulnerable group will be considered during project implementation, taking into account their level of literacy, language of communication (state and/or official languages or ethnic minority) and preferred means of communication, etc.

5.4 Proposed strategy for information disclosure

In terms of methodology, it will be important that the different activities are inclusive and culturally sensitive, thereby ensuring that the vulnerable groups outlined above will have the chance to participate in the Project benefits. This can include household-outreach and information boards at the oblast, rayon, city, village and ayil okmoty level, the usage of local languages the use of verbal communication (audio and video clips, pictures, booklets etc.) instead of direct verbal contacts. The project will thereby have to adapt to different requirements. While country-wide awareness campaigns will be established, specific communication around borders, train/bus stations and international airports, as well as quarantine centers and laboratories will have to be timed according to need and be adjusted to the specific local circumstance.

5.5 Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and grievance mechanism.

Table 2. Planned stakeholder engagement activities—Steered by PIU

Subgroup	With whom	Channels of Engagement	Venue	Frequency	Information to disclose / consult	Purpose
Ministry of Finance	Other stakeholders	Official internal and external communications	—	Regularly	Project progress, budget and financing including postings on MoF website	Sharing of information, reviews, clearance and seeking support
	MLSDM	Written requests via official letters and emails	Virtual, visits, official meetings	As needed	Progress reports, official requests, and letters	Getting Financial Guarantee of the Go
Ministry of Labor, Social Development and Migration	Other stakeholders	Official internal and external communications	—	Regularly	Monitoring, progress reports, face-to-face meetings, virtual and off-line	Sharing of information, reviews, clearance and seeking support
						Providing and reviewing information, obtaining approvals and support
Project Implementation Unit	All stakeholders	Stakeholder awareness and consultations campaigns	Internal or external event venues	Annual	Public/community meetings, seminars, face-to-face meetings with all project stakeholders.	Providing information about the project achievements
	Regional offices of MLSDM	Operational meetings	Conference hall of the Ministry	Quarterly	Monitoring, progress reports, face-to-face meetings, virtual and off-line.	Implementing the project components
	All stakeholders	GR	PIU office	Regularly	The website, telephone, email, social media, leaflets, ads, posters, brochures, hand-outs.	Informing the beneficiaries are informed about the project level GR
Rayon/ municipal offices of MLSDM	All stakeholders	Stakeholder awareness campaigns	Virtually, office visits, official meetings	Regularly	The website, telephone, email, social media, leaflets, ads, posters, brochures, hand-outs.	Informing about the benefits of the project
	All stakeholders	Website	Virtually	Quarterly	Environmental and social management system	Preventing or mitigating environmental and social risks
	All stakeholders	Website, consultations with the beneficiaries	Virtually, office meeting, meetings with the local communities	Quarterly	Eligibility criteria for allowances and benefits	Preventing erroneous inclusion or non-inclusion of beneficiaries
	Project-affected parties, beneficiaries	Beneficiary awareness and consultations campaigns, information boards	PIU's office	Regularly	Face-to-face meetings with the beneficiaries. Leaflets, posters, brochures, hand-outs	Providing information and consulting support
			PIU's office	Regularly	Face-to-face meetings, virtually and offline	Informing the beneficiaries about the GR

Rayon / municipal offices of MLSDM	All stakeholders, including project-affected parties (Plenipotentiary Representatives of the President of the KR, municipal governments, ayil okmotu, etc.)	Stakeholder awareness and consultations campaigns	Rayon / municipal offices of MLSDM	Quarterly	Public/community meetings, face-to-face community meetings with ayil okmoty representatives and beneficiaries. Participatory beneficiaries need assessment and subproject prioritization. PIU field reports on needs assessment and subproject prioritization.	Ensuring inclusion of poor and vulnerable project-affected parties and beneficiaries
	Service recipients	Information desks Websites Social networks	Rayon / municipal offices of MLSDM	Regularly	Face-to-face meetings with beneficiaries. Leaflets, Posters, brochures, hand-outs.	Providing information and consulting support
	Project-affected parties, beneficiaries	GR	Rayon / municipal offices of MLSDM	Regularly	Face-to-face meetings, virtually and offline	Informing the beneficiaries about the GR
Ayil Okmoty committees	Project-affected parties, beneficiaries	Public forums campaigns	Ayil Okmoty office and community premises	Quarterly	Face-to-face community meetings, Participatory beneficiary needs assessment and subproject prioritization. PIU field reports on needs assessment and subproject prioritization.	Ensuring inclusion of poor and vulnerable project-affected parties and beneficiaries
	Project-affected parties, beneficiaries	GR	Village premises	Regularly	Telephone, social media, leaflets, ads, brochures, hand-outs.	Informing the beneficiaries about the GR

Stakeholder engagement will be conducted in a “hybrid” format using offline and online consultations/meetings and disclosure of documents. Project webpage will be created by the PIU where all future project related environmental and social monitoring reports and all other project information will be made available. Details about the project grievance mechanism will also be posted on the website. An electronic grievance submission form will also be made available on the website. The PIU will update website regularly. Face to face meetings and consultations will be held only after the government rules on restrictions on social gatherings are eased and lifted, following the World Bank’s Technical Note: Public Consultations and Stakeholder Engagement in WB-supported Operations.

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

6.1 Implementation arrangements

The PIU under the MLSDM will shoulder full responsibility for engaging with the stakeholders. Social Development Specialist recruited from the market will steer the SEP in the PIU. As this is countrywide project other key entities like oblast and rayon/city offices will also play a major role. At the sub-national level each territorial subdivision (rayon offices) of the MLSDM will identify one person will act as a nodal person for SEP and who will coordinate and play a key role in key stakeholder engagement and act as a communications specialist and will be responsible for providing feedback to potential project beneficiaries. The project's communication specialist will lead Information, Education, and Communication Campaign (IEC). However, the entire rayon office will be involved in engaging with the stakeholders. More detail about implementation arrangement will be described in the SEP to be updated in the early phase of project implementation.

6.2 Roles and responsibilities

The MLSDM will be responsible for carrying out stakeholder engagement activities, while working closely together with other entities, such as local government units, media outlets, health workers, etc. The stakeholder engagement activities will be documented through quarterly progress reports, to be shared with the World Bank. The nature of the project requires a partnership and coordination mechanisms between national, oblast and rayon stakeholders.

