



Project Number: 44140
Date: December 2014

TA 7566-REG: Strengthening and Use of Country Safeguard Systems

Subproject: Strengthening Community Consultation
and Grievance Redress Mechanism in the
Committee on Roads (Kazakhstan)

FINAL REPORT

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FINAL REPORT

STRENGTHENING AND USE OF COUNTRY SAFEGUARD SYSTEMS - COMMUNITY CONSULTATION AND GRIEVANCE REDRESS MECHANISM TA-7566-REG

Kazakhstan

1. INTRODUCTION

This report provides information on activities carried out with respect to the assignment on Strengthening and Use of Country Safeguard Systems – Community Consultation and Grievance Redress Mechanism and has been prepared for submission to the Asian Development Bank (ADB) and Committee on Roads (CoR) of the Ministry of Investments and Development (MoID) of the Republic of Kazakhstan (RoK) in accordance with the Terms of Reference (ToR) dated 13 February 2014.

Within the framework of the assignment the team of consultants was expected to: (i) develop community consultation and grievance redress mechanism (GRM) guideline, and (ii) train specialists from CoR of the MoID of the RoK.

The implementation of the assignment started with inception and stocktaking activities carried out during March - June 2014. Initially it was expected to carry out stocktaking workshops in three project areas (South Kazakhstan, Zhambyl and Mangystau oblasts), however, taking into account that some of the key stakeholders (including CoR, central office of Kazautozhol, PMCs management, etc.) are based in Astana, as well as considering large distances between the project sites (even within same oblast) it was found reasonable to undertake stocktaking activities through a number of smaller scale meetings and discussion with large variety of stakeholders carried out in Almaty, Astana and three project areas.

Further on, the works on development of the Guideline on Grievance Redress Mechanism on Environmental and Social Safeguards for Road Sector Projects were carried out in July 2014, followed with preparation of training materials and development of Training Plan in months of August-September 2014. Prior to delivery of finalization of training plan and materials, the training materials were pilot-tested in September 2014. Following endorsement of training plan and materials, the trainings and community consultations were arranged and delivered in Almaty, Astana and all three project regions in October and November 2014. The results of the training activities were summarized in the Training Report (December 2014).

The overall purpose of this Final Report is to provide details on the activities undertaken within the framework of the assignment during the months of March to December 2014, provide details on works carried out, progress achieved, issues revealed, as well as present some recommendations to be potentially considered in future.

Final Report includes a number of Annexes, as follows:

- Annex 1 – List of Working Group members;
- Annex 2 – Minutes of the Working Group first meeting;
- Annex 3 – Minutes of the Working Group second meeting;
- Annex 4 – List of stakeholders met and consulted;
- Annex 5 – List of members of Grievance Redress Committees;
- Annex 6 – List of heads and coordinators of Grievance Redress Committees;
- Annex 7 – Schedule of training sessions;
- Annex 8 – List of training participants provided with certificates.

2. BACKGROUND

The Safeguard Policy Statement of the Asian Development Bank (ADB SPS) from 2009 specifies the conduct of meaningful consultation with affected people and stakeholders and the establishment of an effective grievance redress mechanism (GRM) as one of the key requirements for the projects. All ADB-financed projects are required to carry out meaningful consultation and establish a culturally appropriate and gender inclusive GRM to receive and facilitate resolution of the affected people's concerns and grievances, including those related to environmental, land acquisition and/or involuntary resettlement, and indigenous people. Similar requirements are included in the policies of other International Financial Institutions (IFIs), including the World Bank (WB) and the European Bank for Reconstruction and Development (EBRD) that are involved in financing of transport (particularly road infrastructure) projects in Kazakhstan and liaising with CoR of the MoID.

In May of 2008 the Government of RoK (through CoR of the MoID), WB, ADB and EBRD agreed to adopt a common Environmental Assessment and Review Framework (EARF) and Resettlement Policy Framework (RPF) for the rehabilitation of the CAREC 1 and 6 road corridors, as an effort to harmonize their approach to safeguards. The agreed common EARF and RPF required road infrastructure projects financed by these IFIs to ensure that affected persons (APs) are consulted and fully informed of the project impacts and their entitlements to compensation and rehabilitation assistance, as well as to establish an effective GRM to handle project related complaints. Prior to this, there was no previous practice on consultation and grievance redress in road projects, and consultations were usually limited to the conduct of official public hearings, while grievances / disputes were referred to the court.

Although the EARF and RPF specifically required conduct of meaningful consultation and the establishment of GRM, such were not effectively implemented as envisaged. In particular, the weaknesses included (i) lack of adequate resources and staffing at different stages of project development and implementation for both environment and social safeguards; (ii) difficulty of sustaining communication and consultations with local authorities along project's roads corridors; (iii) inadequate organizational set-up; (iv) lack of awareness of communities, civil society groups, consultants, contractors, CoR, Kazautozhol (including its regional branches) of roles, procedures and requirements for community consultation and GRM; (v) weak interaction between civil society groups and project implementers; and (vi) uneven implementation of community consultation and GRM in projects. These gaps delayed the identification and resolutions of issues. Some complaints that could have been resolved at rayon or oblast levels were in fact sent to CoR Astana for decision. In both WB and ADB financed sections, there were grievance cases that remained unresolved at the regional or CoR levels and reached the headquarter offices of donor organizations requiring intervention from IFIs for resolution.

On October 12, 2010, CoR issued order No 57 on establishment of a special working grievance redress panel to facilitate resolution of grievances. It also endorsed in the mid-2011 the creation of a Community Liaison Group (CLG) to improve community and civil society engagement in grievance redress and information exchange in projects covered under the ADB-financed MFF for CAREC Corridor 1 (Zhambyl Oblast Section). ADB organized a number of workshops on grievance redress with CoR, consultants and contractors to support the formation and operation of the CLG. The Guidelines on the Community Liaison Group were developed and endorsed in May of 2011.

Later, in July 2012, CoR also supported the formation of a national experts council to help monitor and identify grievances in the ongoing road projects in Corridors 1 and 6, including sections financed by the WB, EBRD and ADB. Further on, during ADB's interim review of the CAREC 1 Tranches 1, 2 and 3, the CoR of Zhambyl oblast requested ADB for a follow-up training on GRM for its staff and consultants. During informal discussions with representatives of ADB Resident Mission in Kazakhstan (KARM) held in October 2012, CoR

confirmed its interest in improving GRM capacity (including that of its administrative branches) to ensure efficient implementation of projects. In the letter sent to ADB on March 2013, CoR confirmed its agreement to the general approach, outputs and activities of the proposed assignment on Strengthening and Use of Country Safeguard Systems – Community Consultation and GRM. Community consultation and GRM issues were also emphasized in other two ADB-funded regional technical assistances (RETA) on safeguards. In particular, within the framework of the RETA 7548 - Improving the Implementation of Environmental Safeguards in Central and West Asia, which is focused on the technical aspects of preparing and implementing site-specific EMPs, the training on environmental management (including consultation and complaint registration related topics) was provided in 2013. RETA 7433 - Mainstreaming Land Acquisition and Resettlement Safeguards in the Central and West Asia Region involves the conduct of country assessment on land acquisition and resettlement, as well as capacity building and coaching of Implementing Agencies / Executing Agencies on land acquisition and resettlement issues (also covering topics of community consultation and grievance redress). However, while these regional technical assistances being focused on other major issues, they touch upon consultation and complaint resolution. The current assignment implemented under the RETA 7566 on Strengthening and Use of Country Safeguard Systems – Community Consultation and GRM complements two other RETAs in strengthening safeguards system in the country by helping to establish efficient consultation and GRM on involuntary resettlement, indigenous people and environmental safeguards for CoR projects in Zhambyl, South Kazakhstan and Mangystau oblasts, with a potential to be replicated for road sector projects all over the country (including locally and IFI funded ones).

In accordance with recommendations of ADB and in order to facilitate implementation of the assignment, an Order “On Establishment of a Working Group for Strengthening Community Consultation and Grievance Redress Mechanism in the Road Sector of Kazakhstan” was issued by the Chairman of CoR, MoID. The order covered establishment of the Working Group on strengthening GRM in transport sector projects in Kazakhstan, specifying the members of the working group to be functioning until September 30, 2014 (Annex 1).

Experience points to the need for an effective GRM and community feedback system in national highway projects. Without community inputs/feedback, design of national highway projects frequently fails to consider the needs and concerns of communities traversed by these highways. Impacts ranging from loss of assets, restriction in mobility and access, as well as short-term and long-term environmental impacts are sometimes overlooked. Issues and complaints related to cattle crossings (including horses and camels in the west), use of borrow pits and quarries, access ramps, pedestrian crossings, damage to community facilities (e.g. irrigation canals, etc.), as well as safety emerge during project implementation. Moreover, balancing safety standards for highways, improving transport and local community needs requires constant communication with key national and local stakeholders and timely identification and action on emerging issues. In such situations community consultation and GRM play a crucial role.

The implementation of the assignment started with inception and stocktaking activities in March 2014. Key activities implemented by the team consisting of international and local community consultation and grievance redress mechanism specialists during the inception and stocktaking period included collection and review of available data, meetings and discussions with key state stakeholders and parties involved in preparation and implementation of projects, as well as consultations with international financial institutions implementing transport sector projects in Kazakhstan, civil society organizations, representatives of affected persons and other relevant stakeholders. As a part of stocktaking, the meetings and consultations in Astana and Almaty, follow-up visits to all three project regions (South Kazakhstan, Zhambyl and Mangystau oblasts) were carried out.

Following the completion of inception and stocktaking activities, the works on development and finalization of the Guideline on Grievance Redress Mechanism on Environmental and

Social Safeguards for Road Sector Projects were carried out. The draft version of the Guideline was discussed in July 2014, review based on the comments and suggestions received and then finalized in August 2014. Preparation of training materials and development of the Training Plan took place in the months of August-September 2014. Training materials were pilot-tested and finalized in September 2014.

Following endorsement of the training plan and materials, the trainings and community consultations were arranged and delivered in Almaty, Astana and all three project regions in October and November 2014. The results of the training activities were summarized in the Training Report finalized in December 2014.

3. CONSULTATION AND STOCKTAKING ACTIVITIES, DEVELOPMENT OF GRM GUIDELINE

3.1 Consultation and stocktaking activities

This section of the Final Report provides information on meetings and consultations carried out during the visits to Astana, Almaty and project regions (South Kazakhstan, Zhambyl and Mangystau oblasts) carried out by International / Local Community Consultation and GRM Specialists.

