

**The Ministry of Agriculture of the Kyrgyz Republic  
Water Resources Service**

**Agricultural Productivity and Nutrition Improvement Project  
Implementation Unit**

**Social Due Diligence Report - 2  
WUA «Ene-Sai-Yug»**

Rehabilitation (major repair) of WUA Ene-Sai-Yug irrigation system,  
Kara-Suu rayon, Osh oblast

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## ABBREVIATIONS

AA	Aiyl Aymak
ADP	Agricultural Development Plan
HSU	Health Promotion Unit
WUA	Water users Association
HOS	Health Obstetric Station
HTS	Hydro-technical Structure
FMC	Family Medicine Center
GoKR	the Government of the Kyrgyz Republic
UWUA	Union of WUAs
WB	World Bank
OnC	on-farm canal
OfC	off-farm canal
GS	gauging station
GAfsp	Global Agriculture and Food Security Program
DWRLI	Department of Water Resources and Land Improvements
IA	Implementing Agency
I&D	Irrigation and Drainage
EF	Efficiency Factor
PAP	Project Affected Person
GRM	Grievance Redress Mechanism
RPF	Resettlement Policy Framework
OP 4.12 «Involuntary Resettlement»	World Bank Operational Policy on Involuntary Resettlement
PIU	Project Implementation Unit
LA	Local Authorities
SDDR	Social Due Diligence Report
ISF	Irrigation Service Fee
RAP	Resettlement Action Plan
APNIP	Agricultural Productivity and Nutrition Improvements Project
DED	Desing-estimates Documentation
WRS	Water Resources Service

WD	Working Draft
RVK	Rayon Water Management Department
TOR	Terms of References
MoH	Ministry of Health
masl	meters above sea level

## Brief Summary

The Rehabilitation of WUA Ene-Sai-Yug irrigation system is performed under component 1 «Rehabilitation and modernization of irrigation and drainage infrastructure».

By the request of the WUA Ene-Sai-Yug water users, Kara-Suu rayon Osh oblast and according to the World Bank selection criteria, this WUA was included in the list of 30 WUAs to be rehabilitated under Agricultural Productivity and Nutrition Improvement Project (APNIP), funded by the Global Agriculture and Food Security Program administered by the World Bank.

By being included in the list of rehabilitated subprojects, this WUA was able to rehabilitate and restore its on-farm I&D infrastructure, received basic equipment i.e an excavator-bulldozer, developed ADP through which WUA received a small grant amounted USD 30.000, to strengthen its technical base.

WUA Ene-Sai Yug is located 17.0 km off the regional center v. Kara-Suu, Otuz-Adyr AA, Kara-Suu rayon, Osh oblast. In 2017, the WUA Ene-Sai merged with WUA Uch-Aiyl, abstracts irrigation water from the off-farm c-l Otuz-Adyr, the length of on-farm earth bed canals - 30.716 km. Due to shortage of funds; water outlets, gauging stations, bridge/pipe-crossings are faulty, with water filtration losses on earth bed canals. By the request of water users and according to the World Bank selection criteria, the PIU APNIP specialists performed a land survey of WUA`s irrigation network, and based on which layouts elaborated, and the scope of rehabilitation work identified. The DED was approved by the Scientific and Technical Council of Osh OVK, dated February 26, 2020, a positive conclusion of the environmental expertise of Osh territorial administration of the State Agency for Environmental Protection and Forestry under the GoKR, dated May 21.2020 №02-2/88, and the state expertise of the Southern Branch of the Department of Architecture and Construction of the State Agency for Architecture, Construction and Housing and Communal Services under the GoKR, dated June 29, 2020, №ГЭ-CT-168/2020.

**Initial social screening.** The initial social screening under the subproject performed on 8 October 2020 by the PIU Social Safeguard Specialist. At the time of screening, a tender held for this subproject to perform rehabilitation work for the WUA. During the survey of WUA`s on-farm irrigation network, it was found that the section of K-5-3 on-farm canal from HMM0 + 00 to HMM1 + 50 will run through a private owner`s territory.

Based on this, a decision made to conduct a social due diligence (SDD) and prepare SDD report. The rehab works on this section have been suspended due to pending a resolution of land issues, an easement agreement, completion of SDD and the WB no objection. No appeals or complaints to PIU regarding this sub-project were received.

**Social due diligence.** According to the recommendations of the WB mission held between December 14-25, 2020, it was necessary to clarify to what extent the involuntary resettlement impact will be exerted under this subproject. In order to clarify the scale and extent of the impact of involuntary resettlement and according to the WB mission recommendations, on February 12, 2021, a follow-up screening performed in WUA Ene-Sai-Yug. Distance of canal where needed SDD was 150-meter length.

Based on SDD it was found that subproject works will be implemented without affecting the facilities of the private landowner.

In accordance with the WB OP 4.01.1 on disclosure of information under this subproject, the public hearings on social and environmental issues, held online on June 18, 2020, due to the restrictions related to COVID-19.

Based on the consultation results with the land plot owner the agreement on voluntary indefinite easement at the section of concrete lined canal and subsurface pipe was established<sup>1</sup>.

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<sup>1</sup> [https://apnip.water.gov.kg/wp-content/uploads/2021/09/SDDR-for-WUA-Ene-Sai-Yug\\_final-version\\_RUS\\_cleared.pdf](https://apnip.water.gov.kg/wp-content/uploads/2021/09/SDDR-for-WUA-Ene-Sai-Yug_final-version_RUS_cleared.pdf).

**Second social screening.** The reason for conducting of this screening was refusal of two owners to provide access to the existing canal running through their land plots due to improvements done after initial screening (Annex 3. Written justification of Kanatbek Aidarbekov and 4. Written justification of Berdibay Aidarbekov).

