Kyrgyz Republic: Urban Transport Electrification Project

Prepared by the Mayor’s Office of Bishkek City for the Asian Development Bank.

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THE KYRGYZ REPUBLIC

BISHKEK MUNICIPALITY GOVERNMENT

SOCIAL DUE DILLIGENCE REPORT ON URBAN TRANSPORT ELECTRIFICATION PROJECT

Bishkek
June 2020

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<td>16.06.2020</td>
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<td>D. Veselinovic and S. Keldibaeva</td>
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Funding Agency
Asian Development Bank

Implementing Agency
Bishkek Trolleybus Department and Urban Transport Department, Mayor’s Office, Bishkek City
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## ABBREVIATIONS

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ADB</td>
<td>Asian Development Bank</td>
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<tr>
<td>AH</td>
<td>Affected household</td>
</tr>
<tr>
<td>BTD</td>
<td>Bishkek Trolleybus Department</td>
</tr>
<tr>
<td>DP</td>
<td>Displaced people</td>
</tr>
<tr>
<td>COI</td>
<td>Corridor of impact</td>
</tr>
<tr>
<td>DMS</td>
<td>Detailed Measurement Survey</td>
</tr>
<tr>
<td>EA</td>
<td>Executing Agency</td>
</tr>
<tr>
<td>GRG</td>
<td>Grievance Redress Group</td>
</tr>
<tr>
<td>GRM</td>
<td>Grievance Redress Mechanism</td>
</tr>
<tr>
<td>KYRM</td>
<td>Kyrgyz Resident Mission</td>
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<tr>
<td>LAR</td>
<td>Land Acquisition and Resettlement</td>
</tr>
<tr>
<td>LARP</td>
<td>Land Acquisition and Resettlement Plan</td>
</tr>
<tr>
<td>LARF</td>
<td>Land Acquisition and Resettlement Framework</td>
</tr>
<tr>
<td>LPC</td>
<td>Local Point of Contact</td>
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<tr>
<td>ROW</td>
<td>Right of Way</td>
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<tr>
<td>SDDR</td>
<td>Social Due Diligence Report</td>
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<tr>
<td>UTD</td>
<td>Urban Transport Department</td>
</tr>
<tr>
<td>SES</td>
<td>Socio Economic Survey</td>
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## CURRENCY EQUIVALENTS

(As on September 4, 2020)

**USD 1 = KGS 78,508**

(https://www1.oanda.com/currency/converter/)
<table>
<thead>
<tr>
<th>Glossary Term</th>
<th>Definition</th>
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<tr>
<td>Displaced Persons (DP)</td>
<td>“In the context of involuntary resettlement, displaced persons are those who are physically displaced (relocation, loss of residential land, or loss of shelter) and/or economically displaced (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.” (ADB SPS 2009)</td>
</tr>
<tr>
<td>Detailed Measurement Survey (DMS)</td>
<td>With the aid of the approved detailed engineering design, this activity involves the finalization and/or validation of the results of the inventory of losses (IOL), severity of impacts, and list of DPs. The final cost of resettlement can be determined following completion of the DMS.</td>
</tr>
<tr>
<td>Compensation</td>
<td>Payment in cash or in kind to replace losses of lands, housing, income and other assets caused by the Project. All compensation is based on the principle of replacement cost, which is the method of valuing assets to replace the loss at current market rates, plus any transaction costs such as administrative charges, taxes, registration and titling costs.</td>
</tr>
<tr>
<td>Cut-off Date</td>
<td>Means the date of issuance of the Mayor’s Office Order on suspension of all activities (constructions, reconstructions of any structures and allocation of land for any purpose) within the RoW. The APs will be informed of the cut-off date, and any people who settle in the project area after the cut-off date will not be entitled to compensation and assistance under the project.</td>
</tr>
<tr>
<td>Entitlements</td>
<td>Refers to a range of measures comprising compensation, income restoration support, transfer assistance, income substitution, relocation support, etc. which are due to the DPs, depending on the type and severity of their losses, to restore their economic and social base.</td>
</tr>
<tr>
<td>Eligibility</td>
<td>Means any person who has settled in the Project area before the cut-off date that suffers from (i) loss of shelter, (ii) loss of assets or ability to access such assets, permanently or temporarily, or (iii) loss of income sources or livelihood, regardless of relocation will be entitled to compensation and/or assistance.</td>
</tr>
<tr>
<td>Income Restoration</td>
<td>This is the re-establishment of sources of income and livelihood of the affected households.</td>
</tr>
<tr>
<td>Land Acquisition</td>
<td>Refers to the process whereby an individual, household, firm or private institution is compelled by a public agency to alienate all or part of the land it owns or possesses to the ownership and possession of that agency for public purposes in return for compensation at replacement costs.</td>
</tr>
<tr>
<td>Relocation</td>
<td>This is the physical relocation of an AP from her/his pre-Project place of residence and/or business.</td>
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<td>Replacement cost</td>
<td>The calculation of full replacement cost will be based on the following elements: (i) fair market value; (ii) transaction costs; (iii) interest accrued, (iv) transitional and restoration costs; and (v) other applicable payments, if any.</td>
</tr>
<tr>
<td>Resettlement</td>
<td>This includes all measures taken to mitigate all adverse impacts of a Project on DP property and/or livelihoods, including compensation, relocation (where relevant), and rehabilitation as needed.</td>
</tr>
<tr>
<td>Land Acquisition and Resettlement Plan (LARP)</td>
<td>This is a time-bound action plan with budget setting out compensation and resettlement strategies, objectives, entitlement, actions, responsibilities, monitoring and evaluation.</td>
</tr>
<tr>
<td>Severeley Affected Household</td>
<td>This refers to affected households who will (i) lose 10% or more of their total productive land and/or assets, (ii) have to relocate; and/or (iii) lose 10% or more of their total income sources due to the Project.</td>
</tr>
<tr>
<td>-----------------------------</td>
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</tr>
<tr>
<td>Vulnerable Groups</td>
<td>The households disproportionately affected by land acquisition and resettlement, including non-titleholders/informal users of land, marginal farmers/agriculture tenants or those who become marginal as a result of land acquisition that include the affected households below the poverty line, the landless, informal business operators/vendors, refugees, internally displaced persons, elderly, disabled and female headed households. Project Entitlement Matrix in LARF provides Project specific vulnerable groups.</td>
</tr>
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</table>
1. PROJECT OVERVIEW

1. Bishkek is the capital and economic center of the Kyrgyz Republic. Since 2000, the city experienced a continuous population growth of 1.5% annually, reaching a total of 1.02 million inhabitants in 2019. The city, which accounts for 40% of the country’s gross domestic product (GDP) and is home to one-sixth of the Kyrgyz Republic’s population, has grown rapidly in the recent years. This growth has brought a rapid increase in motorization and has been accompanied by a gradual shift from public bus transport systems to private minibus services and personal passenger vehicles. The result of these changes is a significant increase of inner-city congestion, severe air pollution, and a perpetuation of the country’s high level of energy dependency in the transport sector. These issues, if left unaddressed, will degrade the city’s environment and livability, impair public health, and ultimately inhibit economic growth.

2. The Kyrgyz Republic national government and the Bishkek municipality have identified the improvement of air quality as one of their top policy priorities and a long-term electrification of the transport sector would hold a multitude of positive co-benefits. These include (i) a decrease in air pollution-related health costs, (ii) significant savings of foreign exchange, (iii) increased energy independence, (iv) improved life quality in Bishkek, and (v) a reduced local and national GHG footprint of the transport sector. Analysis conducted by the Asian Development Bank (ADB) Sustainable Development and Climate Change Department (SDCC) has concluded that battery electric buses (BEBs), compared to other conventional combustion engine and trolleybus technologies, show to be the most economically viable option. Due to their low (i) fuel, (ii) operation and maintenance, and (iii) infrastructure costs, BEBs exhibit as having the lowest total costs of ownership over their lifetime, compared to diesel, CNG, trolley, and hybrid-trolleybuses (footnote Error! Bookmark not defined.). Furthermore, compared to the existing trolleybus system, BEBs (i) offer superior energy efficiency, (ii) do not strain the power system during peak-demand hours, (iii) are less affected by short-term power cuts, and (iv) can flexibly adjust their routes according to changing demand requirements independent from existing catenary infrastructure. The grant component under the project will partially finance the incremental costs arising from the procurement of modern BEBs compared to diesel buses.

3. The project represents a first step toward a long-term electrification of the Kyrgyz transport sector. The project will increase the share of low emission and energy-efficient, large buses in Bishkek’s public transport sector by replacing 75 diesel and 25 outdated trolleybuses with BEBs. Considering the high renewable energy share in the Kyrgyz Republic’s power sector, the project will take advantage of the low levels of air pollutants. ADB’s value addition will constitute in (i) promoting a positive lock-in effect of an advanced high energy efficiency, low emission public transport technology in adherence to international standards; (ii) contributing to the long-term sustainable development of the Bishkek transport sector, including institutional reforms; and (iii) improving the usability of public transport for women, elderly, disabled and vulnerable groups. The project will consist of the following four interlinked outputs:

4. **Output 1: Zero-emission tailpipe bus fleet in Bishkek municipality upgraded.** This component will include the procurement of (i) about 100 state-of-the-art, energy-efficient BEBs, (ii) relevant slow and fast-charging infrastructure, (iii) bus maintenance equipment, (iv) required spare parts for a period of 3 years, and (v) one tow truck. Procured buses will include universal accessibility design features to serve the needs of disabled and elderly passengers and will include security features, such as cameras and panic buttons, to cater to the needs of female and vulnerable passengers.