Table 3. Responsibilities of key actors/stakeholders in SEP Implementation

Actor	Stakeholder Responsibilities
PIU with support from MLSDM	<ul style="list-style-type: none"> • Planning and implementation of the SEP; • Leading stakeholder engagement activities; • Management and resolution of grievances; • Coordination/supervision of contractors (if any) on Environmental and Social Commitment Plan (ESCP) and SEP activities; • Monitoring of and reporting on social performance to Government and the World Bank;
Rayon/municipal offices of MLSDM	<ul style="list-style-type: none"> • Inform PIU of any issues related to their engagement with stakeholders; • Provide report on all complaints to the PIU Grievance Mechanism Focal Point; • Together with the PIU (and within the framework of the work of the Grievance Review Committee) review complaints related to the activities of the project; take necessary measures, as instructed by the PIU; • Publish and implement various plans (eg SEP, labor management plan, etc.). Monitor compliance with the legislation of the Kyrgyz Republic; • Participate in the implementation of assigned activities in the ESCP and SEP; • Provide report on all complaints to the Oblast GM Focal Point; • Participate in the local Grievance Resolution Committee; • Make available the disclosed ESCP, SEP documents and GM procedures.
Project-affected parties	<ul style="list-style-type: none"> • Invited to engage and ask questions about the Project at Project Meetings and through discussions with oblast/rayon focal points

	<p>where it is of interest or of relevance to them;</p> <ul style="list-style-type: none"> • Lodge their grievances using the Grievance Mechanism defined in the SEP; • Help the Project to define mitigation measures.
Other project stakeholders	<ul style="list-style-type: none"> • Engage with PIU regarding project design; • Raise concerns to help the project to be inclusive.
Participating Financial Institutions	<ul style="list-style-type: none"> • Conduct Stakeholder Engagements as agreed with PIU; • Prepare, share and disclose SE reports.

6.3 Information disclosure

The current MLSDM website (<https://mlsp.gov.kg/>) is being used to disclose project documents, including those on social performance in Kyrgyz, Russian and English. MLSDM will create a webpage on the Project on its existing website. All future project-related social monitoring reports listed in the above sections will be disclosed on this webpage. Project updates will also be posted on the homepage of MLSDM’s website. An easy-to-understand guide to the terminology used in the social reports or documents will also be provided on the website. All information brochures/fliers will be posted on the website. Details about the Project Grievance Mechanism will be posted on the website. An electronic grievance submission form will also be made available on MLSDM’s website. Contact details of the Social Specialist and headquarters and all MLSDM office relevant persons at the rayon levels will also be made available on the website. MLSDM will update and maintain the website regularly (at least on monthly basis). Further, MLSDM will update Facebook page (<https://www.facebook.com/Эмгек-жана-социалдык-өнүгүү-министрлиги-270039493696936>) on the project information for PAPs and other stakeholders.

6.4 Estimated Budget

A tentative budget for implementing the stakeholder engagement plan over five years is reflected in Table 4. The stakeholder engagement activities featured above cover a variety of social issues, which may be part of other project documents, so it is possible that they have also been budgeted in other plans. However, the table below summarizes all the stakeholder engagement activities in one place for better coordination and monitoring. MLSDM will review this plan every six months to determine if any changes to stakeholder classification or engagement are required. If so, the plan will be updated, and a new revision distributed. The budget will be revised accordingly.

Table 4. Stakeholder Engagement Plan – Estimated Budget (4 years)

Stakeholder Engagement Activities	Unit Cost, (USD)	Q-ty	Total cost (USD)
Social Development Specialist at PIU (3 years x USD 500 per month)	980	36 months	32 280
Travel expenses of staff (cost per year)	5 000	Per year	15 000
Information desk (PIU-1, rayon-54) = 55	100	55 desks	5500
Communication materials (leaflets, posters, PR kits including design)			30 000
Project press conferences	1 000	4 times	4 000
Trainings for PIU, municipal and rayon offices			10 000
Hotlines for GM / GM boxes (PIU and in each oblast and rayon offices)			15 000
Website and MIS/GM data base			20 000
Subtotal			131 780

Contingency			8 460
	Total		140 240

7. GRIEVANCE MECHANISM

7.1 Description of Grievance Mechanism

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

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

The PIU will set up a project specific GM based on the existing MLSDM’s GM to address all citizen complaints and requests related to the project. Day-to-day implementation of the GM and reporting to the World Bank will be the responsibility of the PIU. The new Social Development Specialist will be the key nodal officers for GM in the PIU. Project would encourage receiving complaints by a variety of channels, including anonymous complaints, at different levels – details in section 7.2 and 7.3. The more sensitive grievances such as Gender-Based Violence (GBV) including Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH) are described in section 7.5 separately. The system and requirements (including staffing) for the grievance redress chain of action – from registration, sorting and processing, and acknowledgement and follow-up, to verification and action, and finally feedback – are incorporated in the GM. To ensure management oversight of grievance handling, the Internal Audit Unit will be responsible for monitoring the overall process, including verification that agreed resolutions are implemented.

7.2 Grievance resolution process

Information about the GM will be publicized as part of the Public/community communication (e.g. through websites, social media). Brochures and posters will be displayed in public places such as in MLSDM key institutes involved in project activities, government (including rayon) offices, project offices, village and Ayil Okmoty⁵ notice boards, etc. Information about the GM will also be posted online on the MLSDM website. The overall process for the GM will be comprised of six steps, as shown on Figure 3 and described below

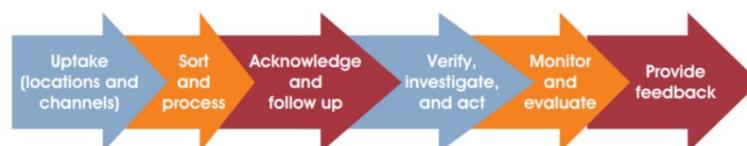


Figure 2. Feedback and GM Process ⁶

⁵ Ayil Okmoty - village administration – Local Self Government Body

⁶ Source: Agarwal, Sanjay, and David Post. 2009. Feedback is very important: Develop effective grievance mechanisms for bank-financed projects – Part I. SDV. Всемирный банк.

- **Step 1: Uptake.** Project stakeholders will be able to provide feedback and report complaints through several channels: contacting PIU by mail, telephone, email, social media, SMS and Telegram messaging.
- **Step 2: Sorting and processing.** Complaints and feedbacks will be compiled by the Social Development Specialists at PIU and recorded in a register. These are assigned to the respective individuals / agencies to address. They are expected to discuss/ deliberate with the complainant and arrive at a resolution, within 15 days of receipt.
- **Step 3: Acknowledgement and follow-up.** Within seven (7) days of the date a complaint is submitted, the responsible person/ agency will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint. If complaints are not resolved within 15 days, the responsible person will provide an update about the status of the complaint/question to the complainant and again provide an estimate of how long it will take to resolve the issue.
- **Step 4: Verification, investigation and action.** This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint's validity, and then developing a proposed resolution, which could include changes of decisions concerning eligibility for mitigation, assistance, changes in the program itself, other actions, or no actions. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue.
- **Step 5: Monitoring and evaluation.** Monitoring refers to the process of tracking grievances and assessing the progress that has been toward resolution. The PIU will be responsible for consolidating, monitoring, and reporting on complaints, enquiries and other feedback that have been received, resolved, or pending. This will be accomplished by maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions.
- **Step 6: Providing Feedback.** This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person (communicating by telephone or other means).