The second social screening of the impact on the land plots belonging to individuals was carried out on February 2, 2023. During the screening, it was found that the subproject will have an impact on the buildings and plantings of two individuals through whose land plots the section of the K-3-1 canal, subject of rehabilitation under the project, passes. The land plots of two owners are located on both sides of the K-3-1 canal, from HMM1+55 to HMM2+00, with a length of 45 m.

During the meeting with representatives of the plots' owners, they announced that they refuse to rehabilitate this section of the canal, because of this, access to the rehabilitated canal is closed, and they do not agree to open access through their plots. It should be noted that the plot owners provided a written justification for their refusal of rehabilitation and outright refused to grant access to their plots' land so that rehabilitation work could be done (Annex 3. Written justification of Kanatbek Aidarbekov and 4. Written justification of Berdibay Aidarbekov). At the same time, the owners assured that, if necessary, they themselves would complete the remaining section of the canal at their own expenses.

The management of the WUA and the engineering team for the southern region requested that the management of the PIU to stop construction on this section of the canal based on the aforementioned reasons as well as the requests of the owners of the two plots (Annex 1. Explanatory Letter of the WUA Management). Regional coordinator for the southern region, A. Azhimatov confirmed that the canal's unrehabilitated section won't have any detrimental technical effects (Annex 2. Office Memo from the Southern Engineering Team).

Based on above, it was concluded that according to the WB OP Policy 4.12 "Involuntary Resettlement" and the Project "Resettlement Policy Framework", the project will not have any impacts if the works on this section of the canal are stopped. Summary report on screening conducted was provided to the Bank.

But, during the World Bank completion mission visit held on June 13, 2023 to the Ene-Say-Yug WUA, it is revealed that WUA management together with the owners of the land plots installed reinforced concrete flumes at the remained section of the canal from HMM1+55 to HMM2+00 with a length of 45 meters at the expense of the WUA budget. No project funds is used for installation of flumes and works related to it. As per request of the WB mission, SDD was conducted by PIU and it was revealed that WUA management together with the owners of the land plots installed reinforced concrete flumes at the remained section of the canal with a length of 45 meters at the expense of the WUA without of any involuntary resettlement impacts. This was confirmed during consultations with the owners of two land plots (Annex 5. Written statement provided by Kanatbek Aidarbekov and Annex 6. Written statement provided by Berdibay Aidarbekov). No appeals or complaints to PIU regarding this sub-project was received. Detailed information is provided in the report below.

## Section I. Project General Information

### 1.1. Background

The Agricultural Productivity and Nutrition Improvement Project is aimed to increase agricultural productivity and food and nutrition security of rural households in selected areas nationwide.

The Project objective is to be achieved through the implementation of four project components:

- (i) Rehabilitation and Modernization of Irrigation and Drainage Infrastructure;
- (ii) Agricultural Advisory Services;
- (iii) Nutrition Improvements;
- (iv) Project Management.

The Project is implemented in selected areas in all oblasts of the country. The total cost of the project is USD 38 million, of which USD 28 million will be spent on rehabilitation of an on-farm I&D infrastructure in 30 WUAs, included in the Project rehabilitation program. The rehabilitation of I&D infrastructures and the provision of agricultural consulting services and nutrition improvements activities contribute to agricultural productivity, labor productivity, food security, nutrition consumption and rural life. The Project beneficiaries are the population in WUAs of 60 AA. About 60,000 ha of on-farm I&D infrastructure managed by 30 WUAs and UWUAs in 30 AAs will be rehabilitated with follow-up efficient management. About 36,000 small farming entities and farming families, about 162,000 people will benefit from rehabilitation on an I&D infrastructure. Moreover, additional 30 AAs selected based on poverty ratio, health and nutrition as to improve the quality of agricultural consulting services. The consulting services on strengthening the efficiency of agricultural yields productivity and marketing, including effective on-farm water management will be provided for about 50,400 WUA members and households in selected 60 AAs. Thus, 425,000 people, including vulnerable families, women and children in 60 AAs<sup>2</sup> will directly benefit from the nutrition improvements program.

### 1.2. In-depth components information

#### **Component 1: Rehabilitation and Modernization of Irrigation and Drainage Infrastructure.**

This component will finance:

- (i) (re)construction works and modernization of an I&D infrastructure with command area of approximately 60 th.ha, managed by approximately 30 (U)WUAs;
- (ii) Provide basic maintenance equipment to (U)WUAs;
- (iii) Rehabilitation of an off-farm irrigation infrastructure and water abstraction structures for about 300 WUAs, as to measure the irrigation water volumes delivered;
- (iv) Rehab works of a limited nature at the most important off-farm I&D structures that administered by WRS.

**Component 2: Agricultural Advisory Services.** This component will provide agricultural consulting services to WUA members in selected AAs to improve the productivity of irrigated lands and expand access to markets. The Project will provide financial support for:

- (i) training and support of 30 WUAs selected to rehabilitate I&D infrastructure, elaboration and management of ADP, including procurement, contracting and contract management to provide consulting services, goods and works required to implement an ADP;

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<sup>2</sup> Aiyl aimak is an administrative territory within aiyl okmotu (village authority). On average, there is one WUA for one ayil aimak.

- (ii) technical consulting services for 30 WUAs selected for rehabilitation and for WUA members in 30 neighboring AAs, selected under component 2 to implement ADPs;
- (iii) provide small grants up to USD 30,000 to be managed by 30 WUAs selected for rehabilitation to implement a WUA-managed ADPs;
- (iv) additional consulting services to further disseminate knowledge to a wide range of beneficiaries;
- (v) demonstrate on-farm water resources management techniques.