5. **Output 2: Bus depot infrastructure upgraded.** This component will include (i) the construction of weatherproof parking facilities for the new e-buses in at least one of BTD’s depots, (ii) the upgrade of existing electrical substations, and (iii) the provision of electrical works to connect the substations with each charging point. As future upscale of the project is anticipated, selected substations will be upgraded to serve charging infrastructure for up to 200 buses in each depot.

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1 Large buses and minibuses are defined as buses with 12 meters and 6 meters in length, respectively.
2 Prices for spare parts will have to be guaranteed in the supply contract (with a provision for escalation at par with inflation) for 10 years against a performance security.
6. **Output 3: Pilot green mobility corridor established.** This output will develop an e-bus pilot corridor to demonstrate improved traffic and parking management to reduce congestion and increase bus speed and service reliability. This will include (i) optimized locations and upgrade of bus stops along the pilot corridor, (ii) redesign of some of the intersections, traffic channelization, and minor road works, (iii) upgrade of the traffic signal system with optimized timing and synchronization, (iv) improved parking management measures, and (v) improvements for nonmotorized transport (pedestrians and cyclists). (vi) Improved bus stops will incorporate security features to protect women and vulnerable groups.

7. **Output 4: Bishkek bus operation sustainability improved.** This output will support the municipality in improving its management of urban mobility and the efficiency and financial sustainability of public transport operations through (i) enhanced institutional framework and capacity building, (ii) optimized public transport route network and revised business model, (iii) traffic and parking management policies, and (iv) training of bus drivers and maintenance technicians on buses and charging infrastructure. As part of the long-term optimization of public transport routes, the special needs of women for improved mobility options and reduction of time poverty will be considered.

8. The outcome of the project will be reduced negative environmental and economic impacts of Bishkek’s public transport sector. The project will be aligned with the following impacts: “public health, quality of life, and resource efficiency improved” and “transition to environmentally friendly modes of transport promoted”.

9. With this project, ADB seeks to jumpstart the adoption of battery electric vehicles and support the long-term shift to zero-tailpipe-emission transport technologies. The project is consistent with the Kyrgyz National Development Program 2018–2022, and is aligned with the ADB country partnership strategy for the Kyrgyz Republic, 2018–2022, ADB’s sustainable transport initiative, and operational priorities 2 to 4 under ADB Strategy 2030. By limiting air pollution, the project will improve (i) public health, (ii) quality of life, and (iii) the attractiveness of the city of Bishkek. Furthermore, the project will promote energy independence and contribute to climate change mitigation.

10. The Urban Transport Electrification Project (the project) is estimated to cost $57.5 million. The government has requested a concessional loan (COL) of $35 million from ADB’s ordinary capital resources and a grant not exceeding $15 million from ADB’s Special Funds resources (Asian Development Fund). No co-financing is envisaged. The government will provide counterpart funds of $7.5 million to finance taxes and duties. Climate change mitigation financing is estimated to be $50 million. The project does not include a climate adaptation component. ADB will finance 100% of mitigation costs.

11. The Bishkek city Mayor Office will serve as Executive Agency for the Project and there will be two Implementing Agencies as Bishkek Trolleybus Department (BTD) who will be responsible for implementation of Project Output 1 and 2 and Urban Transport Department (UTD) to be responsible for implementation of Output 3 and 4. Under each IA a Project Implementation Unit (PIU) will be established.

1.1 **Background Objective of Due Diligence Process**

12. This DDR has been prepared as a part of the ADB support in undertaking the electrification of urban transport in Bishkek. The main objective of this DDR is to analyze the proposed Trolleybus depots upgrade activities (output 2), establishment of the Pilot green mobility corridor (output 3), carry out due assessment with regard to social due diligence and early detecting of any land acquisition and resettlement (LAR) impacts of proposed works.

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13. The DDR describes the screening activities carried out under the proposed Project concept aiming to determine the scope of Project impact, identify presence and/or absence of potential social and/or economic impacts and determine appropriate mitigation measures and responsibilities of the project stakeholders. Currently at the Project preparatory phase, no preliminary or detailed designs for any of the Project components are available. Generally, depending on the design timeline for each Project component, a separate updated SDDR or LARP for each Output will be performed based on detailed designs.

Output 1

Output 1 includes procurement of battery electric buses (BEBs) and relevant slow and fast-charging infrastructure, as well as preparation of technical specifications for the E-bussed charging substations. Under the Output 1, the Project’s primary concept envisaged 50 chargers to be installed within the existing depots. However, a few charging substations (5) might be located at other locations, outside the depot area. When the exact locations for all chargers becomes available, all works related to substations installation and connection to the existing source of power will be screened for social safeguards and the results will be reflected in updated/ additional SDDR, or in the LARP if these activities trigger adverse effects on private land and other private assets. The SDDR suggests preventive and mitigation measures for the proposed activities during planning, implementation, and operation phases of the Project. The EA is determined to take all appropriate measures to avoid any negative impact on private land and other assets. The photographs below present typical charging station for the e-busses. Similar charging facilities will be used for this Project. Updated SDDR or an RP will be prepared for all outside charging stations a condition for the commencement of the civil works. Relevant provisions will be included in the bidding documentation to ensure the civil works contractor will commence works exclusively upon a receipt of the site possession notification from the implementing agency, confirming the finalization of the due diligence and involuntary resettlement planning and implementation process.

Output 2

This component includes upgrades of the charging infrastructure which will serve up to 200 buses in each of two depots. The upgrades will include (i) the construction of weatherproof parking facilities for the new e-buses in at least one of BTD’s depots, (ii) the upgrade of existing electrical substations, and (iii) the provision of electrical works to connect the substations with each charging point. At this stage of the Project, two existing bus depots were selected to be upgraded under the project. No concept design is available for detailed screening, nevertheless, the whole depots areas were screened for the involuntary resettlement. There is no land acquisition or other impacts on private assets envisaged as
all works will be conducted inside the depots’ area. When a Contractor and the Supervising Engineer are engaged, the detailed design will be prepared, and the social safeguards due diligence report updated which will be a condition for the commencement of any civil works. If impacts are identified, a LARP instead will be prepared and implemented accordingly. Additional due diligence will be conducted for substations and other electrical connection infrastructure, to be reflected in the updated SDDR. Updated SDDR or an RP will be a condition for the commencement of the civil works. Relevant provisions will be included in the bidding documentation to ensure the civil works contractor will commence works exclusively upon a receipt of the site possession notification from the implementing agency, confirming the finalization of the due diligence and involuntary resettlement planning and implementation process.

**Output 3**

This output will develop an e-bus pilot corridor. The pilot corridor has not been determined at this stage of the Project. When known, upgrade of the bus stops located along the pilot corridor, intersection planned for redesign and for improvement of traffic signalizations, parking management measures and other non-traffic components of this output will be screened and if any involuntary resettlement occurs, a LARP will be prepared. Depends on absence or presence of adverse impact, the SDDR will be updated, or a LARP will be prepared for this component. Updated SDDR or prepared and implemented LARP, will be a condition for the commencement of the civil works. Relevant provisions will be included in the bidding documentation to ensure the civil works contractor will commence works exclusively upon a receipt of the site possession notification(s) from the implementing agency, confirming the finalization of the due diligence and involuntary resettlement planning and implementation process.

**Output 4**

14. This output will support the municipality in improving its management of urban mobility and the efficiency and financial sustainability of public transport operations which isn’t trigger IR, therefore is not covered by this SDDR.

15. The infrastructural components included in the scope of the Project are summarized in the following Table along with current and further due diligence status:

<table>
<thead>
<tr>
<th>Outputs</th>
<th>Names of components</th>
<th>Current status</th>
<th>Requirement for future screening</th>
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</thead>
<tbody>
<tr>
<td>Output 1</td>
<td>Electric bus and charging infrastructure technical</td>
<td>The locations of chargers are currently not determined. Screening can be</td>
<td>If some chargers are going to be located outside of the depots, a full</td>
</tr>
<tr>
<td></td>
<td>specifications preparation</td>
<td>considered as done, if chargers will be determined to be located within the</td>
<td>social safeguards screening is required.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>existing depot areas.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Detailed design for substations</td>
<td>Locations outside depots are not screened.</td>
<td>Locations and land ownership need to be screened and SDDR updated.</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Installation of substations</td>
<td>Locations outside depots are not screened.</td>
<td>Locations and land ownership need to be screened and SDDR updated.</td>
</tr>
</tbody>
</table>
Output 2

<table>
<thead>
<tr>
<th>Upgrade of existing electrical substations</th>
<th>Screening can be considered as done, if chargers will be determined to be located within the existing depot areas.</th>
<th>Additional screening is required to determine land ownership if the upgrade of existing substations will be considered outside of current boundaries of depots.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction of parking facilities</td>
<td>Screened</td>
<td>Additional screening is required to determine land ownership if parking area exceeds current boundaries of depots.</td>
</tr>
<tr>
<td>Electrical works to connect the substations with each charging point</td>
<td>Screening can be considered as done, if chargers will be determined to be located within the existing depot areas.</td>
<td>If some chargers are going to be located outside of the depots, a full social safeguards screening is required.</td>
</tr>
<tr>
<td>Output 3</td>
<td>Select pilot corridor and bus stops to be upgraded; develop pilot corridor detailed engineering design; complete construction of the pilot corridor and upgrade of bus stops</td>
<td>Not screened, only rapid assessment was done based on observation of typical bus corridor/stations in Bishkek</td>
</tr>
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</table>

1.2 Objective and Scope of the Social Due Diligence

16. The main objective of the social due diligence (SDD) is to identify the Project impacts (if any) due to upgrade/reconstruction of the depots and the establishment of the green mobility corridor, including economically or/and physically displaced persons (DPs) and propose mitigation measures, if needed. This social safeguard due diligence report (SDDR) complies with the relevant laws of the Kyrgyz Republic and the requirements of ADB’s Safeguard Policy Statement (SPS) 2009. The DDR has been prepared to: (i) confirm the absence of LAR impacts or necessity of preparing LARP (including the estimated budget); (ii) define and mitigate any impacts caused by the relocation of public utilities, (iii) outline the requirements for further impact assessment, where needed, and (iv) ensure overall compliance with the ADB’s SPS (2009) requirements.