Key state stakeholders dealing with road projects include CoR of the MoID (responsible for policy, and preparation and coordination of development of automobile roads sector) and Kazautozhol JSC (established in 2013 to take over some of the CoR functions and ultimately be responsible for road operation and maintenance).

The works started with the meeting of the Working Group / main stocktaking workshop in Astana aimed at discussing the project objectives, approaches, further plans. The presentation on Community Consultation and GRM for CoR Projects was delivered and discussion was initiated during the first meeting of the Working Group¹ held on March 27, 2014 (Minutes and List of participants are presented in Annex 2). The consultations and stocktaking activities were carried out following the first meeting of the Working Group. The outcomes of the analysis, reviews and discussions conducted were summarized and presented during the second meeting of Working Group² held on July 10, 2014 (Minutes and List of participants are presented in Annex 3) along with the presentation of the draft Guideline of Grievance Redress Mechanism on Environment and Social Safeguards for Road Sector Projects.

The stakeholders met and consulted included the following parties:

- Committee of Roads;
- Kazautozhol (representatives of central office and regional branches in Almaty, Zhambyl, South Kazakhstan and Mangystau);
- Design Consultants;
- Project Management Consultants;
- Construction Supervision Consultants;
- Construction Contractors (CC);
- International Financial Institutions (WB, EBRD, IsDB);
- International organizations and projects;
- State organizations (dealing with environmental and social issues at regional level);
- Local authorities (akims and staff of akimats at community, rayon, oblast levels);
- Civil society and non-governmental organizations;
- Professional mediators;
- People affected by projects in road sector;
- Other groups (veteran council, youth centers, lawyers involved in grievance resolution, mass-media representatives, etc.).

List of stakeholders met and consulted during implementation of the assignment is provided in the Annex 4.

3.2 Main issues raised during inception and stocktaking activities

Discussions with stakeholders indicated the following key reasons for grievances:

¹ The list of participants for the working group meeting was confirmed by the Deputy Chairman of CoR No 23-23-07/582 dated March 12, 2014.

² The list of participants for the working group meeting was confirmed by the Deputy Chairman of CoR No 23-23-07/1735 dated July 04, 2014.

- No GRM available at project preparation and design (including resettlement planning and environmental assessment) stage;
- Inadequate consideration of impacts (economic, social, environmental, etc.);
- Weak documentation on GRM procedures and consultation;
- Improper organization of works;
- Inadequate supervision;
- Insufficient disclosure and consultation;
- Absence or lack of monitoring;
- Deficient mechanism for feedback provision.

Despite the Guidelines on were developed, reviewed, endorsed for ADB-funded sections of CAREC Corridor 1 road in Zhambyl Oblast, they were never enacted and followed during the project implementation. Factors contributing to failure of proposed mechanism included:

- Lack of awareness on the proposed mechanism;
- Lack of control to ensure the guidelines are followed;
- Incompatible institutional setup;
- Inefficient works arrangement;
- Lack of capacity and specialized staff (including state entities, akimats, CCs, CSCs, etc.);
- Lack of consultation and participation activities;
- Remoteness of project areas;
- Lack of willingness to resolve the grievance (no responsibility if grievance is not resolved);
- Routine practice to solve the issue as it comes, instead of preventive thinking.

Main issues revealed as a result of stocktaking activities are presented below grouped by institutional, administrative, work arrangement, consultation and awareness.

Issues related to institutional setup and administrative arrangements include:

- Various entities are responsible for preparation and implementation of road sector projects, and maintenance of road infrastructure (relationship and information flow with respect to GRM is unclear);
- No dedicated staff is available to address safeguard issues. Usually review of documents, follow up with implementation, monitoring, etc. are tasked to the specialists without safeguard background to be dealt along with other key duties;
- Frequent staff turnover leads to limited institutional memory and limit the benefits of the previous capacity building activities;
- Geographic distance related issues (CoR has no regional representation, while despite Kazautozhol is represented regionally, however formally have only one safeguard specialist based in Astana. CoR and Kazautozhol representatives dealing with safeguard documents have no or minimum travel to regions);
- Implementation of safeguard related activities is highly dependent on external consultants during design, implementation and monitoring stages (almost all the safeguard related works are done by hired consultants, often international);
- Responsibilities for monitoring functions in terms of safeguards and particularly GRM are not well defined (roles are unclear, delays are frequent, lack of tracking, absence of a centralized approach);
- Reporting system is deficient (common formats for documents / reports are absent, no centralized mechanism and depository of documents / reports is available, Insufficient follow up with submission timeline is observed (delays are often); reports are not considered as a monitoring tool helping to follow up with progress, summarize lessons learned and improve performance);
- Due to the absence of one commonly applied procedure and insufficient clarity in distribution of roles and responsibilities of parties involved in grievance resolution, as well as lack of involvement of lower levels of the grievance redress process, many grievance cases are not resolved efficiently and in the lowest possible level, and are

- pushed to the upper levels for consideration;
- Court process is often considered by the state stakeholders as the “safe” way forward.

Issues related to works arrangements include:

- Design consultants are based in cities and have limited availability at field during designing process, in the meantime timeline for design preparation is often very short to allow for extensive consultations;
- Large time gap between approval of designs and commencement of construction works (up to 3-6 years) - this complicates implementation of civil works, as the situation on-site significantly changes with the time, and such changes are not reflected in design package, including environmental and social documents;
- Project implementation arrangements in some cases are non-efficient from the perspective of timeline for engagement of key players – CCs are mobilized and commence the works while CSCs are not involved yet, and PMCs are contracted even after the CSCs;
- CCs significantly lack appropriate staff to deal with environmental and social issues (especially social safeguard staff);
- CSCs faces difficulties in finding appropriate staff to deal with environmental and social issues;
- PMCs usually include environmental and social safeguard specialists (both short-term international and long-term / full-time local), however their input is limited (as key personnel is mostly located in Astana and visit respective road sections from time to time only);
- Various parties apply various mechanisms for recording the grievance cases and documenting the progress of its resolution;
- No common formats for recording the grievance and providing the information on its status and process of resolution are available at key entities involved in road sector projects;
- No centralized database is maintained at CoR or Kazautozhol JSC;
- A simple format of a database is available at one of the PMCs, however it does not reflect complete information on all the grievances, as those resolved on spot are not recorded by CCs and CSCs and incorporated into the reporting to PMC.

Issues related to consultations and awareness include:

- Lack of attention to consultation and participation issues during all stages of project preparation and implementation;
- Consultations during design stage usually involve only formal meetings often held at rayon and oblast level Akimats (formal documentation);
- Public hearings at design stage are often limited to ones required within the scope of EIA process and are formalized through protocol;
- In majority of cases design companies hire consultants to develop safeguard documents (including relevant consultation requirements);
- Consultations during implementation stage are minimal.

The outcomes of the discussions, analysis and reviews of available documents were summarized and presented in details during the second meeting of Working Group held on 10 July 2014.

3.3 Development of GRM Guideline and appointment of GRC members

Draft version of the Guideline on Grievance Redress Mechanism on Environmental and Social Safeguards for Road Sector Projects was presented during the second meeting of Working Group held on 10 July 2014 and discussed with the members of the Working Group. Further on, the Guideline was submitted to CoR for review and circulated among the

representatives of the CoR and Kazautozhol for comments and feedback. The revised version of the Guideline along with the matrix of responses to comments was submitted to CoR in August. The Guideline on Grievance Redress Mechanism on Environmental and Social Safeguards for Road Sector Projects was approved in August of 2014, and the members of the Grievance Redress Committees at regional and central levels were nominated in September 2014³ (Annex 5). All of the nominated members were invited to take part in the training sessions. Heads and Coordinators on the Grievance Redress Committees at regional and central levels were nominated in November 2014⁴ (Annex 6).

4. TRAINING ACTIVITIES

The assignment on Strengthening and Use of Country Safeguard Systems – Community Consultation and Grievance Redress Mechanism envisaged provision of training workshops and community consultation in three project regions. Key activities implemented by the team as a part of training included development of training plan and materials and their endorsement by the CoR, arrangement of training and community consultation activities, delivery of training workshops and meetings with participation of key state stakeholders and parties involved in preparation and implementation of projects, civil society organizations, representatives of communities and other relevant stakeholders.

The objective of training workshops and community meetings was to familiarize participants on ADB's Policy principles and national laws and procedures with respect to community consultation and grievance redress, present best practices for community consultation, present the Guideline on Grievance Redress Mechanism on Environmental and Social Safeguards for Road Sector Projects, and ensure proper and full understanding of grievance redress approaches through question-and-answer sessions after each topic was presented and discussion in groups.

A Training Plan and materials were developed during the months of July – September 2014. Training materials included presentations on topics related to community consultation and grievance redress, as well as a brochure and poster on GRM. Prior to finalization, the pilot testing of training materials was carried out by the local consultant in Taraz, Zhambyl Oblast on September 19, 2014. Pilot-testing was carried out in a group that included representatives of Kazautozhol regional branch, Project Management Consultant, Construction Supervision Consultants, Construction Contractors, akimats, as well as NGO sector, professional mediator. Pilot testing of the training materials allowed to refine presentations, handouts and the GRM brochure, as well as to adjust the list of participants and locations of the trainings to better comply with the assignment objectives.

4.1 Training arrangements and locations

Trainings were arranged in the areas that can accommodate planned number of participants, including ADB KARM offices in Almaty and Astana, offices of Construction Contractors and Construction Supervision Consultants, as well as meeting halls in hotels. Coffee breaks were offered to participants of training sessions. In additions, lunch was arranged for participants of the full-day session. All the participants of training workshops were provided with the information packages, including copies of presentation handouts and GRM information brochure. The training materials were made available in English and Russian languages. GRM information brochures were printed in Kazakh, Russian and English languages. All four full-day training workshops were delivered in Russian, while most of community meetings were held in Kazakh, depending on location and language preference of the target audience.

³ The list of GRC members was confirmed by the letter signed by the Deputy Chairman of CoR No 23-07/2602 dated September 18, 2014.

⁴ The list of heads and coordinators of GRCs was confirmed by the letter signed by the Managing Director on Investment Projects of Kazautozhol No 10/10-3143-И dated November 20, 2014.