**Component 3: Nutrition Improvements.** This component will increase the productivity, food safety and quality nutrition of beneficiaries, especially women, girls and children living in selected 60 AAs. Target beneficiaries are the populations of 30 WUAs in which WUAs located, selected for the rehabilitation of I&D infrastructure, and additional 30 WUAs in neighboring AAs, which will be selected for specific activities under components 2 and 3 in accordance with the poverty, health and nutrition indicators that are currently monitored by the MoH. The component will also improve nationwide coordination in the implementation of food safety and nutrition quality activities. At the same time, three subcomponents will be implemented for:

*Subcomponent 3.1. Improving the quality of a household nutrition through education on quality nutrition.*

*Subcomponent 3.2. Providing micronutrients.*

*Subcomponent 3.3. Improving the quality of a household nutrition through a household gardening.*

**Component 4: Project Management.** This component will fund project management staff, training, equipment, and operational costs for day-to-day management, administration, coordination, procurement, financial management (FM), monitoring and evaluation (M&E) of the Project, in accordance with the procedures and requirements of the World Bank and GAFSP.

### 1.3. Resettlement Policy Framework

Based on the World Bank Policy OP 4.12 “Involuntary Resettlement”, a Resettlement Policy Framework (RPF) prepared for the Project. The information about RPF was disclosed during public consultations for the southern region in Osh and the northern region in Bishkek with participation of all Project stakeholders.

The Public hearings on RPF held on February 11, 2015 in Osh, and on February 24, 2015 in Bishkek. The participants and representatives were from AAs, territorial ayil okmotu, deputies of local kenesh, representatives of regional government services (architecture, ecology, land management, sanitary and epidemiological inspectorate, etc.), including non-governmental organizations, local residents, PIU management and staff, where full information was provided about the RPF principles and requirements. The document was agreed with all participants attended the meeting. The RPF with Minutes documented and the list of participants, was published on the APNIP website and the World Bank Info Shop.

## Section II. Grounds for Social due diligence report preparation

### 2.1. Grounds for preparation of SDDR and purpose of the audit

The grounds for conducting a social due diligence (SDD) is to identify whether the project have any involuntary resettlement impacts under OP 4.12, including impact on the buildings and plantings of two individuals through whose land plots the section of the K-3-1 canal, subject of rehabilitation under the project, passes.

The purpose of SDD is to identify the impact of involuntary resettlement under subproject (if any), apply mitigation measures, and take all necessary actions in accordance with the WB requirements and national legislation of the Kyrgyz Republic.

### 2.2. Methodology

**Data source.** The data obtained from the official documents of Ene-Say-Yug WUA.

The screening is based on the following methodology: Analysis of documents, including master plan, drawings, estimates, topo-mapping data, engineering-geological conclusion, WUA hydrogeological data, deficiency act, WUA Ene-Sai Yug layout map, resolutions, official letters, statements etc., consultations with AA representatives and two owners of land plots mentioned above.

All data analysis during the screening is based on official information provided by Ene-Sai-Yug WUA management and other relevant project documentation. During the screening, the PIU Social Safeguards Specialist worked with WUA management and engineers of the south project team, (re)construction supervision specialist. While preparing the report, the meetings held with WUA management, as well as with the owners of land plots.

Due to lack of financing, HTS, gauging stations, bridge and pipe crossings are faulty, earth bed canal causing sufficient water filtration losses. By the request of the WUA Ene-Sai-Yug water users and according to the World Bank selection criteria, the PIU APNIP specialists performed a topo-mapping of WUA`s irrigation network, based on which the working layout draft mapping elaborated with the volumes of rehab workload.



***OnC K-3-1***



***OnC K-3-2***



***OnC K-3-3***

***Image №2. Sections of canals required rehab.***

### **3.3. Works planned under Subproject**

The rehabilitation of irrigation network is expected to reduce water losses and improve overall water use efficiency. There are no major drainage problems in the irrigation network. After rehab of canals and HTS in WUA "Ene-Sai-Yug", efficient irrigation of agricultural lands will be performed and in accordance with the irrigation regime. There are no entities in the area that discharge pesticides and waste water into the source of irrigation. Therefore, harmful effects on flora and fauna are excluded.

The Irrigation of agricrops performed by surface/gravity irrigation. In the process of canal rehabilitation, it is necessary to uproot trees that impede (re)construction works. Upon completion of rehab works, WUA members are planning to plant new trees to protect against wind erosion, with consideration of access roads. In order to reduce water filtration losses, the subproject planned concrete(cast) lining of canals. All canals will be reinforced with the necessary HTS that strengthen the operation of canals (gauging stations, water outlets, bridge/pipe-crossings, etc.), which will make an aesthetic appearance to canals, easy use, and reduce an exclusion zone under a canal. The activities undertaken will not impact the current ecological and social situation.

### **3.4. Scope of works**

The Subproject planned rehab of 13 on-farm irrigation systems at length - 7,8 km, and construction 62 – HTS. The in-depth information related to a canal dimension is in Table below.

**Table №1. Concrete (cast) lining**

<b>canals</b>	<b>length, m</b>	<b>width, m</b>
OnC K-5-3	3 742	
OnC K-3-1	577	

OnC K-3-2	166	from 1,25 to 2,80
OnC K-3-3	66	
OnC K-3-4	450	
OnC II-5-1	415	
OnC II-5-2	117	
OnC II-5-2-1	421	
OnC II-5-3	192	
OnC II-5-5	142	
OnC II-5-6	417	
OnC II-5-7	530	
OnC II-5-8	590	
<b>Total:</b>	<b>7 825</b>	

**Table №2. HTS**

<b>HTS</b>	<b>OfC</b>	<b>OnC</b>
Water abstracts, water control structures		8
water outlets		19
distribution wells		2
cushion wells		3
turning wells		3
GS		10
pipe-crossings		16
aqueduct		1
<b>Total:</b>		<b>62</b>