1.3 Methodology Adopted for the SDDR

17. This SDDR was prepared based on the ADB Fact Finding Mission findings, desk review of project documents and secondary data sources, field due diligence, consultation meetings with employees, focus groups discussions (FGD) with users of public transport and consultations with the key stakeholders.

18. The SSDDR covers the description of existing social conditions and impacts of the activities proposed for implementation of the Urban Transport Electrification Project, assessment of social impact, community consultations, GRM procedures, activities to eliminate temporary disturbance of economic

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5 ADB Fact-Finding Mission started on May 26, 2020 and completed on June 25, 2020. All discussions with stakeholders as EA/IAs were held virtually due to COVID-19. The results of Mission are reflected in the Memorandum of Understanding to be signed by ADB and Kyrgyz Government.
activity of green mobility corridor, possible temporary impact on project affected assets and developments and unexpected impact remedy during the construction works.

19. During the implementation of the project, complaints from the local population will be addressed through the grievance redress mechanism to be established within the framework of the project and applied to both social and environmental protective measures.

20. In case of any unforeseen impacts or additional consequences are identified during the preparation and implementations phases of the project, IAs will prepare the LARP in accordance with the ADB SPS 2009, as well as relevant national legislation. Consequently, this SDDR will need an update to be completed and redisclosed prior to commencement of the civil works. Given a phased approach for the Output 3, a separate SDDR or LARP for that scope will be considered. A LARP (if any) will include implementation schedule to address resettlement, including all stages of the Project starting from preparation to completion of works. Construction works cannot be launched until compensation is paid in full and a complete implementation of the LARP is executed. Following the LARP implementation, a Compliance Report will be submitted for ADB’s review and approval. The LARP implementation monitoring will be conducted by PIU(s) with assistance of the Construction Supervision Consultant’ staff responsible for safeguards. The Construction supervision Consultant will be hired, under the tentative schedule, in the second quarter of 2021. The results of monitoring will be reflected in semi-annual social safeguards reports (SSMR) and via Compliance Report in case of LARP. The IAs/PIU will not start implementation of the project until the consequences of involuntary resettlement have been identified, uncovered, and approved (by ADB).

2. SOCIAL SAFEGUARDS DUE DILIGENCE KEY FINDINGS

21. This SDDR is based on the Project concept and corresponding due diligence findings from field visits, interviews with the trolley drivers and the FGDs with commuters. Field visits were resulted in a conclusion that no impact would be triggered by Output 2 regarding construction of parking facilities since all construction works are to be fulfilled inside the fenced territory of BTD depot and no extension of the parking area is planned. The upgrade of existing electrical substations and the provision of electrical works to connect the substations with each charging point under this component needs to be further screened. Regarding the Output 1 components, currently, 50 chargers are planned to be installed within the existing depot areas, however few of them might be installed also outside of depots. After the detailed design for this component is completed and final locations of chargers are determined, the update of the SDDR or preparation of a new SDDR relevant to this Output, will be prepared. After the pilot Corridor under output 3 is determined, a full due diligence for this component will be conducted (current SDDR provides only a rapid assessment). In case on any adverse impacts, a LARP will be prepared. The civil works contract will be Engineering Procurement Construction (EPC) and will include the detailed design. The result of stakeholders’ meetings, interviews and FGD just confirmed the positive impact of proposed Project outcomes to the end users. The details are discussed in the following paragraphs.

2.1 Project Output 2: Bus Depot Infrastructure Upgrade

2.1.1 Assessment of Project Impacts

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6 Project Output 4 does not include any civil works component and does not trigger any LAR issues.
7 The whole bus depot areas were screened.
22. The field visit was conducted on 23 May 2020. During the field visits the social and environmental safeguards specialists, specialists from the ADB Kyrgyzstan Resident Mission (KYRM) and Mayor’s office representatives, visited two trolleybus and two buses depots. This field assessment was based on the available Project concept and the fact that the planned works under Component 2 as the construction of weatherproof parking facilities for the new e-buses in at least one of BTD’s depots would stay within the current depots’ boundaries. At this stage only two trolleybus depots were selected under the output 2 therefore the details of due diligence are summarized for those two locations. For the other planned works as under output 2, (ii) the upgrade of existing electrical substations, and (iii) the provision of electrical works to connect the substations with each charging point and for output 3 (i) optimized locations and upgrade of bus stops along the pilot corridor, the exact locations have not yet been finalized due to lack of detailed design. However, if any potential impact occurs, the LARP will be prepared, disclosed and implemented prior to any civil works and following the provisions specified in LARP drafted out for this Project. In case of zero impact, the given SDDR will be updated and redisclosed prior to commencement of civil works. The purpose of the site visits was to confirm if there would be any LAR impacts that might be triggered by planned depots reconstruction works. The third planned output related to the green mobility corridor has not been determined at this point. In addition, Social Safeguards and Gender Consultants, conducted interviews with the male and female trolleybus drivers and FGDs with users of public transport.

22. The site visits with the Mayor’s office representative confirmed that the rehabilitation of the Project depots would not have any adverse impact on private land and other private assets. The area available for the upgrading of Depot 1 is 3.4 ha and at Depots 2 is 4.75 ha. The land available will be sufficient for the planned upgrades which will not exceed the depots’ boundaries. The final Project design will be prepared in a way to avoid any impact on land and assets surrounding the depots and businesses and properties along the E-bus route when finalized and designed.

23. According to the preliminary design, the upgrading trolleybus facilities will:
   - stay within the current depots’ boundaries;
   - no demolition of buildings or construction of new ones is planned outside the trolley depots; there will be no need for additional access roads, as the existing one will serve the need for the Project during the construction period;
   - utility relocation works associated with depots upgrade, if any, will be screened at detailed design stage.
24. Results of the due diligence confirm that no land acquisition and resettlement impacts are expected to be triggered by the Output 2 since the Project activities are planned to be carried out within the existing territories of the trolleybus depots and no extension of the depot area is planned. The land is state-owned and not used by any other private person.

25. The details on the depot inspection and stakeholder consultations are provided in Annex 1 with all details and photographs.

26. The additional site visits will be conducted after the finalization of the detailed design for Output 2 to confirm presence and/or absence of any adverse impacts. SDDR will be updated or LARP will be prepared as needed.

2.2 Project Output 3: Pilot Green Mobility Corridor

27. The Pilot green mobility corridor envisages optimized locations and upgrade of bus stops along the pilot corridor which has not been finalized yet and will be done after the Output 1 and 2 of the Project are implemented. Prior to these activities, an update of this SDDR or a new SDDR related to the charging substations (output 1) will be prepared. The detailed design for this component might reveal that some minor temporary adverse impact could occur. In this case, a LARP with a full screening of all displaced persons, will be prepared.

28. Since the pilot corridor for the Project component 3 “Electric bus pilot corridor” and detailed design for it will be determined during the Project implementation stage, Land Acquisition and Resettlement Framework (LARF) has been prepared to guide the Executing Agency (EA) to conduct screening, assessment, institutional arrangements, and processes to be followed for selected E-bus pilot corridor and to ensure that resettlement activities (if any) will be carried out in accordance with Kyrgyzz applicable laws and regulations and ADB SPS (2009). During the detailed design, the measures to avoid land acquisition and minimize resettlement impacts where feasible, will be put in place. Should the need arise, the SDDR will be updated or the LARP prepared as per the requirements set in the LARF prepared for this Project. The LARF will be applicable for all Project components where the social
screening is or will be conducted (after the detailed design), and the LAR impacts identified during the Project implementation stage.

29. At this stage as the E-bus route is not yet determined the preliminary rapid assessment has been conducted based on sample observation of bus stops at busy streets in the center of Bishkek and discussions with the representatives of Mayor’s office which allowed to come up to a general picture of potential impacts considering the worst scenario in case impacts cannot be avoided and/or minimized. This rapid assessment also allowed to estimate the tentative LAR budget to be provided from the Project funds (tentative budget estimation details are provided in Annex 4 of the Project LARF). The rapid assessment revealed the following aspects of potential impacts:

(i) All bus stops in one street are rented out to one or more persons for a very small amount of money (around $100 per one bus stop/per month and the sum of rental amount depends on the street, central, remote area) in exchange to maintenance of the bus-stop and renting it for the advertisements;
(ii) The bus-stop renter can place the business advertisements and pays the taxes to the government for this income;
(iii) There are no kiosks to be moved with the bus stops (sometimes a kiosk might be located within a bus stop under the same cover); in case that there is a business spot/kiosk located under the bus stop cover, it will be moved together with the bus stop at no cost for the renter/owner. A full impact assessment will be done when the pilot corridor is determined and the exact locations of the bus-stops known.
(iv) Kiosks that are close to the bus-stops and sell the newspapers, belong to the State Enterprise Kyrgyzpochtasy who pays a symbolic amount of money for the space rental. All of these kiosks are attached to bus stops and if bus stops move, kiosks will be moved too and based on the agreement with Mayor’s Office, they will be given a new place close to the relocated bus stop.