Trainings and consultations in Russian were delivered by international specialist with input from the local specialist. Community consultations in Kazakh were delivered by the local specialist with support from international specialist. Posters presenting the GRM process and providing contacts of Grievance Redress Committees at regional level were developed and posted at information boards in all three regional branches of Kazautozhol JSC and in all communities where consultations were carried out. In addition, number of posters was provided to representatives of PMCs and CSCs to be posted at their offices, construction sites, akimats of communities located along the project roads.

Training workshops and community meetings were held in Almaty, Astana and three project regions, including Zhambyl, South-Kazakhstan, Mangystau Oblasts (Annex 7).

Four large training workshops were delivered in Almaty and project oblasts, including Aktau in Mangystau Oblast, Shymkent in South Kazakhstan Oblast and Taraz in Zhambyl oblast.

In addition, half-day trainings and community consultations were held in Almaty and Astana, as well as number of communities located along the project roads in all three oblasts.

4.2 Target audience

Target audience included representatives of the relevant state agencies of the Republic of Kazakhstan involved in road sector projects financed by International Financial Institutions (IFI), including the CoR of the MoID, Kazautozhol NC JSC central office and regional branches, Project Management Consultants, Construction Supervision Consultants, Construction Contractor, local and regional authorities, as well as professional mediators and non-governmental organizations. All the members of Grievance Redress Committees nominated within the framework of the assignment were invited to participate in the training activities.

The target audience for each of the trainings was compiled based on the data collected for each oblast and people met and consulted during the inception and stocktaking activities of the assignment. The consideration was made to involve both state and non-government sector and ensure sufficient participation from men and women.

4.3 Details on training sessions

The training sessions covered variety of topics including requirements of ADB and National Legislation on consultation and GRM, communication and consultation approaches and practices, GRM Guideline and its application. The Duration of the main training workshops was one full day. In addition, there were shorter half-day trainings provided to contractors/consultants and communities located in the project areas.

Full-day training sessions

Full-day training included the following sessions:

- Welcome and Introduction;
- Expectations of participants and structure of the training;
- Session 1: Requirements of ADB and National Legislation on consultation and GRM;
- Session 2: Communication and consultation approaches and practices;
- Session 3: GRM Guideline and its application;
- Session 4: Group work on cases and discussion;
- Completion of the post-training questionnaires and analysis of the outcomes.

Four full day trainings were carried out in Almaty (October 15, 2014), Aktau

(November 4, 2014), Shymkent (November 6, 2014) and Taraz (November 10, 2014).

Half-day training sessions

Half-day training included the following sessions:

- Welcome and Introduction;
- Session 1: ADB requirements on consultation and GRM;
- Session 2: Communication and consultation approaches and practices;
- Session 3: GRM Guideline and its application.

Thirteen half-day trainings (with duration of 3-5 hours depending on number of participants and number of questions raised) were carried out in:

- Almaty (October 16 and November 14, 2014);
- Astana (October 21, 2014);
- Zhambyl Oblast
 - Kordai (October 17, 2014);
 - Merke (October 18, 2014);
 - Aisha-Bibi (November 7, 2014);
 - Beszhyldyk (November 8, 2014);
- Mangystau Oblast
 - Zhetybai (November 3, 2014);
 - Batyr (November 3, 2014);
 - Kyzyl-Tube (November 3, 2014);
- South Kazakhstan Oblast
 - Kazygurt (November 7, 2014);
 - Rabat (November 7, 2014);
 - Sharapkhana (November 7, 2014);

4.4 Details on training structure

All training workshops and community consultations started with **welcome and introductions session** that covered the following issues:

- Brief introduction of the assignment and training objectives to the participants;
- Introduction of the training facilitators and participants.

Further on, during training workshops a brief discussion of the **participants' expectations** from the sessions and **structure of the training workshop** was presented.

The training sessions in Almaty and Astana were be opened with welcome notes from Dr. Ruwani Jayewardene, Principal Safeguard Specialist of the Asian Development Bank, based in ADB's Resident Mission in Almaty, Kazakhstan. Afterwards the training facilitators took the floor to introduce themselves, as well as provide brief information on objectives of the assignment, works carried out and next activities.

Afterwards participants introduced themselves (mentioning their name and organization, as well as their position and key activities), so as they know each other better. Participants were also provided with folders with training agenda, copy of GRM Guideline, GRM brochure and training handouts. Representatives of communities attending the consultation sessions were provided with the copies of GRM brochure. Brief details on each training session are provided below:

Session 1: Requirements of ADB and National Legislation on consultation and GRM

The aim of this session was to introduce and increase participants' knowledge about the requirements regarding community consultation and grievance redress incorporating into the donor policy requirements and national legislation. The training session was commenced by the international consultant, who presented details on ADB requirements on community consultation and grievance redress, similar requirements incorporated into the policies of various IFIs funding transport sector projects in Kazakhstan, and continued by local consultant, who provided details on requirements of national legislation and regulations.

Session 2: Communication and consultation approaches and practices

The second session provided an opportunity for participants to learn about community consultation and communication approaches and best practices, steps and methods of engaging community in projects planning and implementation, mechanisms of obtaining community feedback and ensuring community involvement. The training session was delivered by the international consultant, who presented communication and consultation approaches and practices, as well as local consultant, who will provide presentation on approaches and cases based on local regulations and experience.

Session 3: GRM Guideline

The third session of the training workshop was devoted to presentation of key document - Guideline on Grievance Redress Mechanism on Environmental and Social Safeguards for Road Sector Projects. During the session international consultant presented the details of the GRM Guideline approved by the Committee of Roads and to be applied for road sector projects in Kazakhstan.

Session 4: Group work on cases and discussion

The fourth and final session of the training workshop covered presentation of experience from various projects, examples of correct and questionable approaches, case studies from various projects that allowed to consider the issues during implementation of IFI funded projects and discuss the options for resolving those issues. Discussion of grievance cases on how the unresolved grievances have to be considered in the scope of GRM Guidelines and how the issues are recommended to be resolved. The session included discussion on each case study, requirements of ADB policies applicable in each particular case, fair approaches to address the case and resolve the grievance to the satisfaction of complaining party and agencies involved in project implementation. The resolution of grievances as per new Grievance Redress Mechanism was also discussed.

Following the question and answer session the participants will be expected to **complete the post-training questionnaire** that allowed facilitators to understand the level of understanding and perception of the training materials, as well as provide their feedback on training materials and delivery.

4.5 Participation and feedback

Overall, the level of attendance during training workshops and community meetings was quite high. High attendance level of invitees was attained due to additional efforts made by the facilitators, who arranged special additional sessions for absentee key invitees, to make sure that they are informed and fully aware of the community consultation approaches and Grievance Redress Mechanism and are ready to carry out their functions as the Grievance Redress Committees (GRC) members. In several cases, the GRC members / invitees were replaced by other representatives of their organization, despite the notification on mandatory participation on GRC members provided prior to training. In the meantime, it should be noted that some of those nominated to serve as GRC members did not attend the training sessions, despite two and more options offered to them to ensure their participation. All the participants of the full-day trainings (including additional training in Almaty on November 14, 2014), who attended and actively participated in all training sessions were provided with the Certificates for participation in "Community Consultation and Grievance Redress Mechanism"

Capacity Building Training (Annex 8).

At the end of the training day participants were provided with the opportunity to express their feedback on training and make their **recommendations**. Training participants highlighted the importance of availability of the Grievance Redress Mechanism and emphasized the importance of proper operation of Grievance Redress Committees to ensure timely review and resolution of complaints. Some of the participants also mentioned the importance of collaboration with akimats and representatives of judicial authorities, who are often involved in addressing grievances and monitoring previously resolved complaints. Participants also noted that provision of information of Grievance Redress Mechanism should be of periodic nature, and stressed that more attention should be focused on information disclosure and consultation at all stages of project preparation and implementation. Several representatives of civil society organizations approached the facilitators and offered their support for sharing the information on grievance redress mechanism through their mailing lists or holding short session during their meetings in communities held within the framework of other projects.

Participation in community consultations was quite active. Inhabitants were mostly interested in the timeline for implementation / completion of road construction activities. They also mentioned that in case of disagreements and issues there are approaching akims of their communities and that involvement of akimat representatives in GRC would help to resolve the complaints. In Mangystau and South Kazakhstan Oblasts questions were asked on compensation approaches (in the areas where the civil works are not yet started), especially on what will happen to roadside businesses (both permanent and seasonal) and how their activities will be impacted by construction works. Some of the residents who attended the sessions in Zhambyl and South Kazakhstan Oblasts highlighted the safety issues during operation of the road and requested to limit the speed, especially in the sections of the road passing through/along the communities. Representatives of communities consulted in Zhambyl Oblast noted about issues with redesigning and relocation cattle passes, use borrow pits and expressed their expectation that with the availability of the GRM the issues will be addressed and resolved faster. Participants of the community meetings also noted that the GRM brochure available in Russian and Kazakh languages is very useful and that information poster on GRM (posted in akimats and Kazautozhol regional branches) would help them to consult on the process and follow the mechanism.

5. COOPERATION WITH MOID / COR AND KAZAUTOZHOL JSC

Efficient cooperation has been established with CoR and Kazautozhol staff during the implementation of assignment. The main counterpart and key contact point at CoR for this assignment is Ms. A. Karymbayeva, Chief Expert, Division of Investment Projects Preparation, CoR of the MoID. Collaboration with CoR of the MoID as of now included organization and coordination of first meeting of the Working Group, serving as a liaison point in communication between team of consultants and project stakeholders, as well as provision of information relevant for implementation of this assignment and overall support of the consultants' works.

At Kazautozhol JSC Ms. S. Nurtazina, Senior Expert of the Department on Development of Road Network and Investment Projects of the Kazautozhol JSC was nominated to be responsible for dealing with environmental and social safeguards and to be extensively involved in activities of this assignment. However, it should be noted that involvement of Ms. S. Nurtazina was very limited, since despite several meeting with the team of consultants, she did not attend any of the Work Group meetings and training workshops.

Collaboration with the CoR and Kazautozhol JSC included consultations, review of reports and draft documents related to GRM, including Stocktaking Report, GRM Guideline, Training Plan and materials, Training Report, as well as support in provision of information and feedback to consultants. Representatives of the CoR and Kazautozhol JSC also participated in training workshops.

Support from CoR and Kazautozhol was provided during launching of grievance redress mechanism, as well as dissemination of the information on grievance redress approaches through information brochure and project related meetings and public consultations.