If the complainant is not satisfied with the resolution, he or she will be informed of further options, which would include pursuing remedies through the World Bank, as described below, or through avenues afforded by the Kyrgyz Republic legal system. On a monthly basis, the PIU will report to the implementing agency (MLSDM) on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 30 days. Data on grievances and/or original grievance logs will be made available to World Bank missions on request, and summaries of grievances and resolutions will be included in periodic reports to the World Bank.

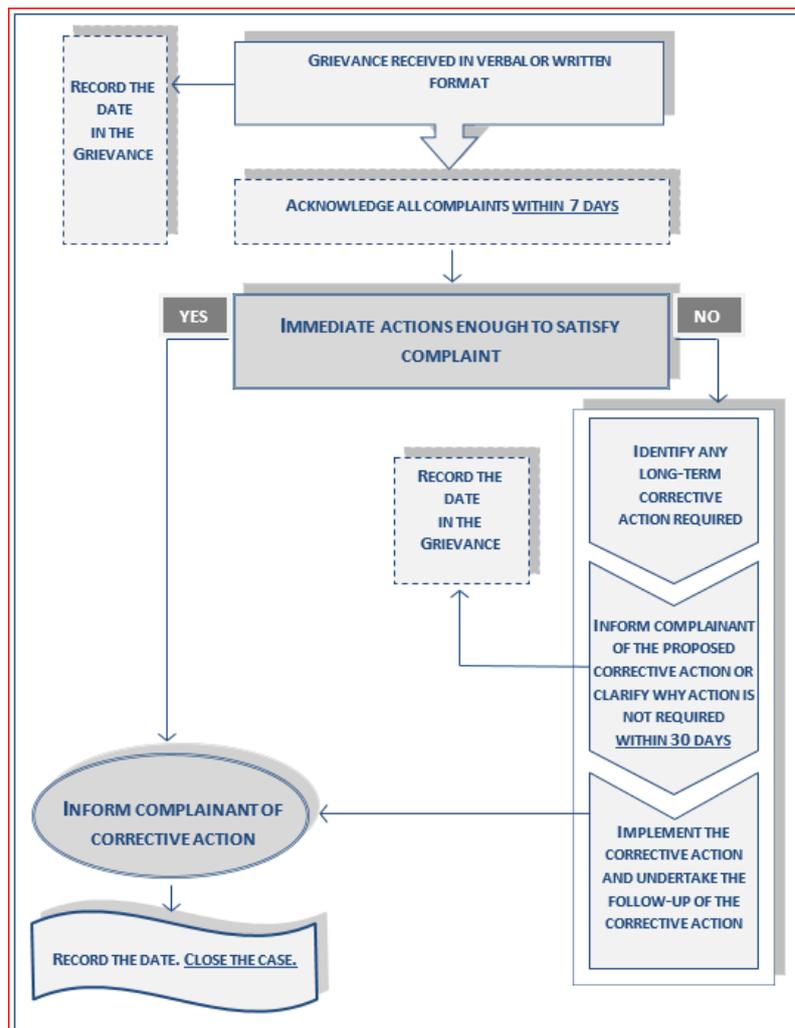


Figure 3. Grievance resolution process for this project.

Grievance Logs will include at least the following information:

- Individual reference number;
- Name of the person submitting the complaint, question, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously);
- Details of the complaint, feedback, or question/her location and details of his / her complaint;
- Date of the complaint;
- Name of person assigned to deal with the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.);
- Details of proposed resolution, including person(s) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution;
- Date when proposed resolution was communicated to the complainant (unless anonymous);
- Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution;
- Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out;
- Date when the resolution is implemented (if any).

MLSDM will offer its inter-rayon and rayon channels. By this arrangement, the project will be able to address effectively and efficiently all grievances raised at grassroots level – households, which will have countrywide scattered pattern including those in remote areas. To manage the project GM, it will include two successive tiers of extra-judicial grievance review and resolution:

- The first tier will be a Grievance Resolution Committee (GRC1) at the Rayon Level, that includes representatives of oblast level offices and of the complainant’s village and/or Ayil Okmoty. Unresolved grievances will be elevated to GRC2.
- The second tier will be a Grievance Redress Commission (GRC2) under leadership of MLSDM and PIU and includes one or more senior city, inter-rayon and rayon level office managers and one Ayil Okmoty and/or village leaders. GRC3 will resolve issues that could not be resolved by GRC2. The GRC2 will deal with issues elevated by the GRC1.

If complaints are not satisfied at the resolution of the third phase, or at any stage, they can seek legal remedies through court.

Table 5. Grievance Redress and Feedback Mechanism

To whom is the complaint filed	Form of submission	Complaint management procedure	Time for consideration of complaints
THE FIRST LEVEL GRC1 at Rayon Level MLSDM rayon level office: Address: Tel: Fax: E-mail address: Officer responsible for maintaining the GR Log:	Written and electronic form	1. The MLSDM rayon level office registers a complaint in the Log for complaints and proposals; 2. Maintain and monitor the process of reviewing and meeting the complaints; 3. Consideration of the complaint may require additional verification of the issue, including collection of additional documents. 3. Report on a monthly basis in written to the PIU (depending on the nature of the issue) on the status of work with complaints.	5 days 15 days
THE SECOND LEVEL GRC 2 Project Implementation Unit: Address: Tel.: Fax: E-mail address: Responsible officer for maintaining the GR Log:	Written and electronic form	1. A complaint is registered in the Log for registration of complaints and proposals. 2. In case of validity of the complaint, consultations with the complainant are conducted and corrective measures are developed; 3. Consideration of the complaint may require additional verification of the issue, including collection of additional documents. 4. The GRM data is collected, summarized and reflected in quarterly reports to MLSDM.	7 days 15 days

7.3 Monitoring and reporting on grievances

The PIU will be responsible for:

- Analyzing the qualitative data on the number, substance and status of complaints and uploading them into the project databases established by PIU;
- Monitoring outstanding issues and proposing measures to resolve them;
- Preparing quarterly reports on GM to be shared with the WB.

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

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

- Any correction measures taken.

7.4 Grievance uptake channels

A grievance can be submitted through the following channels:

Table 5. Channels for accessing information and submitting grievances⁷

Description	Contact details
Address:	215 Tynystanov St, Bishkek, Kyrgyzstan
Website link:	https://mlsp.gov.kg/
Online feedback:	https://mlsp.gov.kg/obratnaya-svyaz-2/
E-mail:	msd@mlsp.kg
WhatsApp platform:	0990603030
Telephone:	+996 (312) 66 01 07
Fax:	+996 (312) 66-57-24
Hotline:	#1966
Grievance Redress Committee – 1st ^d tier	Rayon level office of the respective rayon
Grievance Redress Committee – 2 nd tier	MLSDM and PIU
Anonymous complaints are also entertained by any of the above channels.	