30. The kiosks built at the back area of the bus-stops are usually built there due to proximity of the shopping centers and other business favorable locations. If the bus stops move for 50 m, the impact on these businesses will not occur as they will remain at the same location accessible to visitors of the shopping centers and the public transport commuters.

31. All these presuppositions are made for the relocation of 11 bus stations at 5.7 km of the E-bus pilot route (considering that a standard distance between bus stops is from 400 to 500 m). This estimation is provisional, and it might not be applied if during the detailed design a special care is taken and a minimum bus-stops and kiosks are relocated.

32. If upon detailed design finalization any LAR impacts occur, the LARP preparation requirements set in the LARF will be followed, including a complete impact assessment and a full census of all DPs found within the Project corridor. The main requirements are summarized in the following section while the details are presented in the LARF.

2.3 Further Due Diligence and LARP preparation requirements

33. Further due diligence and update of SDDR will confirm the absence of any impacts for output 1 and 2 upon detailed design finalization, while there might be some impacts under output 3. Considering that the civil works contract will be Engineering Procurement Construction (EPC) and will include the detailed design, specific provisions are being included in tender documents of contractors and Supervision Consultant’s ToR to ensure no civil works can be commenced prior to the required additional screening based on detailed design and approval of updated SDDR by ADB. If needed, the Land Acquisition and Resettlement Plan (LARP) will be prepared. The selection of the E-Bus corridor under output 3 is a condition for the preparation of the detailed design which will show the exact number and location of bus stops to be upgraded. The detailed design in scheduled for first Quarter of 2022; The LARP, if required, will be prepared by the IA and Supervision Consultant’s Safeguards Specialist. For implementation of the LARP, and social safeguards monitoring during the Project implementation, the PIU will ensure: (i) the on-board social specialist who is experienced in management of social components of other EA projects and the Project Supervision Consultant team, will conduct social due diligence for the Project components based on the detailed design, implement LARP if needed, and provide social safeguards monitoring throughout the Project implementation, including participation at the GRM and resolution of eventual concerns and grievances; (ii) continuous of meaningful
consultations with affected households, and ensure the same level of the entitlements specified in the Entitlement Matrix and included in the LARF; (iii) updated SDDR/LARP (if any), will be submitted to ADB for concurrence prior to its implementation; (iv) implementation-ready LARP/updated SDDR to be disclosed through the EA’s/Project’s and ADB’s website; and (v) social safeguards monitoring of the updated SDDR/ LARP implementation (if any) and compliance reporting to ADB prior to the commencement of any civil works to get ADB ‘No Objection’ to start civil works; and (vi) social safeguards monitoring throughout the Project implementation, including grievance solving process and reporting the results of monitoring to ADB on a semi-annual basis.

34. If the adverse impacts cannot be avoided, the LAR procedure, as adopted for this Project and described in the LARF, will be followed. The LARP will be prepared, reviewed and approved by the Executive/Implementing Agencies and ADB and disclosed on their respective sites. All displaced people need to be compensated as per agreed Entitlement Matrix before the civil works starts/continues if the impact occurs during the Project implementation.

35. During the LARP preparation phase, a census of all displaced persons (DPs) and detailed measurement surveys (DMS) including socio-economic survey (SES), will reveal all vulnerable groups and severely affected households which might be at risk of impoverishment if affected by the Project. These cases, if found during the census and SES, will be addressed in the LARP with specified mitigation and/or rehabilitation measures as envisaged by the LARF. In case of any unanticipated LAR impacts are identified after the LARP implementation, the LARP Addendum or a Corrective Action Plan(s) will be prepared depending on the scope of impacts and will be implemented in accordance with the approved LARF.

36. The LAR procedure to be followed in case of involuntary resettlement will include the following activities:

- Meaningful Consultations with DPs;
- Inventory of Losses - to identify and evaluate the characteristics of assets affected;
- Detailed Measurement Survey (DMS) - to measure the affected area of the lands, buildings space and the number and types of affected assets.
- Census Survey - to identify the exact number of AHs and their members, including some elementary social characteristics such as gender and ethnicity.
- Socio-Economic Survey (SES): to identify the current socioeconomic condition of affected individuals, families and business owners as well as perceptions of Project impact on their livelihood.
- Valuation of the affected assets based on the replacement cost - to identify the cost of compensation of lost assets, income and other livelihood sources and allowances for development of the budget.
- Preparation of the LARP approved and disclosed by EA and ADB;
- LARP implementation and ADB ‘No Objection’ to start works.

37. For civil works sites, EA and Implementing Agencies (IAs) through the PIU/the Project focal person for social components and the Supervision Consultant’s Social safeguards specialists (which needs to be on board), will ensure that all requirements outlined in the LARF are properly followed during the preparation of relevant safeguard documents and their implementation. EA and IAs through PIU/ the Project safeguards specialist and the Project supervision consultant will ensure that meaningful consultations are carried out with the Project affected persons throughout the Project cycle with attention to the needs of the vulnerable and the disadvantaged groups. Depending on the Project design timeline and staging of each component, consultations with the Project communities and displaced persons (if any) will be conducted after the detailed design for relevant components is available.

2.4 LAR budget

38. LARP preparation and implementation costs, including cost of compensation (except for the acquired land which, if occur, the Mayor’s Office resources should be used to compensate it), valuation of assets carried by an independent valuator/company, LAR administration cost and any other LARP costs, are considered as an integral part of the Project cost and a provisional resettlement budget will be added to the overall loan amount. Costs of mitigation measures that may incur during the construction will be included in the construction contracts. A contingency amount has been added to the LARP budget and at this stage, where the E-bus corridor is not known and where IR might occur,
the budget contingency amounts to 20% of the LARP budget. Cost for social safeguards supervision will be included in the consulting service of the CSC. A preliminary LARP budget with the basic valuation methodology is presented in the Annex 4 of the Project LARF.

2.5 Preventative Mitigation Measures to be Applied During the Relocation/Construction of the E-bus Stations

39. The work activities will be organized in a way to keep uninterrupted traffic and people’s movements as much as practicable. The Traffic Management Plan will be prepared as an integral part of the final approved design and will serve as the main instrument to ensure uninterrupted access to businesses and customers and thus eliminate adverse impact on businesses and shops located along the E-bus streets. A proper management and regular monitoring of traffic flow will be critical to ensure that the works do not impede business operation or cause deterioration of entrepreneurs’ livelihood. These may include temporary bus station, temporary pedestrian passages, footpaths, speed limits, parking places etc. as per the traffic safety specialists’ recommendations.

40. A special care will be taken to enable undisrupted access to shops for delivery of goods and access to costumers at locations planned for the new bus stations. Trained signalers assisting traffic and pedestrians’ movements will be deployed as needed. These mitigation measures will be strictly followed to ensure that either permanent or temporary impacts on access to the shops, private homes and public offices are not triggered.

41. The Contractor will be responsible for a regular dissemination of information related to the planned works. The Supervision Consultant will monitor implementations of these measures.

3. INFORMATION DISCLOSURE, CONSULTATIONS AND PARTICIPATION

42. According to ADB SPS (2009), the DPs must be meaningfully consulted and provided with opportunities to participate in the planning and implementation of LAR. Under the same principles, the DPs have to be informed in an appropriate and timely manner of the planning process outcomes, as well as the schedules and procedures for the preparation DDR, including entitlements, payment procedure and relocation if required.

43. The Constitution of the Kyrgyz Republic guarantees the right of the people to access information on activities of state and municipal authorities in the manner prescribed by the law. In addition, it confers citizens the right to receive information on the disbursement of funds from the budget, as prescribed. The Law of the Kyrgyz Republic on access to information held by state bodies and local self-government bodies of the Kyrgyz Republic, requires maximum openness of information, publicity and transparency of the activities of the state and local authorities.

44. Main Stakeholders of the Project are the following:

- Bishkek city Mayor’ Office as Executive Agency
- Bishkek Trolleybus Department as Implementing Agency for Components 1 and 2
- Urban Transport Department as Implementing Agency for Components 3 and 4

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8 Article 33, Chapter II of the Constitution of the Kyrgyz Republic.
9 Article 52, Part 3 of the Constitution of the Kyrgyz Republic.
10 Article 1 of the Law of Kyrgyz Republic on access to Information held by state bodies and local self-government bodies of the Kyrgyz Republic.
3.1 Consultations with Stakeholders and Project Communities

45. During the preparation of the LARF and the SDDR, the Social Safeguards Consultants conducted several consultations with the key stakeholders in the city and E-bus potential Project end users. These included the representative of Mayor’ Office, Director of Bishkek Trolleybus Department and his employees, Acting Director of Urban Transport Department, trolley drivers and public transport commuters. The main goals of consultations were to share information about the Project, ensure the stakeholders’ cooperation during the LARP preparation (if any) and implementation of the Project, present the proposed GRM and prepare the ground for the establishment of the Grievance Redress Groups, the procedure for establishment of the Land Acquisition and Resettlement Committees and compensation entitlements related to the involuntary resettlement if triggered by the Project before the Project implementation. In total, 12 men and 26 women participated in the face-to-face interviews and FGDs.