Involvement of CoR in assignment activities can be summarized as follows:

- Participation in assignment activities, including consultations with international and local specialists, Work Group sessions, training activities;
- Review and endorsement of the reports and documents, including Stocktaking Report, GRM Guideline, Training Plan and materials, Training Report, etc.;
- Establishment of the GRCs at regional and central levels;
- Nominating / follow up with nomination of GRC members (including GRC heads and coordinators at regional and central levels);
- Provision of information to relevant stakeholders, local authorities, akims of communities located in project areas on availability of GRM Guideline and establishment of GRCs;
- Support on publication / posting of information on the GRM and its details, including contact information of GRCs on official web sites of CoR and "Western Europe - Western China" road corridor.

6. MILESTONES AND RECOMMENDATIONS

Milestones achieved by the end of the assignment include (in chronological order):

- Meeting with Working Group carried out; presentation on GRM for the meeting delivered; minutes of meeting developed and signed by CoR;
- Series of meetings with key stakeholders carried out (including those in Astana, Almaty, Zhambyl, South Kazakhstan and Mangystau oblasts);
- Consultations and discussions with variety of stakeholders conducted, including CoR of the MoID, Kazautozhol JSC (and its regional branches in Almaty, Zhambyl, South Kazakhstan and Mangystau oblasts), Design Consultants, Project Management Consultants, Construction Supervision Consultants, Construction Contractors, IFIs, as well as local authorities, civil society and non-governmental organizations;
- Data and stakeholders' feedback on existing community consultation and GRM experience in road sector projects collected and reviewed;
- Site visits to three project oblasts are carried out by local consultant, stocktaking carried out, information shared with international consultant;
- Stocktaking Report developed and endorsed;
- GRM Guideline developed, discussed, finalized and endorsed;
- GRC members nominated, GRCs established;
- Training Plan developed; training materials designed, pilot-tested, finalized and endorsed, including presentations, brochure on GRM and GRM poster;
- GRM Guideline and training materials posted on the web-sites;
- Trainings and community meetings are arranged and carried out in Almaty, Astana and all three project regions;
- Training Report summarizing training activities and their results developed and endorsed.

The following measures are recommended with respect to further capacity building and ensuring proper functioning of the GRM:

- Continuous communication maintained between GRC members at regional level, as well as GRC coordinators at regional and central levels will allow to ensure timely review of grievance cases and foster their resolution;
- Provision of training and orientation on community consultation and GRM should be offered to management personnel of CSCs and CCs by safeguard specialists of PMCs to ensure adequate knowledge and awareness of the applicable practices;
- Newly appointed members of GRC shall obtain proper orientation from GRC head and coordinator prior to commencing their functions as the members of GRC at regional or central level;
- Meetings and experience exchange between GRC members from regions where projects are in advanced stage of implementation and regions where project implementation just started will allow to share lessons learned and minimize potential for grievance and facilitate their resolution while implementing new projects;
- Close collaboration shall be maintained between consultants / contractor involved in project implementation, Kazautozhol JSC and akimat, to ensure that latter are aware of GRM steps and guide local residents accordingly. GRC heads and coordinators at regional level shall follow up with informing community akims on grievance cases lodged by the residents of the communities led by them and encourage them to participate at GRC sessions;
- Involvement of professional and qualified safeguard specialists at CSCs and CCs will contribute to proper and smooth implementation of the projects, timely and adequate addressing of safeguard issues, prevention or minimization of potential complaints, as well as will facilitate resolution of grievances. Requirements for the qualification of safeguard personnel shall be specified in ToRs and followed;
- CoR may follow up with arranging printing and distribution of additional copies of the GRM Guideline, GRM brochure and poster in project areas, as needed.

ANNEX 1.**UNOFFICIAL ENGLISH TRANSLATION OF THE ORDER “ON ESTABLISHMENT OF A WORKING GROUP FOR STRENGTHENING COMMUNITY CONSULTATION AND GRIEVANCE REDRESS MECHANISM IN THE ROAD SECTOR OF KAZAKHSTAN” ISSUED BY THE CHAIRMAN OF COR, MOTC⁵.**

17.01.2014

No 3

**Order of the Chairman, Committee of Roads,
Ministry of Transport and Communications
“On establishment of a Working Group for Strengthening Community Consultation
and Grievance Redress Mechanism in the Road Sector of Kazakhstan”**

In accordance with recommendations of the Asian Development Bank for strengthening a Grievance Redress Mechanism under transport sector projects in Kazakhstan,

I ORDER:

1) To establish a Working Group on strengthening grievance redress mechanism in transport sector projects in Kazakhstan (the Working Group) composed of the following representatives:

Mr. Satjan Aitenovich ABLALIEV, Deputy Chairman, Committee of Roads, Ministry of Transport and Communications of Kazakhstan (Chair of the Working Group);

Mr. Serik Seitzhanovich KERIMKULOV, Deputy Director, Almaty oblast branch of JSC “KazAvtoZhol”;

Ms. Aizhan Kalkenovna TUGANOVA, Deputy Director, Zhambyl oblast branch of JSC “KazAvtoZhol”;

Mr. Kazhimurat Borashevich SUYEBAYEV, Director, Mangystau oblast branch of JSC “KazAvtoZhol”;

Mr. Erbol Baktiyaruly OMAROV, Deputy Director, South Kazakhstan oblast branch of JSC “KazAvtoZhol”;

Ms. Alla Vladimirovna SUBBOTINA; Deputy Director, Legal Entities Union “Civil Alliance of Kazakhstan”;

Ms. Assel Karymbayeva, Chief Expert, Division of Investment Projects Preparation, Committee of Roads, Ministry of Transport and Communications of Kazakhstan.

2) The Working Group will function until 30 September 2014.

3) The control for implementation of this Order is imposed on Mr. S. A. Ablaliev, Deputy Chairman, Committee of Roads Ministry of Transport and Communications.

4) This Order becomes effective from the date of its signing, to be distributed to all concerned.

Z. Saginov, Chairman

⁵ At the beginning of the assignment the CoR was under the MoTC, however the ministry was restructures and CoR was moved to MoID.

ANNEX 2.**MINUTES OF THE WORKING GROUP FIRST MEETING****MINUTES****of the Working Group Session under TA-7566 REG: Strengthening and Use of Country Safeguard Systems - Community Consultation and Grievance Redress Mechanism for CoR projects**

**Astana city
meeting room of the Resident Mission
office of the Asian Development Bank**

**10:00am
March 27, 2014**

Participants: members of the Committee of Roads (CoR) of the Ministry of Transport and Communications (MoTC) of the Republic of Kazakhstan and JSC "Kazautozhol" and their regional branches, employees and consultants of the Asian Development Bank, representative of civil society organization (list of participants is provided in the appendix).

Representative of the Asian Development Bank, Chakehova A., introduced the employees and consultants of the Asian Development Bank to all participants of the meeting.

Head of Department on External Loans of the Committee of Roads of MoTC, Toktarov D., introduced the staff of the CoR MoTC RK, and JSC "Kazautozhol", and then presented the main goals and objectives of the project, as well as emphasized that the special working group was established in the CoR MoTC RK for this project, and noted its main goals and objectives.

Senior Social Development Specialist of the Department of Central and West Asia of the Asian Development Bank, Ruwani Jayewardene, informed that the Asian Development Bank is financing several projects in the Republic of Kazakhstan, including projects in the road sector, and emphasized that the main objective of this technical assistance is to develop a mechanism for resolution of grievances, which will be applied for projects financed by the Asian Development Bank, and thereafter for projects funded by other International Financial Institutions and the Government of the Republic of Kazakhstan.

International consultant of Asian Development Bank for this project, Simonyan A. provided detailed presentation on the «Community Consultation and Grievance Redress Mechanism for CoR MoTC RK Projects», including requirements of ADB policies, main reasons for grievances, crucial issues of grievance investigation, objectives, prerequisites, steps and features of efficient grievance redress mechanism, considerations to be taken into account when developing the grievance redress mechanism, as well as the next steps and expected results of the assistance, etc.

Following the presentation, a discussion on the project, including organizational issues related to further works, was carried out. During discussion, the following suggestions were made and questions asked:

1. Tuganova A.
(Zhambyl Oblast Branch of the JSC «Kazautozhol»)

During survey and design works carried out by design organizations for automobile roads, more public consultations are needed to be conducted throughout design stage to agree on design solutions and further on possibly avoid misunderstandings and complaints made by the public and other interested parties and individuals.

The time frame for grievance investigation and resolution should be reconsidered to make sure that it is feasible. The optimal time frame sufficient for implementation of all procedures related to consideration and resolution of grievances should be mentioned in the Land Acquisition and Resettlement Plans and information brochures.

It is also recommended to consider increase in the timing of approvals of survey and design works of design organizations with all relevant governmental bodies.

Furthermore, it should be noted, that during the implementation of projects a shortage of qualified and competent personnel in the regional branches is observed, as well as there is a problem of staff turnover.

2. Omarov E. (South-Kazakhstan Oblast Branch of the JSC «Kazautozhol»)

It is needed to develop an optimal time frame for registration of earth borrow pits by contractors during designing of the road.

3. Krivodanov Yu. – Aarhus Committee

Question: Who will implement this grievance redress mechanism? Which funds will be used, and who will be the responsible entity, as well as on the basis of which normative legal acts?

Answer: The Ministry of Transport and Communication RK should be overall responsible for implementation of the grievance redress mechanism.

4. Krivodanov Yu. – Aarhus Committee

Attract and engage local authorities (akimats), Ministry of Regional Development, Ministry of Environment, Ministry of Labour and Social Protection in this project on "Grievance Redress Mechanism" to ensure efficient implementation of this mechanism.

5. Kalymov E. – JSC «Kazautozhol»

During the public consultations provide more detailed description of the resettlement policy of International Financial Institutions, as well as the methodology for calculating the cost for real estate and land.

At the end of the meeting the representatives of Asian Development Bank informed the participants about upcoming activities and series of meetings and discussions to be held in the project areas, and requested the staff of the Committee of Roads of MoTC RK and JSC "Kazautozhol" to assist ADB consultants in organizing and conducting meetings with all state entities (local akimats) design organizations, construction contractors, construction supervision consultants, project management consultants and other interested stakeholders.

Minutes were taken by K. Serdaliev

**Head of External Loans Department
Committee of Roads of the
Ministry of Transport and
Communications of the Republic of Kazakhstan**

Toktarov D.