### 3.5. Requirements of national legislation related to water protection zones and water bodies strips

In accordance with the Regulation for water protection zones and water bodies strips in the Kyrgyz Republic, approved by the Government of the Kyrgyz Republic, dated July 7, 1995 №271, within the water protection zones and water bodies strips, among other things, it is prohibited:

- placement of livestock complexes and farms, poultry farms, sewage collectors from livestock farms, irrigation systems using manure-containing wastewater, cattle burial grounds, burial sites and manure storage locations, landfills and production waste dumps, mechanical workshops, as well as maintenance points, fuel stations, and car and agricultural machinery wash;
- installation of tanks for storing fuels and lubricants, construction of warehouses for storing pesticides and mineral fertilizers, areas for pesticides refueling equipment;
- placement of sewage treatment facilities and other facilities that adversely affect the water quality;
- placement of unused pesticides, their residues and waste, including packaging materials contaminated with pesticides;
- wool washing and leather processing;
- a device for flocks and herds dipping and cattle grazing, especially on I&D networks;
- performing other types of works that have a harmful effect on the water bodies condition.

## Section IV. Screening stages

### 4.1. Initial screening

During the initial screening on October 8, 2020 and the secondary screening on February 12, 2021, an access road was available to the canal itself and the plots of the above owners. At the time of screening, no works performed in this area. Based on the screening results on the subproject, sensitivity related to the criteria of involuntary resettlement, it was assessed as low, since under this subproject, the World Bank's policy OP 4.12 "Involuntary resettlement", will not be applied. Table №3 below related to the sensitivity criteria for the subproject according to the assessment of involuntary resettlement impacts.

Table №3

Issue	Sensitivity			Rate for the subproject (level)
	Low	Medium	High	
Involuntary resettlement <sup>3</sup>	Low or no impact. Legal ownership of land and assets identified	Medium impact. Mixed forms of ownership and land tenure	High impact. Families with low income and/or illegal land ownership	<b>Low</b>

But, due to the pandemic and the lengthy construction of other canals, the construction of short canals (200 m) was postponed until the end of the construction period. During this period, the owner of the first plot, K. Aidarbekov, planted perennial raspberries, and the owner of the second plot built a farm structure (a barn).

### 4.2. Follow-up screening

According to the letter from the TTL, Mr. T. Koshmatov, dated December 26, 2022, about the issue of access to the canal through the land plot of a private person in WUA "Ene-Sai-Yug", on February 2, 2023, a social due diligence on the land plots belonging to individuals was carried out.

During the screening, it was found that the project will have an impact on the buildings and plantings of two individuals through whose land plots the section of the K-3-1 canal, subject of rehabilitation under the project, passes.

The owner of the first plot with an area of 0.17 hectares is Kanatbek Aidarbekov.

The owner of the second plot with an area of 0.12 hectares is Berdali Aidarbekov.

The land plots of the above owners are located on both sides of the K-3-1 canal, from HMM1+55 to HMM2+00, with a length of 45 m.

During the subproject's rehabilitation period, the contractor carried out work on 13 on-farm canals with a total length of 7.8 km and built 62 hydraulic structures. Work on the K-3-1 canal was only started in mid-2022.

At the time of the social screening of the subproject, held on February 2, 2023, no work was being carried out on the facilities due to the winter period.

During the screening, the PIU social specialist, Ms. S. Orozalieva, met with family members of the land plot owners. This meeting was attended by WUA Director, Mr. I. Matraimov, subproject construction supervision specialist, Mr. K. Zhorobekov, son of the first owner, Kanatbek uulu

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<sup>3</sup> Involuntary resettlement includes physical resettlement (relocation, loss of residential/land property or shelter) and economic resettlement (loss of land ownership, property, access to property, source of income or livelihood) regardless of legal status as a result of (i) compulsory acquisition of land, or (ii) imposing a compulsory restriction on the use of land or access to legally established parks and other protected, regardless of whether such losses or forced restrictions are total or partial, permanent or temporary.

Isabek, and spouse of the second plot`s owner, Zulfiya Matkurbanova. In addition, a telephone conversation was held with the owner of the first plot.

During the conversation with representatives of the plots` owners, the last ones announced that they really refuse to rehabilitate this section of the canal, because of this, access to the rehabilitated canal is closed, and they do not agree to open access through their plots.

The representative of the first plot explained this by the fact that they planted perennial varietal raspberries on this area and have been harvesting them. This plantation is one of the main sources of family income. In addition, there is a well on this site and paving stones have been laid in the courtyard of the house. The photographs below show a plot of land planted with raspberries, a paving yard and a well on the land plot of the first owner – Kanatbek Aidarbekov.



**Image 3. Photo of the plot belonging to the first owner with raspberries and a paving yard**



**Image 4. The location of the well is indicated by the red arrow – land plot of the first owner**

Zulfiya Matkurbanova, the representative of the second plot's owner, explained that they constructed a two-story barn, where they keep cattle on the first floor and hay on the second. Furthermore, there is no access to the canal from the yard's side. The house, barn, and canal section that needed to be rehabilitated are shown in the picture below.



**Image 5. Photo of the plot belonging to the second owner**

Based on the screening results, it was discovered that the refusal of two owners to do so through their plots prevented the rehabilitation of the 45-meter-long on-farm canal K-3-1, which runs from HMM1 + 55 to HMM2 + 00. Although they had previously agreed to carry out rehabilitation work along the entire length of the canal when deciding on the design and route of the subproject canals.

It should be noted that the plot owners had previously written a justification for their refusal of rehabilitation and outright refused to grant access to their plots' land so that rehabilitation work could be done (Annex 3. Written Justification of Kanatbek Aidarbekov and Annex 4. Written Justification of Berdibay Aidarbekov).

During the meeting of the PIU social safeguards specialist with representatives of the owners of the canal sections, they were assured that, if necessary, they themselves would complete the remaining section of the canal.