46. The Project components related to the upgrading of bus-stops is still under decision as the selection of final routes, number of bus-stops, exact location and nature of upgrading have not been finalized as yet. As soon as the final decision is made and locations are known, the further consultations with people residing and working along the routes and close to the bus-stops will be conducted. Consultations will have an aim to inform all people about Project goals, proposed works, schedule and eventual temporary disruption in services. If any potential impact occurs, the potential DPs will have a full information through numerous consultations about ADB SPS 2009, compensation entitlements, Grievance Redress Groups, LARP preparation activities and its implementation schedule.

47. A survey with the trolleybus drivers, supplemented by focus group discussions (FGD) with users of public transport was conducted in June 2020 by social development (gender) specialist and social safeguard consultant. Focus groups with passengers of urban transport - women and men, were conducted in the main office of BTU, conference room. The female FGD includes 13 women of different ages, occupations, ethnicities, social status and residency allocation within the city. Male consultation was limited to six participants (men were reluctant to participate in the FGD) also from diverse groups of the population. The structure of discussion encompassed four main thematic blocks: Travel features, reasons for using public transportation, assessment of public transport services, including the perception of female and male drivers and attitudes toward future electrification of urban transport.

3.2 Summary of Public Consultations and FGDs

All participants of consultations have supported the idea of urban transport electrification, mostly because they expect the increase of bus fleet and consequently the expansion of an area covering by municipal transport. Participants were especially happy with the idea of introducing e-buses to the new settlements, where the majority of people do not have alternatives to private transport companies, which operate with minibuses.

48. Several participants from both groups of consultations were mentioning the possible positive effects of coming project: establishing new routes for e-busses will generate employment and indirectly stimulate business opportunities for local settlements; expanding and easing access to health care, education, market, and other social services.

49. The summary of stakeholders’ consultations is given in the table 2-1 below:

<table>
<thead>
<tr>
<th>Concerns and Suggestions</th>
<th>Measures to Address Concerns and Suggestions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there any locations where might be the risk of impact?</td>
<td>Considering that under Component 1 the works will be done inside the depot territory which is municipal land there is no impact risk.</td>
</tr>
</tbody>
</table>
Concerns and Suggestions

Does the Implementing Agency possess the capacity, knowledge and experience on involuntary resettlement and ADB SPS 2009?

In past stakeholders had EBRD-funded Projects however there were no issue regarding the involuntary resettlement, and this is a first ADB project they face. Thus EA and IAs require training on ADB SPS 2009.

In case of adverse impact and potential DP does EA reserved amount for compensation?

All land is municipal-owned and tenants carry out commercial activity based on rental agreement with Mayor’ Office which might be extended in case of land requirement for Project needs. A special care will be taken of business under lease if such impacts occur following the requirements set in Project LARF.

Your recommendations regarding new coming Project planning and outputs?

EA highlights the importance and urgency of the Project but would like to purchase more environmentally friendly buses to cover at least the minimal demand of population as well as wish the launch the Project as soon as possible.

50. The perception of transport services and evaluation of future possible changes discovered significant gender difference (see the table below) 2-2:

<table>
<thead>
<tr>
<th>Female participants ‘opinion’</th>
<th>Male participants’ opinion</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Travel features</strong></td>
<td></td>
</tr>
<tr>
<td>Women do not mention the ecological aspects of new coming bus fleet</td>
<td>Men are highly evaluating the eco-effects of shifting from the transport means using diesel fuel, to e-busses.</td>
</tr>
<tr>
<td>Women find most valuable the accessibility and safety issues, because the experience with minibuses which are full of risks to be robbed &amp; women claimed they have been injured while the boarding / getting off the minibus.</td>
<td>Men value as key advantage the price for traveling and the time spend to reach destinations.</td>
</tr>
<tr>
<td>Women like comfort in terms of space in salon and place for a baggage. They are well aware of kind of trolleybus types that are most convenient places to put the luggage and have a comfortable seat. The special interest to space in transport’s salon is related to the female transport using features: they usually go to shop, to the market (Bazaar) and have heavy luggage. Or accompany young children, who are sitting in baby strollers.</td>
<td>Men usually travel alone and they don’t have the habit of carrying heavy things with them. They are not sensitive to free space in the vehicle interior.</td>
</tr>
<tr>
<td>Women have usually multiple trips (in average 8 per day), sometimes in different directions (kindergarten / school in one direction, job place – in another, bazaar – the third one, etc.). Women spend more money for the transportation per day (around 150 soms per day, in accordance with the experience of our participants).</td>
<td>Men have shorter distances, have more direct trips and spend less time and money.</td>
</tr>
</tbody>
</table>

**Perception of female and male drivers**

The majority of women are loyal to female drivers in public transport. There were also a few of them considered the profession of the driver as a male profession which is hard for the women to get in. Men are most likely not to support the idea of female drivers; they argue that women, by their nature, have a limited responsiveness (capability
Female commuters feel not so comfortable having the evidence of discrimination practices: harmful behavior against small children – pupils, who belong to subsidized passengers according to the law and have to pay less tariffs in minibuses, also pensioner women claimed they are often offended by drivers and always feel their disapproval for having subsidized tickets. Women argued that disable people don’t have access to public transport if they live in new settlements where the municipal transport does not operate.

Men do not “see” any discriminatory practices, exercised by the drivers and they don’t support the idea of claiming the violation of regulations. They consider the profession of driver too hard and don’t think it’s good to claim anything.

51. Participants from both groups articulated risks of limited or/and negative effects of the intervention. Among such risks:

- The urban transport system managers are tended to open new routes in the places most efficient for them in terms of economy and they have prerequisites for the routes opening – good quality of roads, which isn’t the case in majority of new settlements;
- Risk to open a new route – a very long-distance route through the whole city, the running intervals will be too big, the commuters will wait for a long time, and the busses will be always too crowded.
- Introducing of new bus fleet will trigger the tariffs rise, and E-buses might become expensive.

52. Participants appreciate the idea to involve the local population into the decision-making process on opening the new routes. It was found that the awareness on e-ticketing system (Tulpar) is very weak as people do not understand how to use the card, what are the limitations and advantages of the card. A full shift to e-ticketing has to be accompanied by a comprehensive, culturally and age appropriate information campaign.

53. During the discussion the UTD representative announced that one of the main principles which is followed during opening of a new route is the appeals and desire of local population. UTD collects the appeals and make the estimation of potential passenger flow etc. and then a final decision is made. Regarding the e-ticketing, the system is an absolutely new innovation and time is needed to implement it fully and make practicable. However, this system is more efficient in terms of safety and time efficiency (less contact between driver and passengers and more driver’s focus on route).

3.3 Drivers Survey Summary

54. There were 13 female and 7 male drivers from BTD who were surveyed during one weeks in June 2020. The structure of respondents includes the questions on:

- a) professional role and working conditions and benefits evaluation;
- b) family roles and opportunities to keep the home – work balance;
- c) the vision of future changes related to introducing e-buses;
- d) socio-demographic features of respondents;

55. The respondents (both – male and female) have in average long professional experience – 13.3 years and 14.2 years respectively. One out of 7 male drivers and two out of 13 female drivers are a single-parent family; single men live alone, while single-parent women live with children and relatives. The majority of drivers (both male and female) have 1-2 children, although 4 women have 3 children and 2 women have 4 or more children. Women also live in HHs with more members: so half of respondents live in the family consist of 4-5 members (nuclear family), and 4 women live in 7-8 members HH (extended family).
56. The assessment of the livelihood level shows that despite the half of the respondents do not own a house/apartment and live in rented accommodation, they do not consider themselves poor.

57. The summary of the consultations with the key stakeholders, interviews with the trolley drivers and a FGDs with commuters is presented in Table 3-1 below:

<table>
<thead>
<tr>
<th>Consultations</th>
<th>Date</th>
<th>Place of consultations</th>
<th>No of participants</th>
<th>Male</th>
<th>Female</th>
<th>Stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting with representatives of Bishkek</td>
<td>23.05.2020</td>
<td>Bishkek</td>
<td>5</td>
<td>5</td>
<td>5</td>
<td>Representatives of Mayor’s Office, Management of Bishkek Trolleybus Department</td>
</tr>
<tr>
<td>Trolleybus depots</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting with staff (drivers) of trolleybus</td>
<td>9.06.2020</td>
<td>Bishkek</td>
<td>15</td>
<td>5</td>
<td>10</td>
<td>Representatives of Bishkek Trolleybus Department</td>
</tr>
<tr>
<td>depot</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting with commuters</td>
<td>10.06.20</td>
<td>Bishkek</td>
<td>19</td>
<td>7</td>
<td>12</td>
<td>Representatives of Bishkek Trolleybus Department</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>39</td>
<td>17</td>
<td>22</td>
<td></td>
</tr>
</tbody>
</table>

Visit to Bishkek trolleybus and busses depots and meeting with Mayor’s Office and BTD director
3.4 Information Disclosure

58. Following the detailed design and final selection of routes and bus stops subject to upgrade, the Project Brochure, the Mayor's Office Decree on GRM, the GRG focal persons’ details, and Government Decree on the cut-off-date will be prepared, disclosed on the EA website and distributed to the potential DPs and communities living close to the depots and along the E-bus route. All these activities will take place before the commencement of bus depot upgrade works.