Information on the Project and future stakeholder engagement programs will be available on the Project’s website and will be posted on information boards in the villages crossed by the line. Information can also be obtained from MLSDM in Bishkek. Six-monthly E&S reports that document the implementation of the SEP will be disclosed on the Project website and made available in the territorial subdivisions MLSDM..

7.5 Handling of the sensitive grievances

Taking into account the standards regarding the prevention of sexual exploitation and abuse / sexual harassment (SEA/SH), which, in accordance with the requirements of the World Bank, must be observed in all projects financed by the World Bank, these standards will be observed and responsibilities take action to raise awareness on the prevention and suppression of SEA/SH. At all stages of the project implementation, all project workers will be informed about the understanding of the principles of control and prevention of risks of SEA/SH. The GM will ensure the access and confidentiality of the complaint mechanism, and will allow the complainant not to fear retaliation. These complaints will be investigated without undue delay, and all perpetrators will be held accountable. SEA/SH issues require some additional measures:

- Gender sensitivity will be sought in the employment of Social specialists who will work in PIU.
- Social specialists will be informed about SEA/SH issues.
- In addition to the socio-cultural characteristics and non-violent communication ways in the training of workers, SEA/SH will also be on the agenda. Worker training will include the following information on SEA/SH:
 - Definition of violence against women in national and international documents,
 - Types of violence (physical, sexual, economic, emotional),
 - Legal sanctions.
- The grievance mechanism will be accessible and ensure confidentiality of personal information.

⁷ Contact details will be updated as soon as the PIU is established

- Information activities will be carried out to inform women about the mechanism. The following types of information are presented in these studies:
 - Women's rights
 - Self-protection in cases of violence and sexual abuse
 - Emergency phone numbers
 - Contact information of the institutions and organizations they can apply to
 - Grievance mechanism and privacy policy
- The confidentiality principle of the grievance mechanism will be repeated in all information materials.

The GM system will include special pathways for the SEA/SH complaints and grievances, including grievances on sexual harassment and sexual exploitation and abuse, and labor-related grievances. Channels to accept and respond to SEA/SH grievances, while ensuring high confidentiality, will be communicated to the project beneficiaries and project affected parties during the consultation meetings and throughout project implementation.

7.6 World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complaints directly to the Bank through the Bank's Grievance Redress Service (GRS) (<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A complaint may be submitted in English, Kyrgyz or Russian, although additional processing time will be needed for complaints that are not in English. A complaint can be submitted to the Bank GRS through the following channels:

- By email: grievances@worldbank.org
- By fax: +1.202.614.7313
- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA.
- Through the World Bank Country Office in Bishkek: 214 Moskovskaya St., Bishkek, 720010, Kyrgyz Republic, bishkek@worldbank.org, +996 312 625-262.

The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the complaint. Finally, the complaint should identify the complainant(s) or assigned representative/s and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

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

8. REPORTING

The Stakeholder Engagement Plan will be periodically revised and updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP. Quarterly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the

senior management of the project. The quarterly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders;
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis.

Further details will be outlined in the updated SEP, to be prepared within 1 month of project effectiveness, based on the details of the Communication Strategy to be developed during the project implementation.

Attachment 1. The minutes of the public consultations held on June 17, 2022

Strengthening Social Assistance and Labor Market Programs Project

Date: 17 June 2022, 2:00 pm – 4:30 pm

Venue: The meeting was organized as a video conference via ZOOM platform and was attended by representatives of all regions of the Kyrgyz Republic

The public hearings were organized by the Ministry of Labor, Social Security and Migration.

Announcement about the public hearings was published on the website of the Ministry of Labor, Social Security and Migration of the Kyrgyz Republic.

To raise public awareness in all regions and cover a larger number of residents of the republic, the Ministry implemented an outreach campaign about the activities expected within the "Strengthening Social Assistance Programs and the Labor Market" Project.

In addition, official letters were sent to the Offices of the Plenipotentiary Representatives of the President of the Kyrgyz Republic in the regions (oblast governors), asking the governors to assist with the public hearings by ensuring participation of representatives of local authorities, local offices of the Ministry of Labor, Social Security and Migration of the Kyrgyz Republic, who are responsible for making final decisions about the matters of discussion, as well as interested community activists, and non-governmental organizations and associations.

The public hearings were attended by:

Chairman of the Public Hearings – N. S. Bazarbaev, Deputy Minister of Labor, Social Security and Migration of the Kyrgyz Republic

Secretary of the Public Hearings – U. Usupbekov, head of the International Cooperation Sector of the Ministry.

Representatives of oblast government, local offices of the Ministry of Labor, Social Security and Migration of the Kyrgyz Republic, urban and rural municipalities, and other persons.

The list of public hearings participants is detailed in Appendix 3 of this Minutes.

Agenda of the Public Hearings: Discuss the Framework Documents of the “Strengthening Social Assistance and Labor Market Programs” Project

Speakers:

1. Chairman of public hearings - Bazarbaev N.S.

The Chairman provided information about the activities to be implemented under the “Strengthening social assistance programs and the labor market” Project and about the objectives of the public hearings. He noted that detailed information about the project, as well as documents that had been developed in accordance with the World Bank’s standards were available on website of the Ministry. In particular, the website had the following:

- Stakeholder Engagement Plan;

He briefed the participants about the project, its goals, and components.

Funded by the World Bank, the “Strengthening Social Assistance and Labor Market Programs” project will help the Cabinet of Ministers of the Kyrgyz Republic to mitigate the impact of the economic crisis on poor families and improve the efficiency of social assistance programs and employment promotion systems in the country.

With the total budget of USD 30 million, the project covers all regions of the Kyrgyz Republic, and consists of the following components:

Component 1: Providing emergency support through, and enhancing the effectiveness of the UBK program

This component has the twofold objective of (i) providing emergency support and ensuring that the social benefits are paid on time for the households whose incomes are particularly affected by the negative economic impacts caused by the economic crisis in Russia; and (b) strengthening the effectiveness of the UBK program to support the poor and vulnerable and be better prepared for future shocks. To achieve this objective, this component will use the country’s existing delivery system to finance the emergency increase in the benefit amount of the main anti-poverty program for families with children (UBK). The project will also support the Government in improving the effectiveness of the UBK program by developing, piloting, and evaluating the improved eligibility criteria and beneficiary selection methodology for the UBK program to reduce exclusion and inclusion errors.

1.1. Increasing the generosity of the UBK benefit;

1.2. Improving the effectiveness of the UBK program.

Component 2: Increasing the employability of vulnerable groups including labor migrants.