The project's chief engineer, A. Kichibaev, and the regional coordinator for the southern region, A. Azhimatov, claim that the canal's unrehabilitated section won't have any detrimental technical effects (Annex 2. Office Memo of the Southern Engineering Team).

Representatives of the plot owners stated during the meeting that due to the rehabilitation of this canal, they will not remove the planted perennial plantings or tear down the barn.



**Image 6. During a meeting with the owners of the plots**

The project would have only temporarily affected the plots of these owners, that is, only while the canal was being built, if the contractor and project had rehabilitated the canal while canal access was still open.

However, the project's effects on the owners of the two plots would be significant after access to the canal was closed. To be more specific, the owner of the first plot would lose income from the sale of raspberries; the well they use for drinking water would be damaged, and the paving stones would be broken or removed. Given that compensation for impacts on land use, access to it, buildings or structures, and sources of income should be paid by local self-government (LSG), the calculation and payment of compensation for perennial plantations, the building of a well, and the laying of paving stones would take a lot of time.

The owner of the second section would demolish the building, remove the paving stones to open access to the canal. Similarly, for this owner, it would be necessary to calculate and pay compensation for the construction and laying of paving stones at the expense of LSG.

In accordance with the WB OP 4.12 “Involuntary Resettlement” and the Project RPF, an (Ab)RAP to be prepared and implemented before the start of rehabilitation works.

Considering that the project ends on June 30, 2023, the work in the WUA should be completed before April 1, 2023, and there is no time left for preparation and implementation of (Ab)RAP,

including calculating and paying compensation, as well as building the tail section. In addition, the local self-governments or WUAs do not have such funds to pay compensation.

The management of the WUA (Annex 1. Explanatory Letter from WUA management) and the engineering team for the southern region (Annex 2. Office Memo from Southern Engineering team) requested the management of the PIU to stop construction on this section of the canal based on the aforementioned reasons as well as the requests of the owners of the two plots. As well as, the regional coordinator for the southern region, A. Azhimatov, claimed that the canal's unrehabilitated section won't have any detrimental technical effects (Annex 2. Office Memo from Southern Engineering Team).

They also were informed that this will not affect the efficiency of the project/subproject and operation of this canal.

### 4.3. Social due diligence basis and details

Further, during the World Bank completion mission visit held on June 13, 2023 to the Ene-Say-Yug WUA, it is revealed that WUA management together with the owners of the land plots installed reinforced concrete flumes at the remained section of the canal from HMM1+55 to HMM2+00 with a length of 45 meters at the expense of the WUA budget. No project funds is used for installation of flumes and works related to it.

Installation of the concrete flumes was possible due to the fact that the two-story barn of the second owner was partially destroyed. Part of the barn is destroyed due to heavy rains in March 2023, high soil moisture near the canal where the barn was built and no base for barn. All these led to the destruction of the barn located close to the canal. Following this situation, WUA management made a proposal to install flumes at this remained section. It was to construct the remained canal section together with the first owner and WUA, allowed to WUA to have an access of machinery to the unrehabilitated canal section, transport flumes through his yard, helped WUA to install the flumes. Installation of the flumes took one day.



**Image 7. Barn before destruction. Red arrow shows the barn location.**



**Image 8. Barn after flumes installation. Red arrow shows the place of destroyed barn.**



**Image 9. Photos during installation of concrete flumes by the WUA and owners of the land plots. Images shared by the WUA director.**

Based on the images above, flumes were installed only from the side of the second owner (through his yard). There was a barn before and it was partially destroyed. Prior to build up a new one, he provided access to the canal to install the structures.

During visit with the WB mission members the canal section was as follow.



**Image 10. After installation of flumes.**

As seen on the above photos, concrete flumes were installed between two household plots. Part of the barn (barn of the second owner) which was destroyed has been cleaned and levelled and flumes were transported and installed. The raspberry plot (land plot of the first owner) was not affected by the construction.

During field visit with the mission members held in June 13, 2023, PIU Social Specialist met with the owners of the two land plots and questioned regarding impact of the construction works to their assets and owners of the land plots. The owner of the first land plot replied that he has no impact from the works held during construction.

The second owner has replied that he and his family have a temporary impact only during construction works due to machinery works, noise, dust and limited access to the household assets which took only one day. And both owners are not spent any funds for installation of flumes, as all costs are covered by the WUA budget. Project is not borne the costs.

They also noted that they have been consulted on the compensation and GRM mechanisms during screenings and during providing written statements (Annex 5. Written statement of Kanatbek Aidarbekov and Annex. 6 Written statement of Berdibay Aidarbekov) on absence of serious project impact for their life activities. Both of them were ready to be charged to construction costs but all costs were covered by the WUA budget.

They noted that their part of the canal section is finally constructed, this part of the canal is now cleared from reeds and no water losses.

According to the WB OP Policy 4.12 “Involuntary Resettlement” and the “Resettlement Policy Framework”, all procedures are complied with. No further impact is expected under this subproject.

## Section V. Grievance Redress and Appeals Mechanism

### 5.1. Grievance Redress Mechanism

The primary target of GRM and the population's statements is the identification, registry, and assistance in solving complaints that were addressed during the Project activities. Project GRM is established according to the Orders of the Executing Agency #112 dated May 22, 2020 and Kara-Suu raion water administration #24 dated November 6, 2020.

The GRM main principles are:

- (i) Protection of Citizens' rights;
- (ii) Transparency;
- (iii) Accessibility to a free GRM mechanism and without follow-up prosecution;
- (iv) Appropriateness, from the point of local cultural sensitivities view;
- (v) Personal responsibility for the performance duties;
- (vi) Accountability during the GRM consideration and statements by the PIU.