**Consultant of the
Asian Development Bank**

Simonyan A.

Appendix

List of participants of the working group meeting

№	Occupation	Name, Surname
1	Committee of Roads, MoTC RK	Toktarov D.
2	Committee of Roads, MoTC RK	Karymbaeva A.
3	JSC "Kazautozhol"	Kalymov E.
4	JSC "Kazautozhol", South Kazakhstan regional branch	Omarov E.
5	JSC "Kazautozhol", Almaty regional branch	Rakhimov D.
6	JSC "Kazautozhol", Zhambyl regional branch	Tuganova A.
4	Aarhus Committee	Krivodanov Yu.
8	ADB	Jayewardene R.
9	ADB	Chakenova A.
10	Consultant, ADB	Simonyan A.
11	Consultant, ADB	Serdaliev K.

ANNEX 3.**MINUTES OF THE WORKING GROUP SECOND MEETING****MINUTES****of the Working Group Meeting under TA-7566 REG: Strengthening and Use of Country Safeguard Systems - Community Consultation and Grievance Redress Mechanism for CoR projects**

**Astana city
meeting room of the Resident Mission
office of the Asian Development Bank**

**10:00am
July 10, 2014**

Participants: Members of the Committee of Roads (CoR) of the Ministry of Transport and Communications (MoTC) of the Republic of Kazakhstan (RoK) and JSC "Kazautozhol" and their regional branches, representatives and consultants of the Asian Development Bank (list of participants is provided in the appendix).

Principal Social Development Specialist of the Department of Central and West Asia of the Asian Development Bank, Jayewardene R. opened the meeting of the Working Group, requested the participants to introduce themselves and noted that the meeting was called to present the works carried out to date by the consultants of the Asian Development Bank within the framework of this technical assistance, discuss the progress and make decisions with respect to further activities. The most effective approach is to take timely measures to prevent grievance.

During the first session, the international consultant of Asian Development Bank for this project, Simonyan A. provided a detailed presentation on the results of the work completed to date, meetings and consultations with stakeholders (state and non-governmental organizations and population) in project areas of the Republic of Kazakhstan (South Kazakhstan, Zhambyl and Mangystau oblasts), review of information provided on reasons for grievance and measures undertaken to resolve grievances, steps of grievance consideration by appropriate authorized parties, analysis of registered grievances.

Following the presentation, a discussion on the results of implemented works was held. During the discussion, the following suggestions were made and questions asked:

Kalymov E. - JSC "Kazautozhol"

Suggestion: The loan agreements signed with International Financial Institutions should provide detailed requirements on compliance with the safeguard policies and other appropriate safeguard mechanisms, including the mechanism for grievance redress.

Comment: Representative of the Asian Development Bank Jayewardene R. noted that loan agreements are documents developed by lawyers and have standardized contents, which is not subject to significant changes, however, by reference to ADB's Safeguard Policy Statement (SPS 2009), and the applicable safeguard documents, grievance management is covered. It should also be noted that in order to ensure compliance with the provisions of the loan agreements, it is necessary to ensure that

parties involved in the project implementation are well aware of the safeguard requirements specified in the agreements and pay sufficient attention to their proper implementation.

Suggestion: It would be desirable to increase the duration of involvement of local (national) consultants dealing with environmental and social issues specified in the contracts with International Financial Institutions. This in particular refers to the staff involved by Construction Contractors, Construction Supervision Consultants (CSC) and Project Management Consultants (PMC), since these specialists are responsible for preventing grievances, resolving issues, registering, analysing and monitoring grievance redress process, etc.

Comment: The contracts with Construction Contractors, CSCs and PMCs envisage availability of both local (national) and international consultants on environmental and social issues, in particular, in most cases, local specialists are engaged on full-time basis and international specialists are visiting the project sites periodically. At the same time, it should be noted that some of the Construction Contractors and CSCs mentioned about the lack of qualified local professionals available to be involved in projects implementation.

Tuganova A. - Zhambyl Regional Branch of the JSC "Kazautozhol"

Suggestion: In the course of design and survey works on highways, design companies need to carry out more intensive public consultations starting from design stage, in order to agree on the design solutions and minimize possible complaints, as well as avoid misunderstandings from the public and other interested stakeholders. Moreover, during the project implementation it is desirable to carry out further public consultations in communities located along the project road.

Comment: It should be noted that based on the information obtained during discussions with stakeholders, public consultations are held mainly at the stage of preparation of design documentation and are often limited to agreeing the design solutions with local authorities and recording of minutes of public consultations conducted as a part of the Environmental Impact Assessment procedure. During the project implementation stage, consultations with public are literally non-existent. From the standpoint of ensuring compliance with safeguard measures it is necessary to carry out comprehensive public consultations in the project areas, and not only during the design preparation stage, but also during the project implementation stage.

During the second session of the Working Group meeting the international consultant of Asian Development Bank for this project, Simonyan A. provided detailed presentation on the proposed Guideline on Grievance Redress Mechanism, types of grievances, levels and timeline for grievance considerations, process for registration, sorting, documenting of grievance, as well as monitoring and reporting.

Kalymov R. - Almaty Regional Branch of the JSC "Kazautozhol"

Suggestion: It is necessary to carry out public consultations with the obligatory participation of akims of the respective rayons (rural settlements) to

prevent the filing of complaints and requests for changes in design solutions.

Comment: Involvement of akimats during design stage is often of formal nature and aimed at agreeing of design documentation. However, to ensure the efficiency of works and minimize the risk of complaints, representatives of akimats should be closely involved in discussion and coordination of design solutions at the stage of design preparation and then, in the course of construction works they should serve as a link between the parties involved in the project implementation and the community.

Toktarov D. – CoR MoTC RoK

Question: What actions are expected to be taken if a complaint is submitted to the wrong address, or if it is not related to the project?

Answer: Answer: In case the complaint is not related to the project activities (impacts caused as a result of project implementation), or is directed to the wrong address, the complaint will be forwarded to the organization that has the authority to resolve the issue and appropriate notice will be provided to the complaining party.

Question: If the complaint is not resolved at the regional level, what will be next?

Answer: The complaint not resolved at the regional level will be forwarded to the central level for consideration and resolution.

Karymbaeva A. – CoR MoTC RoK

Question: The proposed mechanism for the grievance redress requires issuing of a confirmation on receipt and registration of the complaint within 3 days. What is the purpose for providing such a measure?

Answer: This procedure is required to assure the complaining party that his/her grievance was received and recorded, and that appropriate steps are taken towards its resolution. Moreover, such an approach would allow to clearly document the date of receipt of the grievance and begin counting the period of time allotted for its consideration, as well as will also help to improve the overall efficiency of the process of grievance redress.

Tuganova A. - Zhambyl Regional Branch of the JSC "Kazautozhol"

Question: Is it possible to adopt common formats for documents on registration of grievances, grievance database to be used for different projects implemented in the road sector?

Answer: The proposed draft Guideline on Grievance Redress Mechanism includes a number of annexes containing formats for documents on grievance registration, minutes of grievance consideration on regional / central levels, grievance redress monitoring. Moreover, it is envisaged to develop a common format for grievance database.

Suebaev K. - Mangystau Regional Branch of JSC "Kazautozhol"

Question: Proposed draft Guideline on Grievance Redress Mechanism establishes a separate procedure for registration of grievances in the logbook, according to the legislation of RoK, all complaints filed in writing are recorded in the general logbook of incoming mail, thus it turns out that a written grievance will be registered twice. Is it possible to avoid duplication of registration of grievances filed in writing?

Answer: Registration of grievances in the separate logbook would allow to distinguish the complaints related to the project from other incoming correspondence, keep a record of complaints received and steps taken to resolve them, provision of information to the complaining party. Registration number in the logbook will allow identifying the grievance complaint in the database and various documents developed during grievance consideration (minutes of meetings of Grievance Redress Committees, grievance redress monitoring form, etc.).

Further, the next steps to be undertaken within the framework of this technical assistance were discussed. At the end of the meeting, the representatives of the Asian Development Bank, CoR MoTC RoK and JSC "Kazautozhol" agreed that consultants of the Asian Development Bank will submit the draft Guideline on Grievance Redress Mechanism to CoR MoTC RoK for review and comments. CoR MoTC RoK will coordinate the review of the document with JSC "Kazautozhol" and its regional branches, and within ten days will provide their observations and comments on the draft Guideline to consultants in order to develop the final version. The final version of the Guideline on Grievance Redress Mechanism will be presented to CoR MoTC RoK for approval, following which the appropriate Grievance Redress Committees will be established and training will be carried out in project areas.

Minutes were taken by K. Serdaliev

**Head of External Loans Department of the
Committee of Roads of the
Ministry of Transport and
Communications of the Republic of Kazakhstan**

Toktarov D.

**Consultant of the
Asian Development Bank**

Simonyan A.

Appendix

List of participants of the working group meeting

№	Occupation	Name, Surname
1	Committee of Roads, MoTC RK	Toktarov D.
2	Committee of Roads, MoTC RK	Karymbaeva A.
3	JSC "Kazautozhol"	Kalymov E.
4	JSC "Kazautozhol", South Kazakhstan regional branch	Kenzhaev L.
5	JSC "Kazautozhol", Almaty regional branch	Kalymov R.
6	JSC "Kazautozhol", Zhambyl regional branch	Tuganova A.
7	JSC "Kazautozhol", Mangystau regional branch	Suebaev K.
8	ADB	Jayewardene R.
9	ADB	Dzhumabaev N.
10	ADB	Chakenova A.
11	Consultant, ADB	Halimova N.
12	Consultant, ADB	Khassan Zh.
13	Consultant, ADB	Simonyan A.
14	Consultant, ADB	Serdaliev K.