59. Additionally, if any impact, the LARP is required to be prepared, agreed, disclosed and during its implementation, public meetings will be organized by the Mayor’s specialists to disclose the LARP, to inform the potential DPs about the Project, their entitlements and grievance redress mechanism. Particular attention will be paid to disadvantaged and vulnerable groups if affected. During the Project implementation phase, a regular on-site monitoring will be performed during which, there will be numerous contacts with the Project communities, information sharing, addressing grievances, informing people about the Project, its timing, progress, people’s entitlements for compensation for any adverse impact which may occur during the implementation phase of the Project.
During the preparation of this SDDR, the detailed design and final selection of routes as well as exact location and number of bus stops to be upgraded have not yet been determined. Nevertheless, the stakeholders (commuters) received information regarding ADB SPS 2009 requirement and the LARF was prepared.

The main steps on consultations/information disclosure for the coming Project works are as follows:

a. In case of any adverse impacts triggered by the relocation/construction of the bus stations and E-bus charging facilities, the Supervision Consultant’s team, including safeguards specialists, Consultant’s specialists and LAR committee members, conducts the field visit to define the impacts, and resolve the issue;

b. The Project Brochure, the Mayor’s Office Decree on GRM, the GRG focal persons’ details, and Government Decree on the cut-off-date will be prepared, disclosed on the EA website and distributed to the potential DPs and communities living close to the depots and along the E-bus route.

In case of absence of LAR impacts entitled to compensation as per the approved Entitlement Matrix, the Contractor, supervised by the Supervision Consultant, will ensure the following:

i. The works will be organized in a way that keeps, as much as practicable, uninterrupted traffic and people’s movements;

ii. Exclude or minimize permanent or temporary impacts on access to the shops, private homes and public offices;

iii. Minimize the service interruptions during the construction/upgrades of the E-bus stops by informing 2-3 days in advance, business about schedule, duration of the works and expected disruption of services;

iv. Monitoring relocation/construction of the E-bus stations in accordance with the approved work plan.

This SDDR and Project LARF will be disclosed on EA’s/IAs’ and ADB websites in Russian and English languages respectively once approved by EA and ADB.
4 GRIEVANCE REDRESS PROCESS

64. As per the ADB SPS 2009 requirements, a responsive, readily accessible and culturally appropriate grievance redress mechanism (GRM) capable of receiving and facilitating the resolution of affected persons’ concerns and grievances related to the Project, was established and working effectively since the beginning of the Project. The GRM covers issues related to social, environmental and other safeguard issues under the ADB safeguard covenants and Kyrgyz law.

4.1 Objectives

65. The overall safeguards and specifically the LARP includes in its scope, the establishment of a responsive, readily accessible, and culturally appropriate grievance redress mechanism (GRM) capable of receiving and facilitating the resolution of affected persons’ concerns and grievances related to the project. The GRM is a formalized way for the IAs to identify and resolve concerns and DPs’ grievances. It offers the DPs a forum to voice their concerns, seek clarifications to their queries, or register complaints related to the project’s performance. The scope of the GRM addresses issues related to involuntary resettlement, social and environmental performance, and information disclosure.

66. The DPs will have the right to file complaints and/or queries on any aspect of the project, including land acquisition and resettlement. Under the adopted grievance mechanism, the DPs may appeal any decision, practice or activity related to the project. All possible avenues will be made available to the DPs to voice their grievances. The IAs will ensure that grievances and complaints on any aspect of the project are addressed in a timely and effective manner.

67. The fundamental objectives of the Grievance Redress Mechanism are:

- To reach mutually agreed solutions satisfactory to both, the Project and the DPs, and to resolve any grievances locally, in consultation with the aggrieved party;
- To facilitate the smooth implementation of the LARP, particularly to cut down on lengthy litigation processes and prevent delays in Project implementation;
- To facilitate the development process at the local level, while maintaining transparency as well as to establish accountability to the affected people.

68. The establishment and development of the GRM will go through the Mayor’s Office Order instructing establishment of the GRM Mayor’s Office Order instructing establishment of the GRM (the Order to be issued after ratification of the Financing Agreement.

69. The GRM covers issues related to social, environmental and other safeguard issues under the ADB safeguard covenants and Kyrgyz law.

4.2 Grievance Redress Group (GRG)

70. The Grievance Redress Groups are established at the local and central level and will function for the duration of project implementation. The local level GRG is established at PIU IA. The GRG at the central level is established at the Mayor’s Office in Bishkek. The Local Person of Contact (LPC) is appointed from PIU. The names and contact telephone numbers of the LPC at the local level and at the central level, will be included in the Project Information Brochure and distributed to each DP before the consultations with communities, to all participants at the public consultations and made available to all people in the Project area.
The grievance redress mechanism (GRM) involves the following appeals stages:

### Local Level

The GRG at the local level is comprised of the following members:

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Artur Omurzakov</td>
<td>BTD Director-Chairman</td>
<td>0312 65 74 39 e-mail: <a href="mailto:btu.kg@mail.ru">btu.kg@mail.ru</a></td>
</tr>
<tr>
<td>To be appointed after PIU establishment</td>
<td>PIU UTD Social Safeguards Specialist (LCP) TBN</td>
<td></td>
</tr>
<tr>
<td>To be appointed</td>
<td>Relevant Municipal Administration Deputy Head</td>
<td></td>
</tr>
<tr>
<td>Shamekova Nazgul</td>
<td>Driver (brigadier)</td>
<td></td>
</tr>
<tr>
<td>Karabalaeva Gulnisa</td>
<td>Head of BTD Personnel Unit</td>
<td></td>
</tr>
<tr>
<td>TBN</td>
<td>Consultant’s Social Safeguards specialist</td>
<td></td>
</tr>
<tr>
<td>TBN</td>
<td>Municipal enterprise Bishkekglavarchitecture representative</td>
<td></td>
</tr>
<tr>
<td>TBN</td>
<td>Municipal property Department Specialist representative</td>
<td></td>
</tr>
</tbody>
</table>

### Central Level

The GRG at the central level is comprised of the following members:

<table>
<thead>
<tr>
<th>CONTACTS AT THE CENTRAL LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>TBN, PR Specialist</td>
</tr>
<tr>
<td>166 Chui Str. Bishkek 720017</td>
</tr>
<tr>
<td>Tel: (0312) 61 34 71 e-mail: <a href="mailto:bishkek@meria.kg">bishkek@meria.kg</a></td>
</tr>
<tr>
<td>TBN, Head of PIU BTD</td>
</tr>
<tr>
<td>238, Moskovskay Str. Bishkek 720017</td>
</tr>
<tr>
<td>Tel: (0312 61 39 34 e-mail: <a href="mailto:bulanb@mail.ru">bulanb@mail.ru</a></td>
</tr>
<tr>
<td>Omurzakov A.T, BTD Director</td>
</tr>
<tr>
<td>238, Moskovskay Str. Bishkek 720017</td>
</tr>
<tr>
<td>Tel: (0312) 65 74 39 e-mail: <a href="mailto:btu@meria.kg">btu@meria.kg</a></td>
</tr>
</tbody>
</table>

### 4.3 Grievance Resolution Process

The LPC of the GRGs will be regularly available and accessible to DPs and other project affected people. The grievances will be first lodged at the level of the complainant’s municipal administration. The
complainant will report the case to the Local Point of Contact (LPC). The LPC will register the grievance and screen the grievance for eligibility. If eligible, the LPC will organize the Local Grievance Redress Group (GRG) meeting. The GRG will assess the situation and seek a solution through consultation with complainants. At this stage, the GRG should attempt to resolve the grievance within 10 working days from the day the grievance was lodged. All supporting documents, such as, photographs, required certificates, legal and technical expert opinions if required, should be prepared, reviewed and assessed. Once the complaint is resolved, the GRG will organize a complaint closure meeting, where the complainant(s) confirms the closure of the complaint. The PIU BTD Director will oversee the resolution of the complaint. For deliberations at the local level, the meetings will be held in the residential place of the complainant. If the case of a complex complaint where expert’s opinions are required, additional time may be allocated. This will be clearly communicated to the complainant(s).

75. The LPC will assist the complainant(s) to formally lodge their claims to the GRG. The complaints and grievances will be addressed through the process described in Table 4-3 below.