For the GRM implementation, the PIU and WUA created a register log of complaints and statements from the population. Moreover, anyone can apply to the PIU in an online format at:

[https://apnip.water.gov.kg/?page\\_id=1631&lang=ru](https://apnip.water.gov.kg/?page_id=1631&lang=ru)

### 5.2. General Complaints Review Process

A Project Affected Person is provided with information on filing procedure and handling complaints. Complaints are handled in Local Authorities (LA) in accordance with the existing procedure and are recorded in the complaints and proposals logs. The PIU upon receipt of information, the social issues specialist should ensure that each complaint has an individual identification number and a progress report in addressing each complaint outlined in the RAP, which identifies a person(s) responsible for each complaint, and recording the dates of the following events:

- the date of filing a complaint;
- the date of entering a Complaint(s) Registry Log in the Project database;
- the date when the information on the proposed solution was sent to an aggrieved party (if applicable);
- the response date to an aggrieved party.

The general information on complaints received (number, type of complaint), progress in resolving and problems encountered, should be included in the Project's periodic reporting submitted to the World Bank.

### PAPs Consultation

In accordance with the WB Operational Procedures OP4.01.1 on Information Disclosure, the PIU Social Specialist held a meeting with the owners of two land plots. Plots' owners were consulted about the impacts on land use, access to land, buildings/structures and sources of income, compensation mechanisms, as well as the grievance redress mechanism in accordance with WB OP 4.12 "Involuntary Resettlement". No complaints or requests are received from the side of two land owners.

**Table №4. COMPLAINTS MANAGEMENT MATRIX**

<b>Claim procedure</b>	<b>Responsibility to register a complaint</b>	<b>Submission form</b>	<b>Complaints Management Procedure</b>	<b>The period for consideration of a complaint (from the date of registration)</b>
<b>I instance</b>	<b>Project representative (PR)</b> -(re)construction supervision specialist) tel. _____	Verbally or by phone	The PR reports weekly to LA management and PIU on the status of complaints processing	5 working days
<b>II instance</b>	<b>PIU Director</b> Address: Kyrgyz Republic, Bishkek city, 720001, st. Toktonalieva, 4-a. Tel: +996 (312) 544972 Email: <a href="mailto:apnip@elcat.kg">apnip@elcat.kg</a> PIU website for online complaint: <a href="https://apnip.water.gov.kg">https://apnip.water.gov.kg</a>  <b>PIU contact person:</b> Communication and PR/Social Safeguards and GRM Specialist - Orozalieva S.M. Tel. 0555 295529 Email: <a href="mailto:s.orozalieva@oip2.kg">s.orozalieva@oip2.kg</a>	Written, signed and date	Social Safeguards Specialist and GRM: 1) registers a complaint in the registry with serial number; 2) examines a complaint; 3) organizes a follow-up assessment, if necessary; 4) monitors the process of considering and resolving complaints; 5) maintains direct contact with a PAP; 6) in cases of justification, organizing counseling with and aggrieved person, and develops corrective actions.	14 working days
<b>III instance</b>	To the RVK working commission of the WRS under the GoKR	Written complaint, in case of II instance, i.e the PIU`s issued a dissatisfactory result, thus transferred from the PIU to the working commission	1) Coordination with all parties involved; 2) Adopt a legal decision in the form of a WRS RVK decision.	30 working days

## List of Annexes

- Annex 1. Explanatory Letter from WUA Management
- Annex 2. Office Memo from Southern Engineering Team
- Annex 3. Justification written by K. Aidarbekov
- Annex 4. Justification written by B. Aidarbekov
- Annex 5. Written Statement provided by K. Aidarbekov
- Annex 6. Written Statement provided by B. Aidarbekov

## Annex 1. Letter from WUA

01.03.2023 № 9

Директору ОРП  
У. Т. Торогельдиеву  
Региональному координатору по  
инженерным вопросам по югу  
А. Б. Ажиматову

### ПИСЬМО-ОБЪЯСНИТЕЛЬНОЕ

На основании объяснительных записок со стороны двух владельцев земельных участков относительно приостановления реабилитационных работ на канале К-3-1 с ПК1+55 по ПК2+00, просим Вас приостановить реабилитационные работы на указанном участке канала.

Со своей стороны, заверяем, что незавершенный участок не повлияет на эффективность канала и на водоподачу.

Директор



И. Матраимов

To: PIU Director  
U. T. Torogeldiev  
From: Southern Regional Coordinator for  
Engineering Issues  
A. B. Azhimatov

### **EXPLANATORY LETTER**

Whereas we now have explanation notes from two owners of land plots regarding the suspension of rehabilitation work on the K-3-1 canal from HMM1 + 55 to HMM2 + 00, we ask you to suspend rehabilitation work on the indicated section of the canal.

From our end, we assure that the unfinished section will not affect the efficiency of the canal or the effectiveness of the water supply.

**Director**

**I. Matraimov**

## Annex 2. Office Memo from South Project Team

Директору ОРП  
У. Т. Торогельдиеву  
от регионального координатора по  
инженерным вопросам по югу  
А. Б. Ажиматова

### СЛУЖЕБНАЯ ЗАПИСКА

Довожу до Вашего сведения, что руководство АВП «Эне-Сай-Юг» Карасуйского района Ошской области обратилось в адрес Южной инженерной группы с письмом относительно приостановления работ на концевом участке канала К-3-1 с ПК1+55 по ПК2+00 протяженностью 45 м в связи с отказом от реабилитации владельцев двух участков с обеих сторон.

Отказ от реабилитации владельцев вышеуказанных участков объясняется тем, что один владелец построил хозпостройку (сарай), а другой посадил многолетние насаждения (малина) тем самым закрыв все подъездные пути к каналу. Хотя ранее при проектировании канала они были согласны.

В ходе встречи с инженерной группой владельцы этих участков категорически отказались предоставлять доступ к каналу. В связи с этим, руководство АВП и инженерная группа вместе с подрядной организацией приостановили реабилитационные работы, а оставшиеся средства, предназначенные на реабилитацию этого участка канала, были сэкономлены и будут возвращены проекту.