ANNEX 4.**LIST OF STAKEHOLDERS MET AND CONSULTED**

<i>Organization</i>	<i>Name</i>	<i>Date, place</i>
CoR "Kazautozhol" JSC	D. Toktarov (CoR) A. Karymbaeva (CoR) E. Kalymov ("Kazautozhol" JSC) E. Omarov ("Kazautozhol" JSC, South Kazakhstan regional branch) D. Rakhimov ("Kazautozhol" JSC, Almaty regional branch) A. Tuganova ("Kazautozhol" JSC, Zhambyl regional branch) Yu. Krivodanov (NGO Aarhus Committee)	27 March 2014 Astana, ADB RM office
"Kazautozhol" JSC, South Kazakhstan oblast branch	E. Omarov (Deputy Director)	27 March 2014 Astana, ADB RM office
NGO: "Aarhus Committee"	Yu. Krivodanov (Head of the NGO)	27 March 2014 Astana, ADB RM office
World Bank, Country Office in Kazakhstan	A. Karakulova (Transport Operations Officer)	27 March 2014 Astana, WB Country office
PMC: "Zhol Sapa" Ltd.	K. Chakhun (Team leader)	28 March 2014 Astana, ADB RM office
PMC: "SAI Consulting Engineers Pvt." Ltd.	P. Minhas (Team Leader) E. Savelieva (Community Consultation Specialist) B. Ibrayev (Environmental Specialist)	28 March 2014 Astana, ADB RM office
Design Organization: Astanadorproject Ltd.	A. Jumagulov (Director)	28 March 2014 Astana, ADB RM office
Design Organization: Engineering Centre Astana Ltd.	R. Ashkeev (Chief Design Engineer)	28 March 2014 Astana, ADB RM office
PMC: SAI Consulting Engineers Pvt. Ltd	E. Savelieva (Community Consultation Specialist) B. Ibrayev (Environmental Specialist)	28 March 2014 Astana, ADB RM office
"Kazautozhol" JSC, Zhambyl oblast branch	A. Tuganova (Deputy Director)	29 March 2014 Astana, ADB RM office
CSO: "Public Opinion" Research Institute	B. Rakisheva (Founder and Director)	31 March 2014 Astana, ADB RM office
EBRD Kazakhstan office	T. Yermekov (Operations Leader)	31 March 2014 Astana, EBRD office
NGO: Centre on Human Rights	M. Ashirov (Head of NGO) M. Bashimov (Member)	31 March 2014 Astana, ADB RM office
CoR	A. Karymbayeva (Senior Expert of External Loans Department)	31 March 2014 Astana, ADB RM office

<i>Organization</i>	<i>Name</i>	<i>Date, place</i>
"Kazautozhol" JSC	N. Omirbayev (Head of Department on Development of Automobile Roads Network and Investment Projects) M. Shunaeva (Deputy Head of Legal Department)	1 April 2014 "Kazautozhol" JSC office
UNDP	G. Tulesbayeva	1 April 2014 Astana, ADB RM office
PMC: SAI Consulting Engineers Pvt. Ltd	E. Savelieva (Community Consultation Specialist)	1 April 2014 Astana, ADB RM office
Design Organization: Kazdorproject Ltd.	S. Sharipova (Chief Design Engineer)	2 April 2014 Almaty, ADB RM office
Design Organization: Kaz SRI and DI Dortrans Ltd.	R. Asmatullaev (Director) V. Chumatenko (Chief Design Engineer)	2 April 2014 Almaty, ADB RM office
NGO: ARGO	J. Asanova (Director)	2 April 2014 Almaty, ADB RM office
"Kazautozhol" JSC, Almaty oblast branch	D. Rakhimov (Deputy Director)	3 April 2014 Almaty, ADB RM office
IsDB Regional office	R. Eshonhujaev (Country Officer) A. Kazangapov (Transport Specialist)	3 April 2014 Almaty, ADB RM office
Construction Supervision Consultants, Construction Contractors	Z. Shaheen (Resident Engineer, SNC-Lavalin) A. Artyukhina (Environmental Specialist, SNC-Lavalin) S. Takhieva (Social Development Specialist, SNC-Lavalin) Z. Silveo (Acting Team Leader, DOHWA) S. Ergaliev (Assistant Resident Engineer, Kocks) S. Imbarova (Specialist on Social Issues, Kocks) A. Kisykova (Engineer-ecologist, KCC Engineering and Construction Co Ltd.) R. Mombekov (Environmental Specialist, KCC Engineering and Construction Co Ltd.)	4 April 2014 Kordai, Kocks office
"Kazautozhol" JSC, South Kazakhstan oblast branch	E. Omarov (Deputy Director of Kazautozhol regional branch)	7 April 2014 South-Kazakhstan Oblast, Shymkent
Akimat of Zhinishke	A. Toyshiev (Akim of Community Sharapkhana (Zhinishke))	7 April 2014 South-Kazakhstan Oblast, Zhinishke
Veteran Council of Sharapkhana	R. Kalmenov (Head of Veteran Council of the community Sharapkhana)	7 April 2014 South-Kazakhstan Oblast, Zhinishke
World Bank (headquarters)	L. Ibragimova (Social Development Specialist for Kazakhstan)	8 April 2014 Conference call
Akimat of Rabat	N. Aliev (Akim of Community Rabat)	8 April 2014 South-Kazakhstan

<i>Organization</i>	<i>Name</i>	<i>Date, place</i>
		Oblast, Rabat
NGO representatives	A. Rustambekova (Executive Director, NGO "Bereke") G. Andabaeva (community engagement specialist, NGO "Bereke")	8 April 2014 South-Kazakhstan Oblast, Shymkent
Akimat of Kazygurt	B. Mamaev (Deputy Akim of Kazygurt rayon) A. Donebaev (Head of Housing-Utilities Division of Akimat of Kazygurt rayon) S. Shondabaev (Chief Specialist of Housing-Utilities Division of Akimat of Kazygurt rayon)	9 April 2014 South-Kazakhstan Oblast, Kazygurt
"Kazautozhol" JSC, Zhambyl oblast branch	E. Zhasybaev (Director of Kazautozhol regional branch) B. Sheraliev (Lawyer of Director of Kazautozhol regional branch)	10 April 2014 Zhambyl Oblast, Taraz
Akimat of Kasyk	A. Abdibaev (Akim of community Kasyk of Kordai rayon)	10 April 2014 Zhambyl Oblast, Kasyk
Akimat of Zhambyl area of Kordai rayon	D. Temir (Akim of Zhambyl area of Kordai rayon) E. Zheksembekov (Chief Specialist of Akimat of Zhambyl area of Kordai rayon)	10 April 2014 Zhambyl Oblast, Zhambyl
European Bank for Reconstruction and Development (headquarters)	E. Yildiz, Senior Environmental Advisor at EBRD	April 11, 2014 Conference call
Akim of Zhanaturmys	N. Zhamalbekov (Akim of community Zhanaturmys of Ryskulov rayon)	11 April 2014 Zhambyl Oblast, Zhanaturmys
Kocks representatives	Upali (Team leader, Kocks) S. Imbarova (Specialist on Social Issues, Kocks)	11 April 2014 Zhambyl Oblast, Taraz
NGO representative	S. Koshelekova (member, NGO Aarhus Committee)	12 April 2014 Zhambyl Oblast, Taraz
NGO representative	A. Zaurbekova (Head of NGO "Zhambyl Civil Alliance "NGO and Business"; Head of "Association of NGOs in Zhambyl Oblast)	12 April 2014 Zhambyl Oblast, Taraz
NGO representative	L. Safonova (Chief Editor of Oblast newspaper "Noviy Region"; head of NGO "Association of mass-media sector employees", member of public council under Akim of Taraz, Secretary of Council on Combating Corruption in Zhambyl Oblast)	14 April 2014 Zhambyl Oblast, Taraz
"Kazautozhol" JSC, Zhambyl oblast branch	A. Tuganova (Deputy Director of Kazautozhol regional branch)	14 April 2014 Zhambyl Oblast, Taraz
SAI Consulting Engineers Pvt. Ltd.	M. Isakova (Community Consultation Specialist, SAI Consulting Engineers Pvt. Ltd.)	14 April 2014 Zhambyl Oblast, Taraz
Specialized Inter-rayon Economic Court in	N. Amanzholov (Head of Specialized Inter-rayon Economic Court in Zhambyl	14 April 2014 Zhambyl Oblast,

<i>Organization</i>	<i>Name</i>	<i>Date, place</i>
Zhambyl Oblast	Oblast)	Taraz
Department of Nature Use of Akimat of Zhambyl Oblast	G. Saparbaeva (Head of Division of Ecological Expertize and Nature Use Regulation, Department of Nature Use of Akimat of Zhambyl Oblast)	15 April 2014 Zhambyl Oblast, Taraz
Representative of legal system, attorney	M. Atyshev (Attorney in Taraz involved in protecting the rights of citizens for cases related to land acquisition in Zhambyl Oblast)	15 April 2014 Zhambyl Oblast, Taraz
Ecology Department of Zhambyl Oblast of the Ministry of Environment Protection	D. Atauollauly (Deputy Director of Ecology Department of Zhambyl Oblast of the Ministry of Environment Protection – Chief State Environmental Inspector of Zhambyl Oblast) Yu. Pasechny (Head of Division, Ecology Department of Zhambyl Oblast of the Ministry of Environment Protection)	16 April 2014 Zhambyl Oblast, Taraz
Akimat of Stepnoe of Kordai Rayon of Zhambyl Oblast	Zh. Spanov (Akim of rural settlement Stepnoe of Kordai Rayon of Zhambyl Oblast) B. Karadzhanova (Chief Specialist of Akimat)	16 April 2014 Zhambyl Oblast, Taraz
Akimat of Akyrtobe	Zh. Adilov (Chief Specialist of Akimat of rural settlement Akyrtobe of Ryskulov Rayon of Zhambyl Oblast)	17 April 2014 Zhambyl Oblast, Akyrtobe
Akimat of Akyrtobe	M. Zhailybaev (Akim of rural settlement Algabas of Ryskulov Rayon of Zhambyl Oblast)	17 April 2014 Zhambyl Oblast, Algabas
Civil society representative	I. Omarov (Representative of “Youth centre” of rural settlement Karakystak of Ryskulov Rayon of Zhambyl Oblast)	17 April 2014 Zhambyl Oblast, Karakystak
Aspara rural settlement	S. Anaruly (Chief Specialist of rural settlement Aspara of Merke Rayon of Zhambyl Oblast)	18 April 2014 Zhambyl Oblast, Aspara
SNC-Lavalin	L. Artyukhina (Specialist on Environmental Issues of CSC «SNC-Lavallin»), S. Tazhieva (Specialist of Social Issues of CSC «SNC-Lavallin»)	18 April 2014 Zhambyl Oblast, Aspara
Representative of legal system, judge	S. Kozhantaeva (Judge of specialised inter-rayon economic court of Zhambyl Oblast)	19 April 2014 Zhambyl Oblast, Taraz
Representative of affected persons	U. Varzhakidze (informal head of a group of 27 entrepreneurs of Kainar village of Merke Rayon of Zhambyl Oblast)	19 April 2014 Zhambyl Oblast, Kainar
Aisha-bibi rural settlement	A. Kurmankulova (Chief Specialist of the rural settlement of Aisha-bibi of Zhambyl rayon of Zhambyl Oblast)	21 April 2014, Zhambyl Oblast, Aisha-bibi
Akimat of Zhambyl oblast	S. Seitbekov (Deputy Head of Department of Labour and Social Programs of Zhambyl Oblast Akimat), E. Bykybaev (Deputy Head of Department of Labour and Social Programs of Zhambyl Oblast Akimat)	21 April 2014, Zhambyl Oblast, Taraz
Akimat of Zhambyl	B. Sadyrbaev (Akim of Zhambyl rural	21 April 2014,