### Table 4-3: Grievance Resolution Process

<table>
<thead>
<tr>
<th>Steps</th>
<th>Action level</th>
<th>Process</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Resolution</td>
<td>In the initial stage, the LPC will hear the aggrieved person and try to suggest acceptable solutions. If any complainant is not satisfied with the solutions, they will then lodge a written account of their grievances to their local GRG within three days.</td>
<td>3 days</td>
</tr>
<tr>
<td>Step 2</td>
<td>GRG Resolution</td>
<td>After receiving a written complaint, the LPC will review and prepare a Case File for the GRG hearing and resolution. A formal meeting will be held with the GRG at a date fixed by the LPC in consultation and the complainant(s). On the date of the meeting, the DP will appear before the GRG at the office of PIU (BTD/UTD), present the case and produce proof (if available) in support of his/her claim. The LPC will record the statements of the complainant, get supporting documents proving the complaint and organize the GRG meeting to discuss the case. The decisions from the majority of the members will be considered final by the GRG and will be issued by the LPC and signed by other members of the GRG. The case record will be updated and the decision will be communicated to the complainant by the LPC within 10 working days of the complaint submission. If the complainant is not satisfied with the solutions, the LPC will lodge the grievances in writing to the central GRG at the Mayor’s Office with conclusion and supporting documents prepared at the local level.</td>
<td>10 days</td>
</tr>
<tr>
<td>Step 3</td>
<td>Resolution at Central GRG</td>
<td>After receiving a written complaint, the central level GRG Chairperson will review and prepare a case file for the GRG hearing and resolution. A formal hearing will be held with the GRG at a date fixed by the GRG Chairperson and the complainant. GRG members will contact the complainant and visit his/her village. Decisions reached by the majority of the members will be considered final by the GRG and will be issued by the GRG Chairperson and signed by other members of the GRG. The case record will be updated and the decision will be communicated to the complainant by the BTD/UTD representatives within 7 days.</td>
<td>7 days</td>
</tr>
</tbody>
</table>

*Note: Allocation of time for grievance resolution will be clearly specified in the Mayors’ Office Order to be issued after ratification of Financing Agreement*

76. If the complainant is not satisfied with the decision of the central level GRG and is willing to continue with the process, s/he can register/file the case in a court of law, whose decision will be final. All efforts will be made to settle the issues at the Mayor’ Office level. All complaints and resolutions will be properly documented by the MA and made available for review, monitoring and evaluation purposes.
77. In addition, the complainant can appeal the decision and bring the case to the ADB Accountability Mechanism. The project level GRM does not in any way, impede the access of the complainants to the ADB Accountability Mechanism (AM)\(^\text{11}\) or the country’s judicial or administrative remedies. Should the complainant wish to register a complaint with the ADB AM, the focal person should provide the complainants the ADB AM contact information.

78. The grievance redress process is shown in Figure 4-1 below.

![Figure 4-1: Grievance Redress Process](image)

79. GRM proceedings may need one or more meetings for each complaint and may require field investigations by specific technical or valuation experts. Grievance cases shared by more than one complainant may be held together as a single case.

80. For appeals at the central level the meetings will be carried out at the Mayor’s office in Bishkek with field trips of GRG members to the village of the complainant.

81. At each level of appeal, the GRG will be assisted, as required, by the professional capacity needed to solve specific cases. (please see the LARF for details)

82. The BTD/UTD will maintain the complaint register. This will include a record of all complaints for regular monitoring of grievances and results of services performed by the GRGs for periodic review by the ADB. The GRG Grievance Mechanism Form can be found in Order of Mayor’s Office on GRG establishment to be issued after MOU signature.

83. The GRM doesn’t limit the DPs to apply to the local court of law at any time. In addition, to comply with the Accountability Mechanism of the Asian Development Bank, the inquiries could be also submitted to National Resettlement Specialist / Staff Consultant at KYRM.

84. For a full description of the duties of the GRG members, registration of the complaints, keeping records and documentation, please refer to the LARF.

\(^{11}\) ADB Weblink: www.adb.org/site/accountability-mechanism/main
5 LEGAL FRAMEWORK

85. The legal framework of the Project is based on the legislation of the Kyrgyz Republic related to Land Acquisition and Resettlement (LAR) and ADB’s Safeguards Policy Statement (SPS 2009).

86. Constitution of the Kyrgyz Republic is the principal and supreme law to which all other Kyrgyz laws must conform. According to the Constitution, international agreements to which the Kyrgyz Republic is a party that have entered into force under the established legal procedure shall be the constituent part of the legal system of the Kyrgyz Republic (Part 3 of Article 6 of the Constitution of the Kyrgyz Republic dated 27 June 2010.). Enforcement of an international agreement may be done through its signing, exchange of notes and letters, ratification, approval, accession to an international agreement, or other way agreed by the parties of such international agreement (Article 5 of the Law of the Kyrgyz Republic on International Agreements dated of 24 April 2014, last amended 27 March 2017.)

87. The following national laws and regulations are relevant for the development projects involving the involuntary resettlement:

- **Law on Normative Legal Acts dated of 20 July 2009, last amended on 3 April 2020** which contains normative legal acts having listed enforcement hierarchy (Article 4):
  - **Constitution of the Kyrgyz Republic** which describes diversity of the ownerships, inviolability of private ownership and acquisition for public purposes;
  - **Civil Code**, Part 1 (dated of 8 May 1996; last amended on 6 August 2018 ) which deals with a right for full compensation for incurred losses;
  - **Land Code**, dated of 2 June 1999; last amended on 30 July 2019, provides that land can be acquired (purchased) for state and public purposes based on agreement between the authorized body and land owner or land user. In case the land owner or land user disagrees with the acquisition (purchase), the authorized body can within 2 months turn to the court with the request to carry out the acquisition with the payment to the owner or land user the compensation for the land (Article 68, Clause 1). The Land Code specifies instances when the right to the land and associated structures can be terminated. (The details are presented in the LARF).
  - **Law on State Registration of Property Rights and Associated Transactions (22 December 1998, last amended on 6 August 2018)** provides that the State recognizes and protects the property rights and encumbrances, which are registered following the legally established procedures (Chapter 1, Article 1, Clause 1).
  - **Law on Grievances (dated 4 May 2007, last amended on 27 July 2016)** provides that the grievance from the Kyrgyz Republic citizens should be registered, given due consideration, and addressed in an equitable, timely and accountable manner (Article 2 and 4).
  - **Law on Automobile Roads (dated 2 June 1998, last amended on 23 March 2020):** Municipal roads are municipal property, open to the public and not for sale and cannot be transferred to private ownership.
  - **Law "On Transport" (dated July 8, 1998 N 89, as amended on February 15, 2013:** According to article 3 of the Law “On transport”, transport in the Kyrgyz Republic is based on a variety of forms of ownership. And the Article 4 regulates these ownerships.
  - **Law ”On Municipal Property Ownership”** (dated March 15, 2002 No. 37, as amended on March 6, 2020): Article 1 of this law states that the municipal property is the property of local communities owned, used, disposed of by local authorities, serving as a source of local government revenues and necessary for the implementation of local government functions, in accordance with the legislation of the Kyrgyz Republic;
  - **Regulation on Assets Valuation describes** the valuation of the assets carried out on the basis of the temporary rules for the valuators and valuation companies (Government Resolution, as of 21 August 2003,
Valuation standards for the valuators (Government Resolution, 03 April 2006, # 217 amended on 15 November 2016) and other provisions of national legislation.

**Involuntary Resettlement Safeguards Requirements of ADB SPS 2009** describes the set of ADB SPS 2009 requirements applicable to ADB financed/managed project with involuntary resettlement.

The details on the legal framework applicable to this Project are presented in the LARF prepared for this Project.
6 INSTITUTIONAL ARRANGEMENTS AND IMPLEMENTATION

Asian Development Bank

Main role: Funding of the Project

88. The Asian Development Bank (ADB) is the funding agency of the Project. In addition to funding, the ADB will periodically review the Project and LARP implementation as well as provide clearance for contract awards and the signing/initiation of civil works on the Project.

Main responsibilities:

- Regular supervision of the project activities and continual safeguards compliance review missions to the Project
- Guidance for Land Acquisition Resettlement Plan (LARP)/Corrective Action Plan (CAP)/Social Due Diligence Report (SDDR) preparation
- Approval of the /LARP) CAP/SDDR
- Disclosure of LARP/ CAP/SDDR on the ADB website
- Review and approval of Social Safeguards Monitoring Reports (SSMRs), Compliance Reports (CR)
- Issuance of no objection letter for beginning of the construction
- Periodical monitoring of social safeguards

The Bishkek city Mayor’s Office (MO) and Implementing Agencies

89. Mayor’s Office is an Executive Agency for the Project. Takes overall responsibility for insurance of social safeguards compliance of the Project, including the LARP preparation and implementation. The LARP budget, will be a part of the Project budget (except for the compensation cost for the acquired land which, if occur, the Mayor’s Office resources should be used to compensate it)\(^{12}\). The EA will ensure a regular and timely allocation of the resettlement budget if IR is triggered.

90. Any impact on the affected people (out of the RoW) during the construction period will be compensated by the contractor and as per the relevant measures set in the IEE, EMP and the LARP.

91. The Mayor’s Office is the executive body of local government in the city. The MO has the overall responsibility for the Project in areas such as preparation, implementation and financing of all LAR tasks, cross-agency coordination, management, monitoring and evaluation of all Project implementation aspects, including procurement of goods, services, and works on the projects.

92. Municipal Enterprise “Bishkek Trolleybus Department” (BTD) is the first Implementing Agency. The founder of the BTD is Bishkek Mayor’s Office and BTD is under the direct control of the Bishkek Mayor’s Office. BTD is an independent economic entity established in the organizational legal form of a municipal enterprise. BTD is a legal entity and will during the whole project implementation period ensure the operation of the project implementation and adequate resources and skilled personnel. BTD is responsible for the implementation of Components 1 and 2\(^{13}\) of the Project.

93. Municipal Institution “Urban Transport Department of the Bishkek Mayors’ Office” (UTD) is the second Implementing Agency. It is a structural subdivision of the Bishkek Mayor’s Office, and will during the whole project implementation period ensure the operation of the project implementation and adequate resources and skilled personnel. UTD is responsible for the implementation of Components 3 and 4 of the Project.

\(^{12}\) Details on estimated LAR budget are given in Annex 4 of the Project LARF.