The objective of this component is to support the Cabinet of Ministers of the Kyrgyz Republic in enhancing the employability and providing income generating opportunities to poor and vulnerable and difficult-to-employ individuals, as well as prospective and return labor migrants through the provision of more effective labor and employment services and strengthening of selected activation programs. Specifically, this component will achieve these objectives by supporting (i) UBK beneficiaries to transition from social assistance to labor and employment opportunities, (ii) vulnerable youth and women to (re) enter the labor market, and (iii) returning and prospective labor migrants from the country to better identify their needs and capacities and facilitate tailored support. In this framework, this component will be implemented through three subcomponents to improve the skills and employability of these group of workers and strengthen links with the private sector to engage them in jobs and income generating activities (IGA). The implementation of this component will also support the Ministry of Labor, Social Development, and Migration and the employment services at the district level to enhance their capacity, operational tools, and optimize business processes to support specific groups of jobseekers at the local level.

2.1 Supporting graduation from Social Assistance through Economic Inclusion opportunities;

2.2. Enhancing employability and job opportunities among youth population;

2.3. Supporting temporary labor migrants in accessing better employment opportunities.

Component 3: Strengthening the delivery systems of Social Protection

The proposed component has the medium- to long-term objective of improving the efficiency and effectiveness of the social protection delivery systems in the Kyrgyz Republic.

The Social Protection activities seek to integrate the social passport module (local level household data system) of social assistance information system into the systems that the energy companies use, and (ii) enhance capacity and efficiency of the IT system for social assistance with new server and equipment. In order to complement these efforts, the proposed project through this component will finance activities to ensure IT sustainability, additional data security, and expanded functionality of the social protection IT systems (Subcomponent 3.1). This component will also finance the project implementation unit for the duration of the operation (Subcomponent 3.2) Overall, by enhancing IT systems in social protection and improving data exchanges, this Component will equip the Government of Kyrgyz Republic to be better prepared for future economic slowdown or other risks, including climate and natural risks, which may negatively impact the income of the poor and vulnerable households.

3.1. Strengthening technical capabilities and increasing data protection of SP data

3.2. Project Implementation Unit and Project Monitoring

Questions, suggestions and comments from the community members:

Question. The list of stakeholders, as specified in the Stakeholder Engagement Plan, does not include local authorities. Please add local authorities to the list under “other stakeholders” section.

Answer by Bazarbaev N.S.: The Stakeholder Engagement Plan already classifies local authorities as other stakeholders. Please refer to “Stakeholder Identification. Other Interested Parties.”

Question. What percentage of the funding under this World Bank’s project is provided as grant?

Answer by Bazarbaev N.S.: The funding under this World Bank’s project will be provided as credit.

Question. Will the families continue to receive the "Ui-Bulogo Komok" allowance if they already participate in the "Provision of Social Assistance through Social Contract" project?

Answer by Bazarbaev N.S.: According to the draft Regulation on the Provision of Social Assistance through Social Contract, the families participating in the “Provision of Social Assistance on through Social Contract” project are expected to continue to receive the “Ui-Bulogo Komok” allowance for 6 months from the date of conclusion of the contract with the Ministry’s local office.

Question. What is a social contract?

Answer by Bazarbaev N.S.: **Social contract** is an agreement on mutual obligations between a low-income or low-income family (or a group of families) and a local subdivision of the Ministry, which stipulates that the local subdivision undertakes to provide social assistance to the families, while the family (or group of families) undertakes to carry out the activities specified by the Social Adaptation Program. The Social Adaptation Program prescribes the scope and types of activities.

Question. Who is eligible for the social contract?

Answer by Bazarbaev N.S.: Poor and low-income families that must meet the following eligibility criteria:

- the family has the official “poor” or “low-income” status (the family has social passport or receives “Ui-Bulogo Komok” allowance);
- the family has a business plan;

- family has spare labor capacity;
- the family has assets.

Poor or low-income family applies to the local self-governments (LSG). If the family meets the eligibility criteria, the respective LSG body prepares the family profile and organize a meeting of the Commission on Social Issues under the LSG's executive bodies. The Commission reviews the family's business plan, discusses the plan's feasibility, determines if the family has spare labor capacity and assets. Then the Commission recommends or does not recommend the family for the social contract.

If the family gets positive review, the case is promoted to the rayon level, where it is reviewed by the local office of the Ministry, municipal government (akimat) and members of the local council (kenesh). Once the family is whitelisted, the local office concludes a contract with the family and the local self-governments and transfer the funds to buy assets.

Question. What are the additional benefits for families who have social contracts?

Answer by Bazarbaev N.S.: Every eligible poor or low-income family receives KGS 100,000 from the government. Aiyl okmotu, municipal governments and akimats help the family develop a business and provide free-of-charge advisory support. For example, a family bought a thoroughbred cow, but lacks knowledge and skills to take proper care of that cow. Aiyl okmotu and akimats provide this family with advisory and other support. As social contract is concluded for three years, the family continues to receive such support throughout the contract life.

Question. Are there any special conditions for granting social contract to individuals with disabilities?

Answer by Bazarbaev N.S.: Once the Regulations on the Provision of Social Assistance through Social Contract is adopted, methodological recommendations will be developed that will guide initial screening of families' business plans. The methodological recommendations will advise to give additional scores to families that have members with disabilities.

Question. Does the social contract facilitate women entrepreneurship?

Answer by Bazarbaev N.S.: Once the Regulations on the Provision of Social Assistance through Social Contract is adopted, methodological recommendations will be developed that will guide initial screening of families' business plans. The methodological recommendations will advise to engage beneficiaries of the "Ui-Bulogo Komok" program into the social contract program. As most beneficiaries of the "Ui-Bulogo Komok" program are women, the social contract will promote women entrepreneurship.

Question. What is the purpose of increasing the employability and improving employment opportunities among young people?

Answer by Bazarbaev N.S.: The goal is to develop vocational skills among poor and vulnerable youth and increase their employment opportunities. There are young people from vulnerable families who have limited access to training, or who have not received basic education and are unemployed or have low-paid jobs in the informal sector.

Question. What category of youth can participate in this project?

Answer by Bazarbaev N.S.: The beneficiaries will be selected first from among young people aged 16 to 28 who applied to the employment service, secondly from among poor families and vulnerable youth.

Question. Who will provide assistance in finding jobs?

Answer by Bazarbaev N.S.: Once the work experience opportunity period is over, beneficiaries who are not hired for a longer period and therefore are jobless will be supported by the corresponding employment service through counselling and job-seeking (e.g., finding other job opportunities, identifying further skills development needs and options, drafting a CV, preparing for interviews etc.)

Question. What is the purpose of the Migrant Registry?

Answer by Bazarbaev N.S.: The Migrant Registry will be designed to collect detailed information on individuals' past work experience both in the Kyrgyz Republic and overseas, current labor market situation in the Kyrgyz Republic, and employment intentions and aspirations either overseas (prospective migrants) or in the Kyrgyz Republic (return migrants).