<i>Organization</i>	<i>Name</i>	<i>Date, place</i>
oblast	settlement of Zhambyl Rayon of Zhambyl Oblast), Zh. Ainabekov (Deputy Akim of Zhambyl rural settlement of Zhambyl Rayon of Zhambyl Oblast)	Zhambyl Oblast, Taraz
SNC-Lavalin	K. Dzhurmaganbetov (Acting Manager of SNC-Lavallin), L. Artyukhina (Specialist on Environmental Issues of SNC-Lavalin)	22 April 2014, Zhambyl Oblast, Kordai
Dohwa	K. Daniyarov (Civil Engineer of CSC «Dohwa»), A. Ospanov (Engineer of construction sections of CSC «Dohwa»)	23 April 2014, Zhambyl Oblast, Merke
Kocks	L. G. De Leon (International Engineer on Volumes of CSC «Kocks») N.Turganova (Local Engineer on Volumes of CSC «Kocks»)	23 April 2014, Zhambyl Oblast, Taraz
Kocks	S. Sapuay (International Environmental Specialist of CSC «Kocks») and A. Abrashev (Local Environmental Specialist of CSC «Kocks»)	23 April 2014, Zhambyl Oblast, Taraz
KCC Engineering	R. Mombekov (Local Environmental Specialist of CSC «KCC Engineering»).	23 April 2014, Zhambyl Oblast, Taraz
Civil society representative	S. Aidosov (Director of Sociological Resource Centre)	24 April 2014, South-Kazakhstan Oblast, Shymkent
Civil society representative	B. Isaliev (Representative of NGO)	24 April 2014, South-Kazakhstan Oblast, Shymkent
Civil society representative	T. Zyablova (Professional Mediator, Head of the Mediation Centre «Consensus»)	25 April 2014, South-Kazakhstan Oblast, Shymkent
Civil society representative	Sh. Hasanova (Vice-president of the Public Association «Legal Centre for Women Initiatives «Sana Sezim») L. Khamiulina (Lawyer of the Public Association «Legal Centre for Women Initiatives «Sana Sezim»)	25 April 2014, South-Kazakhstan Oblast, Shymkent
Todini – Impregilo - Akkord	K. Tokarev (Local Manager of Construction Contractor «Todini – Impregilo - Akkord») N. Bekbauov (Local Engineer of Construction Contractor «Todini – Impregilo - Akkord»)	25 April 2014, South-Kazakhstan Oblast, Shymkent
Dohwa	An Ben Rak (Team Leader, Dohwa Engineering Co. Ltd.), A. Bidaykekov (Specialist on Social Issues, Dohwa Engineering Co. Ltd.),	29 April 2014, Mangystau Oblast, Shetpe
Akimat of Mangystau Rayon	A. Dalabaev (acting Chief of Staff and Head of the Organizational – General Department of Akimat of Mangystau Rayon of Mangystau Oblast)	29 April 2014, Mangystau Oblast, Shetpe
Land Relations Department of	E. Kozhaev (Head of Land Relations Department of Mangystau Rayon of	29 April 2014, Mangystau Oblast,

<i>Organization</i>	<i>Name</i>	<i>Date, place</i>
Mangystau Rayon	Mangystau Oblast)	Shetpe
Akimat of Shetpe	Zh. Berishbaev (Deputy Akim of Rural Settlement Shetpe)	29 April 2014, Mangystau Oblast, Shetpe
Akimat of Karakia Rayon	A. Taubaev (Chief of Staff of the Akimat of Karakia Rayon of Mangystau Oblast)	30 April 2014, Mangystau Oblast, Kuryk
Land Relations Division of Karakian Rayon	A. Tolegenov (Head of Land Relations Division of Karakian Rayon of Mangystau Oblast)	30 April 2014, Mangystau Oblast, Kuryk
Akimat of Munaily	N. Tazhibaev (Deputy Akim of Munaily Rayon of Mangystau Oblast), N. Zholbaev (Deputy Akim of Munaily Rayon of Mangystau Oblast)	30 April 2014, Mangystau Oblast, Munaily
Akimat of Batyr	T. Kairov (Akim of Rural Settlement Batyr of Munaily Rayon of Mangystau Oblast)	30 April 2014, Mangystau Oblast, Munaily
Akimat of Kyzyltobe	A. Arystanov (Akim of Rural Settlement Kyzyltobe of Munaily Rayon of Mangystau Oblast)	30 April 2014, Mangystau Oblast, Munaily
Civil society representative	G. Berzhanova (Director of «Senim» Centre of Social Partnership and Mediation)	2 May 2014, Mangystau Oblast, Aktau
Civil society representative	N. Rafikova (President of «Mangystau Public Association on Consumers Rights Protection»)	2 May 2014, Mangystau Oblast, Aktau
Alsim-Alarko	M. Daroga (Head of Construction Contractor «Alsim-Alarko»)	3 May 2014, Mangystau Oblast, Aktau
Department of Ecology of Mangystau Oblast	A. Almaganbetov (Head of Department on State Control Inspection of the Department of Ecology of Mangystau Oblast of the Ministry of Environmental Protection of the Republic of Kazakhstan)	4 May 2014, Mangystau Oblast, Aktau
Akimat of Mangystau Oblast	O. Togzhanov (Deputy Head of Department on Regulation of Nature Use of the Akimat of Mangystau Oblast)	4 May 2014, Mangystau Oblast, Aktau
“Zhol Sapa” Ltd.	K. Osin (Local Specialist on Public Relations / Community Liaison, “Zhol Sapa” Ltd.)	5 May 2014, Mangystau Oblast, Aktau
Akimat of Zhetybai	A. Nugmanov (Akim of Rural Settlement Zhetybai of Karakian Rayon of Mangystau Oblast)	5 May 2014, Mangystau Oblast, Zhetybai
Akimat of Munaishy	S. Toretaev (Akim of Rural Settlement Munaishy of Karakian Rayon of Mangystau Oblast)	5 May 2014, Mangystau Oblast, Munaishy
“Kazautozhol” JSC, Mangystau oblast branch	I. Sarbalaev (Deputy Director Kazautozhol regional branch) G. Duseмбаев (Head of Division on Operation and Traffic Safety Kazautozhol regional branch)	6 May 2014, Mangystau Oblast, Aktau
“Zhol Sapa” Ltd.	G. Papashvili (Deputy Team Leader, “Zhol Sapa” Ltd.)	7 May 2014, Mangystau Oblast,

<i>Organization</i>	<i>Name</i>	<i>Date, place</i>
	M. Malgazhdarov (Deputy Team Leader, "Zhol Sapa" Ltd.	Aktau
Civil society representative	Z. Zikrina (Director of NGO Center on Sustainable Industry and Consumption)	13 May 2014, Almaty, ADB RM office
Civil society representative	A. Kobeeva (Director of Civil Fund "Information-Resource Center")	14 May 2014, Almaty, ADB RM office
CoR	A. Karymbayeva (CoR)	29 May 2014, Astana, ADB RM office
"Kazautozhol" JSC	S. Nurtazina (Senior Expert of the Division on Implementation of Investment Projects of the Department on Development of Automobile Roads Network and Investment Projects of the "Kazautozhol" JSC)	29 May 2014, Astana, ADB RM office
CoR "Kazautozhol" JSC	D. Toktarov (CoR) A. Karymbaeva (CoR) E. Kalymov ("Kazautozhol" JSC) L. Kenzhaev ("Kazautozhol" JSC, South Kazakhstan regional branch) R. Kalymov ("Kazautozhol" JSC, Almaty regional branch) A. Tuganova ("Kazautozhol" JSC, Zhambyl regional branch) K. Suebaev ("Kazautozhol" JSC, Mangystau regional branch) R. Jayewardene (ADB) N. Dzhumabaev (ADB) A. Chakenova (ADB) N. Halimova (ADB consultant) Zh. Khassan (ADB consultant)	10 July 2014 Astana, ADB RM office
CoR	A. Karymbaeva (CoR)	20 October 2014 Astana, ADB RM office
PMC: "Zhol Sapa" Ltd.	K.Chakhun (Team leader)	21 October 2014 Astana, ADB RM office
PMC: "SAI Consulting Engineers Pvt." Ltd.	E. Savelieva (Community Consultation Specialist)	21 October 2014 Astana, ADB RM office
CoR	S. Ablaliev (CoR) A. Karymbaeva (CoR) A. Chakehova (ADB)	12 November 2014 Astana, CoR office
PMC: "Zhol Sapa" Ltd.	K.Chakhun (Team leader)	12 November 2014 Astana, ADB RM office
PMC: "SAI Consulting Engineers Pvt." Ltd.	E. Savelieva (Community Consultation Specialist)	12 November 2014 Astana, ADB RM office
"Kazautozhol" JSC	A. Sabilaev (Division on Implementation of Investment Projects)	13 November 2014 Astana, ADB RM office

ANNEX 5.**LIST OF MEMBERS OF GRIEVANCE REDRESS COMMITTEES**

(Candidacies of the Grievance Redress Committees' members suggested by Kazautozhol NC JSC and CoR (as per letters dated September 10 and 18, 2014. All the members of GRC will be involved in the list of training participants.)

