

## Gender Action Plan (Advanced Electricity Metering Project)

**Objectives:** Improve career development for women in Uzbekenergo  
Empower women as customers and energy consumers

Objective	Activity	Indicator	Target group	Responsibility
<b>1. Output 2: Data management system developed and operational.</b>				
1.1 Women controllers/operators' employment and career opportunities at Uzbekenergo improved (no lay off for controllers)	1.1.1. Conduct training needs assessment for women controllers  1.1.2 Develop training and career development plan for women and men controllers/operators (consider their gender related work-place needs)  1.1.3 Conduct training courses for women controllers/operators to be able to work in other positions	<ul style="list-style-type: none"> <li>All (80) women controllers/operators offered training and job opportunities at Uzbekenergo</li> </ul>	Women controllers/operators	Uzbekenergo
1.2 Working conditions of women and men employees at Uzbekenergo improved	1.2.1 Establish sanitary facilities <sup>1</sup> for women and men according to sanitary norms	<ul style="list-style-type: none"> <li>Every regional data management center and district service center has sufficient sanitary facilities<sup>2</sup> according to Uzbekistan norms</li> </ul>	Women employees	Uzbekenergo
1.3 Strengthened gender mainstreaming capacity of Uzbekenergo	1.3.1 Recruit national gender expert consultant (within the supervision consulting package)  1.3.2 Identify gender focal points at the regional and headquarters. <sup>3</sup>	<ul style="list-style-type: none"> <li>Gender specialist recruited</li> <li>GAP working group meeting minutes</li> <li>Sex-</li> </ul>	All employees of Uzbekenergo	Uzbekenergo

<sup>1</sup> According to Uzbekistan sanitary norms, there should be 1 toilet per 16 employees and 1 shower room per 35 employees

<sup>2</sup> 1 sanitary facility cost 3000-5000 USD

<sup>3</sup> Gender focal points appointed on voluntary basis

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	and establish GAP working group with National Women's Committee in Uzbekenergo, (hold quarterly meetings)  1.3.3 Establish sex-disaggregated career development database for Uzbekenergo employees	disaggregated Data-base of employees established		
<b>2. Output 3: Customer services for end-users improved.</b>				
2.1 Improved awareness of women consumers on their consumer rights, the role of the district service centers and energy efficiency	<p>2.1.1 Form women core group with members of the National Women's Committee at rayon/Makhalla level with 3-5 potential women leaders in the project areas<sup>4</sup> (in pilot first:1 urban, 1 rural in each region)</p> <p>2.1.2 Train one women of the core group (training of trainers) on consumer rights, energy efficiency</p> <p>2.1.3 Involve core groups in the development of the public information program and its implementation</p> <p>2.1.4 Develop monitoring tool to asses project implementation impact especially on vulnerable customers<sup>5</sup> at household level and implement the monitoring tool</p> <p>2.1.5 Core group contributes to customer/Uzbekenergo feedback</p>	<ul style="list-style-type: none"> <li>• 30<sup>6</sup> women core groups formed in project area</li> <li>• 30 women leaders (1 of each core group) trained on energy efficiency, consumer rights</li> <li>• Follow-up HH survey conducted (in 2014) with 50% women respondents</li> <li>• 30% of households are aware of energy-saving household appliances (from 8% as baseline in 2011)</li> </ul>	Customers	Uzbekenergo, Women's Committee, Community

<sup>4</sup> Pilot area will be selected jointly with National Women Committee based on the National Regional Development Strategy

<sup>5</sup> Selection criteria of vulnerable groups (including female headed and poor households) will be further developed with the assistance of consultant.

<sup>6</sup> 3 urban and 3 rural core groups as pilot

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	mechanism (informed by monitoring tool)			
2.2 All 45 district service centers working and managed effectively by women staff	2.2.1 Staff district service centers with women  2.2.2 Develop customer service charter and train district service center staff  2.2.3 Create 24-hours customer hotlines in each region with emergency response  2.2.4 Establish sex-disaggregated database of customers	<ul style="list-style-type: none"> <li>• 50% of district center staff are women</li> <li>• Sex-disaggregated database of customers established</li> <li>• 24 hour customer hotline created and staffed with women</li> <li>• Sex-disaggregated database on complainants established</li> </ul>	Women employees of Uzbekenergo  Customers	Uzbekenergo