The main takeaways of the discussion and the closing remarks by the Chairman of the Public Hearings

The Chairman thanked the participants for attending the public hearings and noted that the public hearings are deemed to be effected.

Annexes to the Minutes of the Public Hearings:

1. List of participants of the public hearings (7 sheets);
2. Photos of participants of the public hearings (9 sheets);

Chairman of Public Hearings

Deputy Minister

Bazarbaev N.S.

Secretary of Public Hearings

Usupbekov U.

Annex 1. List of participants of the public discussions on

“Strengthening Social Assistance and Labor Market Programs” Project

Date and venue: 17 June 2022, 2:00 pm – 4:30 pm

representatives of the Offices of Plenipotentiary Representatives of the President of the Kyrgyz Republic in the oblasts of the Kyrgyz Republic:

№	Full name	Place of work and job title
1	Sultanbekova A. Zh.	Deputy Plenipotentiary Representative of the President in Issyk-Kul Oblast
2.	Karuzakov A. A.	Specialist of the Social protection Department
3.	Sabirzhanov M.S.	Lead Specialist of the Social protection Department of Osh Oblast
4.	Zhaanbaev Zh. Z.	Lead Specialist of the Social protection Department of Chui Oblast
5.	Kadyrova K.K.	Lead Specialist of the Social protection Department of Jalal-Abad Oblast
6.	Sarieva M. A.	Lead Specialist of the Social protection Department of Talas Oblast
7.	Duishenaliyeva A. A.	Lead Specialist of the Social protection Department of Naryn Oblast
8.	Tagaeva K. K.	Lead Specialist of the Social protection Department of Batken Oblast

representatives of rayon offices of labor, social support and migration (ROLSSM)

№	Full name	Place of work and job title
Talas Oblast		
Manas ROLSSM		
1.	Sherimbaeva G.	Department Head
2.	Arykbaeva N.	Senior Specialist
3.	Nuraliyeva S.	Specialist
4.	Sydykova N.	Beneficiary of “Ui-Bulogo Komok” program

5.	Talybekova T.	Beneficiary of “Ui-Bulogo Komok” program
6.	Abdykerimova R.	Beneficiary of “Ui-Bulogo Komok” program
7.	Turgunbaeva N.	Beneficiary of “Ui-Bulogo Komok” program
Talas inter-Rayon LSSM		
1	Tabyldieva D.	Deputy Head
2	Zhorobekov A.	Senior Specialist
3	Bayalieva N.	Specialist
4	Koichumanova A.	Beneficiary of “Ui-Bulogo Komok” program
5	Noruzbayeva K.	Beneficiary of “Ui-Bulogo Komok” program
6	Tynalieva M.	Beneficiary of “Ui-Bulogo Komok” program
7	Rustamova A.	Beneficiary of “Ui-Bulogo Komok” program
Kara-Buura ROLSSM		
1.	Kainazarova A.	Department Head
2.	Anarkul uulu N.	Senior Specialist
3.	Bakeeva G.	Specialist
4.	Duishembieva A.	Beneficiary of “Ui-Bulogo Komok” program
5.	Tagaybaeva N.	Beneficiary of “Ui-Bulogo Komok” program
6.	Kenzhekarieva T.	Beneficiary of “Ui-Bulogo Komok” program
7.	Altynbek kyzy N.	Beneficiary of “Ui-Bulogo Komok” program
8.	Altynbekova A.	Beneficiary of “Ui-Bulogo Komok” program
Bakai-Ata ROLSSM		
1.	Arykova G.	Beneficiary of “Ui-Bulogo Komok” program
2.	Tynybekova A.	Beneficiary of “Ui-Bulogo Komok” program
3.	Smanalieva D.	Beneficiary of “Ui-Bulogo Komok” program
4.	Toktonazarova S.	Beneficiary of “Ui-Bulogo Komok” program
Batken Oblast		
Sulyukta		
1.	Zhoroev N.	Department Head
2.	Mamasaitova N.	Cook
3.	Turdubaev T.	Farmer
4.	Samatova J.	Tailor

5.	Seitbekova T.	Greenhouse farmer
Kyzyl-Kia		
1.	Murzamatov S.	Beneficiary of “Ui-Bulogo Komok” program
2.	Ibraimov K.	Beneficiary of “Ui-Bulogo Komok” program
3.	Musayeva B.	Beneficiary of “Ui-Bulogo Komok” program
4.	Baimuratova A.	Beneficiary of “Ui-Bulogo Komok” program
5.	Topchubaev M.	Senior Specialist
6.	Gaparov J.	Lead Specialist
7.	Tairov A.	Beneficiary of “Ui-Bulogo Komok” program
Jalal-Abad Oblast		
Kara-Kul ROLSSM		
1.	Turgunbaeva Ch.E.	Head
2.	Sabyrbekova T.K.	Deputy Head
3.	Kuramshina-Dzhancharova Z.G.	Senior Specialist
4.	Akunova E.T.	Lead Specialist
5.	Akhmatova A.S.	Social worker
6.	Kydyralieva N.D.	Specialist
7.	Orozova E.	Specialist
8.	Kochkon kyzy S.	Young professional
9.	Abdukarim kyzy A.	Unemployed
10.	Toychubekova B.	Beneficiary of “Ui-Bulogo Komok” program
Chatkal ROLSSM		
1.	Beksariev B.	Head
2.	Begaliev Zh.	Department Head
3.	Usupbekov M.	Lead Specialist
4.	Narmyrzaev N.	Department Head
5.	Abdrazak uulu A.	Lead Specialist
6.	Asanbek kyzy E.	Beneficiary of “Ui-Bulogo Komok” program
7.	Rayimbekova D.	Beneficiary of “Ui-Bulogo Komok” program
8.	Orozova E.	Beneficiary of “Ui-Bulogo Komok” program
9.	Karlybay kyzy K.	Beneficiary of “Ui-Bulogo Komok” program
Aksy ROLSSM		