Вместе с тем, инженерная группа сообщает, что не реабилитированный участок не будет влиять на эффективность канала и на водоподачу.

Региональный координатор



А. Ажиматов

To: PIU Director  
U. T. Torogeldiev  
From: Southern Regional Coordinator for  
Engineering Issues  
A. B. Azhimatov

### **OFFICE MEMO**

I want to let you know that the Southern Engineering Group received a letter from the management of WUA "Ene-Sai-Youg" in Karasuu rayon of Osh oblast regarding the suspension of rehabilitation work on the tail reach of the K-3-1 canal from HMM1 + 55 to HMM2 + 00 with a length of 45 m due to the refusal of the owners of two plots on both sides of the rehabilitation.

The fact that one owner constructed a farm structure (a barn) and the other planted perennial plantings (raspberries), blocking all access roads to the canal, explains why the owners of the aforementioned plots refused to restore their sections. Although they had previously concurred when designing the canal.

The proprietors of these sites categorically refused to allow entry to the canal during the meeting with the engineering team. In this regard, the WUA management, engineering team, and contractor halted the rehabilitation work, saved, and will return to the project the funds allocated for the rehabilitation of this section of the canal.

At the same time, engineering team informs that the unfinished section will not affect the efficiency of the canal or the effectiveness of the water supply.

**Regional Coordinator**

**A. Azhimatov**

### Annex 3. Written justification provided by K. Aidarbekov

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Түшүнүк кат  
мен Айдарбекөл Жаппарбек  
түшүнүк кат берүүгүм  
сизге менен утаскалар  
куруучу негизин көрсөтүп  
иштер үчүн үйүмдү  
жеткенде бул жерге  
кыргыздарга көмү-чүк  
- Орусиянын сизге утаска-  
лар бергенде, мала  
стандык талнама

Түшүнүк кат  
Айдарбекөл Жаппарбек  
14.11.2022

### **Written Justification**

The reason I, Aidarbekov Kanatbek, am writing this explanation note is that I will not grant permission for a heavy machine to enter my plot and restore this canal section because the yard's trees and paving stones will be destroyed.

Aidarbekov Kanatbek

14.11.2022

#### Annex 4. Written Justification provided by B. Aidarbekov

Түшүнүктү кат  
Мен Бигдарбеков Бердашев  
түшүнүктү кат берүүчүмүн себеби  
менин уластатпасам киргизип  
жогорку канатта мектеп  
үчүн түшүнүктү аетимен  
орун тегинсизин киргизүүгө  
молдугун бардым мени  
себеби уластатпа башкараак  
түшүнүктү аетимен тегинсизин.

Түшүнүктү кат аетим.  
Бигдарбеков Бердашев  
14.11.2022г. А.А.А.

## **Written Justification**

The reason I, Aidarbekov Berdali, am writing this explanation note is that I will not grant permission for a heavy machine to enter my plot and restore this canal section because the yard's trees and paving stones will be destroyed.

Aidarbekov Berdali  
14.11.2022

«Айыл чарбасынын өндүрүмдүүлүгүн жана тамак-ашты  
жакшыртуу» долбоорунун директору У.Т.  
Торогельдиевге  
«Эне-Сай-Юг» СПАсынын фермер-суу пайдалануучусу  
К. Айдарбековдон

#### Билдирүү

Менин сизге билдирүү жазуумдун себеби, долбоордун калыбына келтирүү программасына кирген «Эне-Сай-Юг» СПАсынын К-3-1 ички чарбалык каналы, тагыраак айтканда менин жер тилкемдин жанынан өткөн канал толугу менен оңдолуп, каналга лотоктор орнотулду. Каналдын суу өткөрүмдүүлүгү жогорулап, мурдагы абалына салыштырмалуу жакшырды. Каналды мурда оңдотудан баштарткандыгымдын себеби, өзүмдүн жер тилкеме көп жылдык малина тиккенмин, ал үй бүлөмдү багуунун негизги финансы булагы болгон, ошону менен бирге жер тилкемде ичүүчү суу алуучу кудук орнотулган жана короомо брусчатка төшөлгөн. Каналды оңдоо үчүн оор техника кире тургандыгын билгенден кийин курулуш иштеринен баш тарткам, анткени жасала турган калыбына келтирүүчү иштер малинама, кудукка, бак-дарактарга таасирин тийгизип, брусчаткам талкаланмак. Ошол себептен К-3-1 каналынын менин жана менин кошунамдын жер участканан өткөн тилкесиндеги калыбына келтирилүүчү иштеринен 2022-жылдын 14-ноябрында жазган түшүнүк катымда баш тарткам. Бирок 2023-жылдын март айынын айгында катуужааган жамгырдан жана жогоруу болгон нымдуулуктан кошунамдын сарайынын жарымы урап калгандыгына байланыштуу, СПАнын жетекчилиги тарабынан К-3-1 каналынын оңдолбой калган участкан толук бүтүрүү боюнча сунушун колдоп, 45 метр жерге биргелешип лоток койдук. Каналды оңдоо учурунда менин жер тилкеме, малинама курулуш иштеринен, техникадан эч кандай таасир тийгизилген жок. Жасалган иштер толук мени канаттандырды. Анткени каналды калыбына келтирүү учурунда, лотокторду орнотууда өзүм катышып, жасалган иштердин сапатына толук ынандым. СПАнын, долбоордун жетекчилигине, Дүйнөлүк банка берген жардамы үчүн терең ыраазычылык билдирем.

Канатбек Айдарбеков

14.06.2023-ж.