Committee of Automobile Roads

- Asel Karymbaeva, Chief Specialist of Division on Management of External Loans

Central Office of JSC NC KazAvtoZhol

- Erlan Kalymov, Head of Division on Implementation of Investment and External Loans
- Saule Nurtazina, Senior Expert of Division on Implementation of Investment and External Loans

Zhambyl Oblast

- Tuganova Aizhan, Deputy Director of the Branch of JSC NC KazAvtoZhol
- Sheraliev Berik, Lawyer of the Branch of JSC NC KazAvtoZhol
- Lee Sang Koo, Resident Engineer of DOHWA
- Isakova Mahabbat, PMC, SAI Consulting
- Ibraev Bakhtiar PMC, SAI Consulting
- Tazhieva Saule, Specialist on Social Issues, Lavallin;

Akimats

- Bashanov Birzhan, Head of the Department of Land Relations of Ryskulov rayon
- Bekezhanov Nurbol, Chief Specialist of Department on Land Relations of Zhambyl rayon

Mangystau Oblast

- Krykbaev Nurzhan, Deputy Director of the Branch of JSC NC KazAvtoZhol
- Osin K., Local Expert on Public Relations, PMC, Zhol Sapa
- Novossadova N., Local Expert on Environmental Protection
- Spanov T., Deputy Head of the Department of Passenger Transport and Automobile Roads of Mangystau oblast
- Kaliev A., Acting Head of the Department of Passenger Transport and Automobile Roads of State Enterprise "Mangystau Rayon Department of Housing and Communal Services"
- Santay R., Chief Specialist of Department on Department of Passenger Transport and Automobile Roads of State Enterprise "Karakia Rayon Department of Housing and Communal Services"
- Abdikhalyk B., Chief Specialist of Department on Department of Passenger Transport and Automobile Roads of State Enterprise "Munaily Rayon Department of Housing and Communal Services"
- Zeynabilov M. - Director of Branch of the JSC "Cengiz Insaat Sanayi ve Ticaret Anonim Shirketi "

South Kazakhstan Oblast

- Omarov Erbol, Deputy Director of the Branch of JSC NC KazAvtoZhol
- Iskakov B., Senior Specialist of the Legal and Economic Division (lawyer)
- Abitbekova A., Lawyer of JV "Dena Rakhsaz / Sargin"
- Abdukaparov K., Safety Engineer of JSC "Corporation Sinohydro"
- Sarmanov B., Environmental Engineer of JV "Todini / Impregilo / Accord"

- Moldakhmetov A., Sociologist of JV "Temelsu / Consult" (CSC)
- Isakova M., Assistant Sociologist of JV "Temelsu / Consult" (CSC)
- Rogera Kh., Environmental Engineer and Sociologist of JV «Smec / Zhol Sapa" (CSC)
- Kulzhabaev S., Deputy Head of the Department on of Housing and Communal Services, Passenger Transport and Automobile Roads of Tulkibas Rayon

Almaty Oblast

- Zheldykbayev Berik, Deputy Director of JSC NC KazAvtoZhol

Lot 1 km.0-50

- Hakan Yshgyn, Project Manager of JV Dogus / Gulsan
- Usenkulov Sahip, Assistant Engineer of DongSung / Zhol Sapa CSC

Lot 2 km.50-111,7

- Hakan Yshgyn, Project Manager of JV Dogus / Gulsan
- Zhumanov Erkebulan, Assistant Engineer of DongSung / Zhol Sapa CSC

Lot 3 km.111,7-171,1

- Giovanni Sini, Project Manager of JV Todini / Impregilo / Kazakhdorstroy
- Sadvakassov Nurlan, Assistant Engineer of DongSung / Zhol Sapa CSC

Lot 4 km.171,1-214,3

- Stepura Anatoly, Project Manager of JV Todini / Impregilo / Kazakhdorstroy
- Kardiev Talgat, Assistant Engineer of Swerod / Kyupek CSC

Lot 5 km.214,3-259,3

- Fabio Folio, Project Manager of JV Todini / Impregilo / Kazakhdorstroy
- Balashova Galina, Assistant Engineer of Swerod / Kyupek CSC

Lot 6 km.259,3-304,4

- Fabio Folio, Project Manager of JV Todini / Impregilo / Kazakhdorstroy
- Kardiev Talgat, Assistant Engineer of Swerod / Kyupek CSC

Lot 7

- Kenan Kose, Project Manager of JV Evrascon / MO-1
- Kerimkulov Zhasulan, Assistant of DongSung / Zhol Sapa CSC

Lot 8 km.283

- Vaclav Tomek, Project Manager of JSC OHL ZS
- Ibrayhanov Sabit, Assistant Engineer of DongSung / Zhol Sapa CSC

ANNEX 6.

LIST OF HEADS AND COORDINATORS OF GRIEVANCE REDRESS COMMITTEES

GRC: Central Level

Head of GRC: Kalymov E. - Head of Department of Investment Projects Implementation
Coordinator of GRC: Akhmetov B. - Leading Specialist of Department of Investment Projects Implementation

Coordinator of GRC: Ibrayeva D. - Leading Specialist of Department of Projects Preparation

GRC: Regional Level

Zhambyl Oblast

Head of GRC: Tuganova A. - Deputy Director of the Regional Branch

Coordinator of GRC: Sheraliev B. - Chief Specialist of the Regional Branch

Mangystau Oblast

Head of GRC: Krykbaev N. - Deputy Director of the Regional Branch

Coordinator of GRC: Janysheva E. - Chief Specialist of the Regional Branch

South Kazakhstan Oblast

Head of GRC: Omarov E. - Deputy Director of the Regional Branch

Coordinator of GRC: Kubenov R. - Head of Department of the Regional Branch

Almaty Oblast

Head of GRC: Ospanov E. - Deputy Director of the Regional Branch

Coordinator of GRC: Akyлтаev N. - Head of Department of the Regional Branch

ANNEX 7.**SCHEDULE OF TRAINING SESSIONS**

No	Location	Participants	Proposed Date	Venue
1.	Almaty city	20-21 participants <ul style="list-style-type: none"> Representatives of Kazautozhol regional branch Representatives of CSC and CC Representatives of design organizations NGO sector representatives 	14-15 October	ADB KARM office meeting room
2.	Zhambyl Oblast (community meetings to be held in Korday and Merke)	10-15 participants <ul style="list-style-type: none"> Representatives of CSC and CC Representatives of Akimats 	17-18 October	Office of Cengiz in Kordai Office of DOHWA in Lugovoe / Merke
3.	Astana city	10-11 participants <ul style="list-style-type: none"> Representatives of CoR Representatives of Kazautozhol central office Representatives of PMC Representatives of design organizations NGO sector representatives 	21 October	ADB KARM office meeting room
4.	Mangystau Oblast (large workshop to be held in Aktau and community meetings to be held in Shetpe and Zhetybai)	21-22 participants <ul style="list-style-type: none"> Representatives of Kazautozhol regional branch Representatives of PMC Representatives of CSC and CC Representatives of Akimats NGO sector representatives 	3-4 November	Meeting hall of contractor office in Aktau Meeting hall of Akimats of Shetpe and Zhetybai communities
5.	South Kazakhstan Oblast (large workshop to	24-25 participants <ul style="list-style-type: none"> Representatives of 	6 - 7 November	Meeting hall of Dostyk hotel,

№	Location	Participants	Proposed Date	Venue
	be held in Shymkent and community meetings to be held in Rabat and Kazygurt communities)	Kazautozhol regional branch <ul style="list-style-type: none"> • Representatives of CSC and CC • Representatives of Akimats • NGO sector representatives 		Akimats of Rabat and Kazygurt communities
6.	Zhambyl Oblast (large workshop to be held in Taraz and community meetings to be held in 2-3 communities located along the project road)	20-25 participants <ul style="list-style-type: none"> • Representatives of Kazautozhol regional branch • Representatives of PMC • Representatives of CSC and CC • Representatives of Akimats • NGO sector representatives 	7 - 10 November	Meeting hall of hotel «ARK MS» in Taraz Community consultations along the project road in 2-3 communities

ANNEX 8.

LIST OF TRAINING PARTICIPANTS PROVIDED WITH CERTIFICATES

15 October 2014, Almaty

- Zheldykbaev Berik
- Bektenov Sergazi
- Tiishbaev Arman
- Sadvakasov Nurlan
- Grasmik Pavel
- Kerimkulov Zhasulan
- Dedovich Oksana
- Ibraihanov Sabit

16 October 2014, Almaty

- Atakhanova Kaisha
- Sharipova Svetlana
- Asanova Jamila
- Abdugaliyev Erlan
- Jailay Rolan
- Zikrina Zulfira

17 October 2014, Kordai

- Harun-Ur Rashid
- Jurmagambetov Kazbek
- Aliakhmetov Toishibai
- Kalbayev Bazarbai
- Mehmet Sami Budancamanak
- Kaliakbarova Laura
- Ten Konstantin
- Faruk Yildirim
- Kalikov Bakhit

18 October 2014, Merke

- Ongarbayev Meken
- Lee Sang Koo
- Husainov Maksat
- Ospanov Abilkasim
- Karimova Diana

4 November 2014, Aktau

- Kazhimurat Suebayev
- Burkit Zhumabek
- Kirill Ossin
- Giorgi Papashvili
- Natalya Novossadova
- Erlan Kaynarov
- Aysagali Nugmanov
- Nurzhan Krykbayev
- Elmira Janysheva
- Muslim Malgazhdarov
- Turbek Spanov

- Erbol Sagimbaev
- Erkyn Kozhaev
- Mukhtar Mutallapov
- Nikar Rafikova
- Nurserik Turganbay
- Ahn Byung-Rak
- Murat Zeynabilov

6 November 2014, Shymkent

- Konstantin Tokarev
- Rustam Arzikhanov
- Zukhra Khalmuratova
- Serik Aidosov
- Seilkhan Kulzhabaev
- Bakhytzhan Iskakov
- Erbol Omarov
- Adilzhan Shalkarov
- Kairat Abdukaparov
- Gulmira Turlubayeva
- Lazzat Kydyrova

10 November 2014, Taraz

- Leonardo Gascon De Leon
- Aslan Sembayev
- Ruslan Kashkynbay
- Zhamankyl Ainabekov
- Nurzhan Bekezhanov
- Aleksandr Plekhov
- Berik Sheraliyev
- Svetlana Koshelekova
- Shaimerden Kopzhassarov
- Issakova Makhabbat
- Larissa Safonova
- Murat Zhailybayev
- Aizhan Tuganova
- Marat Atyshev
- Naurizbay Chybakbayiev
- Ainur Zaurbekova

14 November 2014, Almaty

- Sara Imbarova
- Saule tajieva
- Aygul Temirkhanova