1.	Kalmatova Z.	Head
2.	Ismailova G.	Department Head
3.	Kerimkulova E.	Beneficiary of “Ui-Bulogo Komok” program
4.	Lapozova J.	Beneficiary of “Ui-Bulogo Komok” program
5.	Karazakova A.	Beneficiary of “Ui-Bulogo Komok” program
6.	Umonaliev Z.	Beneficiary of “Ui-Bulogo Komok” program
7.	Rakhmanova G.	Beneficiary of “Ui-Bulogo Komok” program
Bishkek		
Leninskii ROLSSM		
1.	Alzhaebaeva K.Zh.	Deputy Head
2.	Baktybekova Zh.B.	Senior Specialist
3.	Nurgazieva A.N.	Specialist
4.	Taalaipek kyzy S.	Lead Specialist
5.	Akmatova Zh.A.	Social worker
6.	Syrtaeva A.	Lead Specialist
7.	Dyikanbaeva A.	Lead Specialist
8.	Bedelbaeva M.K.	Beneficiary of “Ui-Bulogo Komok” program
9.	Mambetaipova B.O.	Beneficiary of “Ui-Bulogo Komok” program
10.	Mikheev S.V.	Beneficiary of “Ui-Bulogo Komok” program
Pervomaiskii ROLSSM		
1.	Abdyldaev A.T.	Head
2.	Ubali kyzy Ch.	Senior Specialist
3.	Beishekeyeva S.	Specialist
4.	Tokoeva M.	Senior Specialist
5.	Toktomambetova Zh.	Specialist
Oktabrskii ROLSSM		
1.	Akmatov K.U.	Deputy Head
2.	Rudakova T.A.	Department Head
3.	Chuikova E.V.	Lead Specialist
4.	Asanova A.	Social worker
5.	Sharsheeva Z.	Beneficiary of “Ui-Bulogo Komok” program
6.	Zholdoshova O.M.	Beneficiary of “Ui-Bulogo Komok” program

7.	Abdrasulov A.T.	Beneficiary of “Ui-Bulogo Komok” program
Sverdlovskii ROLSSM		
1.	Dzhunusalieva Zh.B.	Head
2.	Iniyatov Sh.I.	Deputy Head
3.	Sydykova Zh.N.	Specialist
4.	Djigitkova A.	Beneficiary of “Ui-Bulogo Komok” program
5.	Daiyrova G.D.	Beneficiary of “Ui-Bulogo Komok” program
6.	Tuyukbaeva M.	Registered
7.	Ismailova A.	Registered
8.	Soltonbekova N.	Registered
9.	Turalieva M.	Registered
Chui Oblast		
Sokuluk ROLSSM		
1.	Atagazieva E.B.	Deputy Head
2.	Sukhova E.A.	Senior Specialist
3.	Zhailoobek uulu A.	Beneficiary of “Ui-Bulogo Komok” program
4.	Asylbek kyzy Zh.	Beneficiary of “Ui-Bulogo Komok” program
5.	Jamasheva M.	Beneficiary of “Ui-Bulogo Komok” program
6.	Murzakanova G.	Beneficiary of “Ui-Bulogo Komok” program
Tokmok ROLSSM		
1.	Moldobaeva J.	Tailor
2.	Tukhtobaeva A.	Tailor
3.	Turatbek kyzy M.	Tailor
4.	Tezhibayeva K.	Tailor
Kemin ROLSSM		
1.	Tajibayeva D.A.	Head
2.	Kadyrova P.K.	Specialist
3.	Dzhaparova E.P.	Department Head
4.	Dyusheeva R.S.	Social worker, Kemin
5.	Mylnikova E.A.	Social worker, Orlovka
6.	Nurakov G.	Social worker, Chym-Korgon Aiyl Okmotu
7.	Isenaliev G.	Social worker, Zhany Alysh Aiyl Okmotu

8.	Rysalieva B.	Social worker, Kyzyl Oktyabr Aiyl Okmotu
9.	Kozhombardieva R.	Social worker, Kok Oyrok Aiyl Okmotu
10.	Seyitbayeva E.	Social worker, Kara Bulak Aiyl Okmotu
11.	Karieva G.	Social worker, Kichi Kemin Aiyl Okmotu
12.	Tursunalieva G.	Social worker, Ilyich Aiyl Okmotu
13.	Kasymova A.	Social worker, Ak Tuz Aiyl Okmotu
14.	Kabyldbek U.A.	Social worker, Almaluu Aiyl Okmotu
15.	Imanov A.	Social worker, Боролдой Aiyl Okmotu
16.	Kabaev A.	Beneficiary of “Ui-Bulogo Komok” program
17.	Kushchubekova S.	Beneficiary of “Ui-Bulogo Komok” program
Panfilov ROLSSM		
1.	Zhaparkulov Zh.	Head
2.	Baktygulova Zh.	Lead Specialist
3.	Koshoev A.	Senior Specialist
4.	Keneshbek kyzy A.	Specialist
5.	Mursalieva M.	Specialist
6.	Zhusubaliev V.	Beneficiary of “Ui-Bulogo Komok” program
7.	Seitova G.	Beneficiary of “Ui-Bulogo Komok” program
8.	Beshekeev Zh.	Beneficiary of “Ui-Bulogo Komok” program
9.	Sharapova N.	Beneficiary of “Ui-Bulogo Komok” program
Ysyk-Ata ROLSSM		
1.	Azykov M.	Head
2.	Amanov N.	Specialist
3.	Toktobachaeva B.	Department Head
4.	Balbaeva G.	Senior Specialist
5.	Dzhumagulova Z.	Senior Specialist
6.	Togolokova G.	Beneficiary of “Ui-Bulogo Komok” program
7.	Slepova E.	Beneficiary of “Ui-Bulogo Komok” program
8.	Aidyralieva N.	Beneficiary of “Ui-Bulogo Komok” program
9.	Baimendieva G.	Beneficiary of “Ui-Bulogo Komok” program
Moskovskii ROLSSM		
1.	Kerimbay kyzy A.	Head

2.	Ermatova I.	Beneficiary of "Ui-Bulogo Komok" program
3.	Sadieva K.	Beneficiary of "Ui-Bulogo Komok" program
4.	Teshebaeva N.	Beneficiary of "Ui-Bulogo Komok" program
5.	Busurmanova N.	Beneficiary of "Ui-Bulogo Komok" program
6.	Orozkulova B.	Beneficiary of "Ui-Bulogo Komok" program
7.	Boykishiev Ch.	Beneficiary of "Ui-Bulogo Komok" program
Alamudun ROLSSM		
1.	Sultanov A.M.	Head
2.	Erkebaev R.E.	Specialist
3.	Alybaev Sh.	Specialist
4.	Maatkerimova N.	Specialist
5.	Isakov Z.	Beneficiary of "Ui-Bulogo Komok" program
6.	Berdiev I.	Beneficiary of "Ui-Bulogo Komok" program
7.	Tagayeva S.	Beneficiary of "Ui-Bulogo Komok" program
8.	Mukeeva M.	Beneficiary of "Ui-Bulogo Komok" program
Issyk-Kul Oblast		
Karakol ROLSSM		
1.	Tursunaliyeva G.	Senior Specialist
2.	Fedotova V.	Lead Specialist
3.	Kenderbayeva D.	Lead Specialist
4.	Isaeva K.	Social worker
5.	Buurabaeva E.	Social worker
6.	Isabekova T.	Social worker
7.	Moldogaziyeva A.	Social worker
8.	Dyushenbekova S.	Social worker
9.	Moldoshev G.	Social worker
10.	Osombaeva B.	Social worker
11.	Kelgenbaev Sh.	Social worker
12.	Zhurumbaev A.	Social worker
13.	Usenova N.	"SOS" Orphanage staff member
14.	Alieva A.	Beneficiary of "Ui-Bulogo Komok" program