**To:** Director of the Agricultural  
Productivity and Nutrition Improvement  
Project  
U.T. Torogeldiev  
**From:** Farmer-water user, member of the  
"Ene-Sai-Yug" WUA  
K. Aidarbekov

### **Statement**

The on-farm canal K-3-1 of the "Ene-Sai-Yug" WUA, which is included in the project rehabilitation program and passes next to my land plot, has been completely repaired, and flumes have been installed on the canal. Compared to before, the canal's throughput has increased and improved. The primary source of income for my family, perennial raspberries, were planted on my plot; in addition, a drinking water well was installed on the plot; and my yard was covered in cobblestones. For these reasons, I had previously refused to allow the canal to be repaired. When I learned that heavy machinery would be used to restore the canal, I turned down construction work because the work would harm trees, a well, and raspberries, as well as damage my paving stones. Due to this, in my cover letter dated November 14, 2022, I was refused permission to perform rehabilitation work on the K-3-1 canal section, where the canal crossed both my plot and my neighbor's plot.

But, after my neighbor's barn partially collapsed in March 2023 from heavy rains and high humidity, we decided to support the WUA management's proposal to finish the K-3-1 canal entirely by putting a 45-meter flume on the ground. My land plot and raspberry were unaffected by the construction and equipment used to repair the canal. The work was done to my utmost satisfaction. I was personally involved in the installation of flumes during the canal's rehabilitation, so I was completely confident in the quality of the work done. I would like to express my sincere gratitude to the World Bank, the project, and the WUA management for their support.

Kanatbek Aidarbekov  
14.06.2023

«Айыл чарбасынын өндүрүмдүүлүгүн жана тамак-ашты  
жакшыртуу» долбоорунун директору У.Т.  
Торогельдиевге  
«Эне-Сай-Юг» СПАсынын фермер-суу пайдалануучусу  
Б. Айдарбековдон

#### Билдирүү

Менин сизге билдирүү жазуумдун себеби, «Эне-Сай-Юг» СПАсынын К-3-1 ички чарбалык каналы АПНИП долбоорунун калыбына келтирүү программасына кирген. Бул долбоор аркылуу СПАнын көп каналдары оңдолду. Өзүңүздөр билгендей менин жертилкемдин жанынан СПАнын К-3-1 каналы өтөт, булл каналдын 45 метр жери аягына чейин оңдолбой калган. Анткени мен жана менин кошунам Канатбек булканалдын 45 метрин оңдоодон баш тартканбыз. Эң негизги себеби каналдын түбүнө мен мал сарай салганмын. Каналды калыбына келтирүү үчүн булл территорияга оор техниканын кирүүсү керек эле. Сарай аркылуу каналга кирүүтө мүмкүнчүлүк болбогондуктан, 2022-жылдын 14-ноябрында өзүмдүн жазган түшүнүк катымда менин жер тилкемдин жанынан өтө турган К-3-1 каналынын 45 метринде жасалуучу иштерден баштарткам жана уруксаатымды берген эмесмин.

Тилекке каршы үстүбүздө жылдын март айында жааган нөшөрлүү жамгырдан улам, сел каптап, сарайымдын фундаменти жумшарып, туруктуулугун жоготуп, күтүлүүсүз урап калды. Көп узабай СПАнын жетекчилиги тарабынан К-3-1 каналынын оңдолбой калган участкан толук бүтүрүү боюнча сунушун колдоп, 45 метр жерге лоток коюу боюнча сунушун кабылалып, каналды толуккандуу бүтүрүүтө уруксаатымды бердим. Учурдан пайдаланып жакшы сапаттагы канал куруп алдык. Буюрса каналдын азыркы сапаты сонун. Көп жыл иштейт деген үмүттөмүн. Эң негизгиси жаан-чачындан, селден коргойт деп ишенем. Курулушчурунда техниканын иштегени, ызы-чуу, чандоо, каналга болгон убактылуу мүмкүнчүлүктү чектөө гана болбосо, олуттуу таасир болгон жок. Жасалган иштер толук мени канаттандырды. СПАнын, долбоордун жетекчилигине, Дүйнөлүк банкка берген жардамы үчүн терең ыраазычылык билдирем.

14.06.2023-ж.

*Б. Айдарбеков*

**To:** Director of the Agricultural  
Productivity and Nutrition Improvement  
Project  
U.T. Torogeldiev

**From:** Farmer-water user of the "Ene-  
Sai-Yug" WUA  
B. Aidarbekov

### **Statement**

As you know, the on-farm canal K-3-1 of the "Ene-Sai-Yug" WUA was included in the rehabilitation program of the APNIP. Under this program, many WUA canals have undergone rehabilitation. You are aware that the WUA K-3-1 canal runs alongside my property, and that a 45-meter section of this canal was still in need of repair. Initially, my neighbor Kanatbek and me refused to repair 45 meters of this canal. The primary cause is the cattle barn I constructed at the canal's base. To restore the canal, large machinery had to enter this area. I refused to carry out the work on the 45-meter section of the K-3-1 canal that will pass next to my land plot on November 14, 2022, in my cover letter because I couldn't access the canal through the barn. I also declined to grant permission.

Unfortunately, the barn's foundation softened, lost stability, and collapsed in March of this year as a result of torrential rains that caused floods. I soon accepted the offer to install flumes for a length of 45 meters and supported the WUA management's proposal for the complete completion of the defective section of the K-3-1 canal. I also granted permission for the complete completion of the canal. We were able to construct a high-quality canal by taking advantage of the opportunity. I'm hoping the canal is in excellent condition right now. I'm hoping this will continue to work for years. I'm hoping that mudslides and rain protection will be the most crucial factors. With the exception of noise, dust, and a temporary restriction on access to the canal, there were no significant effects on the operation of equipment during construction. The work was done to my utmost satisfaction. I would like to thank the World Bank, the Project, and the management of the WUA for their support.

14.06.2023

Aidarbekov B.