15.	Aitbakiev N.	Beneficiary of "Ui-Bulogo Komok" program
16.	Aliev K.	Beneficiary of "Ui-Bulogo Komok" program
17.	Askarova V.	Beneficiary of "Ui-Bulogo Komok" program
Ton ROLSSM		
1.	Kydykbaeva N.A.	Deputy Head
2.	Omurkanova A.M.	Senior Specialist
3.	Akmatova U.K.	Specialist
4.	Azhiev Zh.B.	Beneficiary of "Ui-Bulogo Komok" program
5.	Mambetova G.B.	Beneficiary of "Ui-Bulogo Komok" program
6.	Asanakunova M.K.	Beneficiary of "Ui-Bulogo Komok" program
7.	Tudeeva A.M.	Beneficiary of "Ui-Bulogo Komok" program
8.	Dzhumaeva Zh.B.	Beneficiary of "Ui-Bulogo Komok" program
Tyup ROLSSM		
1.	Tyulebaeva Zh.	Social worker
2.	Kozhoeva Sh.	Social worker
3.	Bekturganova A.	Social worker
4.	Adybek uulu A.	Social worker
5.	Adaeva A.	Beneficiary of "Ui-Bulogo Komok" program
6.	Abazganova A.	Beneficiary of "Ui-Bulogo Komok" program
7.	Kalygulova A	Beneficiary of "Ui-Bulogo Komok" program
8.	Akbagysheva G.	Beneficiary of "Ui-Bulogo Komok" program
Balykchy ROLSSM		
1.	Kulushev A.R.	Deputy Head
2.	Telemishova M.	главный Specialist по финансам
3.	Asanbekova Z.K.	Lead Specialist
4.	Dzhumakeeva N.Sh.	Lead Specialist
Ak-Suu ROLSSM		
1.	Chonbagysheva Zh.N.	Department Head
2.	Torogeldieva K.Sh.	Lead Specialist
3.	Sadyrbaeva A.B.	Senior Specialist
4.	Churokova S.S.	Social worker

5.	Musayeva K.	Social worker
6.	Kadyrbek K. A.	Beneficiary of “Ui-Bulogo Komok” program
7.	Chutunova G.T.	Beneficiary of “Ui-Bulogo Komok” program
8.	Yusupova E.S.	Beneficiary of “Ui-Bulogo Komok” program
9.	Orozalieva G.B.	Beneficiary of “Ui-Bulogo Komok” program
10.	Satyeva G.	Beneficiary of “Ui-Bulogo Komok” program
11.	Adygula A.A.	Unemployed
12.	Kulubekova E.B.	Beneficiary of “Ui-Bulogo Komok” program
13.	Zhanuzakov C.	Youth sector
14.	Kopoev R.	Beneficiary of “Ui-Bulogo Komok” program
Issyk-Kul ROLSSM		
1.	Temiralieva A.	Senior Specialist
2.	Asanakunova A.	Lead Specialist
3.	Urbaeva A.	Specialist
4.	Cholponkulova N.	Family protection coordinator
5.	Asankozhoeva A.	Beneficiary of “Ui-Bulogo Komok” program
6.	Sarueva D.	Beneficiary of “Ui-Bulogo Komok” program
7.	Aseyinova T.	Beneficiary of “Ui-Bulogo Komok” program
8.	Zakirbayeva A.	Beneficiary of “Ui-Bulogo Komok” program
Jeti-Oguz ROLSSM		
1.	Asanakunova G.	Senior Specialist
2.	Zhumabayeva A.	Specialist
3.	Asanbayeva N.	Social worker
4.	Abdyldaeva A.	Social worker
5.	Namazbekova R.	Beneficiary of “Ui-Bulogo Komok” program
6.	Salbarova I.	Beneficiary of “Ui-Bulogo Komok” program
7.	Sulaymanova A.	Beneficiary of “Ui-Bulogo Komok” program
8.	Emilbek kzy E.	Beneficiary of “Ui-Bulogo Komok” program
Naryn Oblast		
Naryn ROLSSM		
1.	Tentimishova A.	Beneficiary of “Ui-Bulogo Komok” program
2.	Oruntayeva Sh.	Beneficiary of “Ui-Bulogo Komok” program

3.	Akmatova K.	Beneficiary of “Ui-Bulogo Komok” program
4.	Osmonova N.	Beneficiary of “Ui-Bulogo Komok” program
5.	Oruntayeva Sh.	Beneficiary of “Ui-Bulogo Komok” program
At-Bashy ROLSSM		
1.	Satyndieva R.	Head of the Sector
2.	Seyitkazieva A.	Lead Specialist
3.	Abdyrazakova B.	Beneficiary of “Ui-Bulogo Komok” program
4.	Alieva A.	Unemployed
5.	Omurzakova A.	Unemployed
6.	Esengulova A.	Unemployed
Ak-Tala ROLSSM		
1.	Toktokuev Y.	Head
2.	Osmonov B.	Deputy Head
3.	Moldaliev M.	Head of the Sector
4.	Ismanova G.	Beneficiary of “Ui-Bulogo Komok” program
5.	Mambetsydykova E.	Beneficiary of “Ui-Bulogo Komok” program
6.	Satyndieva J.	Beneficiary of “Ui-Bulogo Komok” program
7.	Belekova A.	Beneficiary of “Ui-Bulogo Komok” program
Kochkor ROLSSM		
1.	Abdymamytov B.	Head
2.	Akmatova D.	Deputy Head
3.	Uzakova A.	Deputy Head
4.	Samanchieva Zh.	Specialist
5.	Chalbaeva M.	Lead Specialist
6.	Orozalieva V.	Beneficiary of “Ui-Bulogo Komok” program
7.	Sultanova C.	Beneficiary of “Ui-Bulogo Komok” program
8.	Beishenkulova R.	Beneficiary of “Ui-Bulogo Komok” program
9.	Samar kyzy A.	Beneficiary of “Ui-Bulogo Komok” program
Jungal ROLSSM		
1.	Sheishenaliev C.	Deputy Head
2.	Aibashova A.	Lead Specialist
3.	Kamchybekova N.	Lead Specialist

4.	Toktogulova A.	Lead Specialist
5.	Esenaliva M.	Beneficiary of “Ui-Bulogo Komok” program
6.	Medetkanova T.	Beneficiary of “Ui-Bulogo Komok” program
7.	Sasykova C.	Beneficiary of “Ui-Bulogo Komok” program
8.	Kanymetova S.	Beneficiary of “Ui-Bulogo Komok” program

Total number of participants – 265, including

Female participants – 218

Male participants – 47

Annex 2. Photo of the participants of public consultations