\(^{13}\) Component 1: Bus depot infrastructure upgraded.

Component 2: Pilot green mobility corridor established.
94. Within BTD one PIU will be established with one staff responsible for social (safeguards) and resettlement issues. Another PIU will be established under UTD. Both IAs will be responsible for overall social safeguards monitoring; involuntary resettlement screening, update of the SDDR, preparation and submission of LARP(s), CR(s) and semi-annual social safeguards monitoring reports (SSMRs) to ADB and other social safeguards issues if any during the Project implementation phase. The Safeguards specialist in the Supervision Consultants’ team will render assistance to PIU as needed.

95. The PIU BTD and UTD, with its safeguards specialists involved in the Project preparation and its implementation including overall social safeguards monitoring, screening, update of the SDDR, preparation and submission of the SSMRs/LARP(s)/CR(s) for ADB’s review and approval etc. If the LARP is prepared, the safeguards specialist will be responsible for the following:

- Consultations and information sharing with displaced people and wider Project communities
- Documentation of all consultations
- Preparation of the LARP and/or SDDR (whichever is applicable)
- Disclosure of the LARP/updated SDDR on Bishkek Mayor’s Office website and rayon municipal administrations
- Disclosure of LARP to DPs through the meaningful consultations with DPs and wider Project communities
- Agreement with DPs on compensation
- Implementation of the LARP
- Ensure the effective GRM: (i) communication with complainants to address the grievances which could not be solved on Contractor and supervision consultant level, (ii) GRM database consolidation and data analysis, (iii) update EA on submitted, resolved, pending cases and proposed solutions.
- Social safeguards issues monitoring

96. The civil works contracts will be Engineering Procurement Construction (EPC) and will include the detailed design. The roles of other partners in the institutional arrangement envisaged for this Project are described in detail in the LARF. These are the Ministry of Finance, the LAR Commission, and various consultants. The following figure illustrates the institutional and Project implementation arrangement.
Figure 6-1: Organizational Framework

Government of the Kyrgyz Republic

Asian Development Bank

LAR Commission

Ministry of Finance

Mayor's Office

PIU BTD

PIU UTD

GRG LPC

DPs

GRG – Grievance Redress Group
LPC - Local Point of Contact
PIU UTD – Project Implementation Unit of Urban Transport Department of Bishkek Mayor’s Office
PIU BTD – Project Implementation Unit of Municipal Enterprise “Bishkek Trolleybus Department”

DPs – Displaced Persons

Construction & supervision consultants

Ombudsman
7 CONCLUSIONS, MONITORING AND REPORTING

7.1 Summary Conclusions

The results of the due diligence assessment confirmed that the Project activities will be organized and conducted in a manner that it does not trigger any adverse effects on private land and assets or deterioration of livelihood of the project affected communities and therefore, no involuntary land acquisition is expected. However, during the upgrade of E-bus stations, installation of chargers and pilot green mobility corridor some displacement impacts may occur.

97. For the Output 2 (bus depot upgrade), the works will be conducted within the boundaries of 2 bus depot facilities which are state owned and there is no private land or private business, structures or trees located within the depot areas. For this reason, there is no anticipated LAR risk. However, additional screening is required when the detailed design is completed and if some of the chargers are located outside of the depots’ boundaries. Update of the SDDR at the detailed design finalization stage is required. The LARP will be prepared if some adverse effects occur. Depending on the timeline of the detailed design of each Output, this SDDR will be updated or a separate SDDR might be considered for each Project component. Updated disclosed SDDR or prepared, disclosed and implemented LARP, will be a condition for the commencement of any civil works.

98. For the output 3, upon the detailed design finalization and identification of the piloting green corridor and E-bus stations, social due diligence will be conducted by the Supervision Consultant and the social safeguards specialist which will be on board, involving the LAR Committee if required, and informing/consulting communities.

99. Alternation of design and other technical measures will be used in order to avoid or (if not possible to avoid), minimize minor adverse effects that might be triggered by the Project. In case of any adverse impacts, the LARP will be prepared and displaced persons compensated as per the Entitlement Matrix adopted for this Project. (Details presented in the LARF). The overall safeguards compliance will be ensured by the safeguards specialists of to be established PIU and a continuous daily monitoring will be ensured by the Supervision Consultant’s safeguards specialists.

100. The main due diligence findings based on the field visits, numerous discussions with main stakeholders are as follows:

- All activities will be planned and executed to completely eliminate any land acquisition needs, whether permanent or temporary;
- People living around the trolley depots and pilot streets, will be informed in advance about the works and possible short disruption of services if any;
- All people living and working along the E-bus pilot component will be informed that in case of any adverse impact on their businesses and other assets, the entitlements adopted for this Project apply and the compensation will be paid for all affected assets as per the adopted Entitlement Matrix distributed during the preparation of the Project.
- GRM has been disclosed to the Project stakeholders during the consultations and will be established after the Project effectiveness.
- All activities will be undertaken within the existing RoW, so no land acquisition is triggered;
- Safeguards Specialist will be involved in final detailed design completion during the review of the design and in order to avoid or minimize the IR-risk. In case the avoidance is not possible and there is a potential impact risk, the whole procedure of the LARP

14Specific provisions are being included in tender documents of contractors and supervision consultant’s ToR to ensure that no civil works can be commenced prior the additional screening based on detailed design and approval of updated SDDR by ADB.
preparation, implementation and monitoring will be followed based on the approved LARF. No construction activity will start until full completion Compliance Report, its approval and ADB 'No objection' is issued.

7.2 Monitoring and Reporting Requirements

101. Internal monitoring of Project safeguards compliance will be performed routinely by the PIUs BTD/UTD, Mayor's office and the Supervision Consultant. The monitoring results will be communicated to ADB through the monthly reports, quarterly Project Progress Reports (QPR) and semi-annual Social Safeguards Monitoring Reports (SSMR).

102. The status of the Project activities during the Contractor's reporting period should be covered by the Project monthly and quarterly reports. Special chapter “Social Safeguards activities” in the semi-annual reports will cover a detailed information related to any resettlement, measures taken, GRM and any other Project -related issues.

103. If unanticipated involuntary resettlement impacts are found during the Project implementation, the Mayor’s office/Contractor will follow ADB SPS 2009 requirements for monitoring and reporting, ensuring compliance with safeguards measures and identify corrective and preventive measures if necessary. The reporting requirements in case of LAR triggers are specified in the Project LARF.
ANNEXES

ANNEX 1: MINUTES OF CONSULTATIONS AND FGDS

1.1 Discussion with Key Stakeholders

Venue: Bishkek city, KR, Videoconference

Date: 22.05.2020
Time: 10:00 - 12:00 PM
Participants: (3 men) Mr. Ulan Beishenbaev, Chief Transport Specialist (CTS) – Mayor’ Office, Executive Agency
Mr. Artur Omurzakov, Director – Bishkek Trolleybus Department (BTD), Implementing Agency
Mr. Yuri Dolgov, Independent Evaluator

Information shared: General Project information, Coordination of Work

Discussion conducted by:
Ms. Dragica Veselinovic, International Resettlement Specialist (IRS), Consultant, ADB TA
Ms. Svetlana Keldibaeva, National Resettlement Specialist (NRS), Consultant, ADB TA
Ms. Syrga Asanalieva, Social Safeguards Officer (SSO), KYRM ADB

Ms. Asanalieva, ADB SSO have introduced the ADB TA Social team consisting of International and National Consultant to stakeholders. The general Project purpose was explained and Ms. Dragica Veselinovic described the main mission and role of Social team within current Project preparation stage. The stakeholders had briefing about ADB Safeguards policy, especially resettlement issues, and what kind of deliverable are expected from Social team and timelines.

Mr. Beishenbaev assured that stakeholders will provide any kind of assistance and cooperation in collection of data, information and field visit. Also it was announced that he will be a Focal point from Mayor’s Office so consultants can forward all their requests, papers and deliverables directly to him as well as to two Implementing agencies for comments and final approval.

Since ADB just started this project and there is no design and specifications available for the time being it was decided, first, to focus on potential location of parking area to be constructed in one of BTD depots. ITS highlighted that all potential areas should be inspected to identify any impact risk and if any, Independent Evaluator will be mobilized to do measurement and evaluation works. Then, the results of his findings, conclusion and Social team work will be specified in draft LARP subject to approval by both sides, Mayor’s Office, Kyrgyz Government and ADB.

Finally, it was agreed to inspect all depots, two trolleybus and two autobus depots on Saturday, 23 May 2020.
1.2 Field Visit
Trolleybus and Autobus depots inspection

Venue: Bishkek city, KR, 4 depots

Date: 23.05.2020
Time: 10:00 - 14:00 PM
Participants: (7: 1 woman and 6 men) Mr. Ulan Beishenbaev, Chief Transport Specialist (CTS) – Mayor’ Office, Executive Agency
Mr. Artur Omurzakov, Director – Bishkek Trolleybus Department (BTD), Implementing Agency
Ms. Svetlana Keldibaeva, National Resettlement Specialist (NRS), Consultant, ADB TA
Ms. Syrga Asanalieva, Social Safeguards Officer (SSO), KYRM ADB
Mr. Yuri Dolgov, Independent Evaluator
Mr. Japar Ismaev - Chief Engineer, Bus depot #1
Mr. Satybaldy Hakimov - Head of Operation Department, Bus depot #3
Mr. Sultan - Environmental Consultant, KYRM ADB

Agenda: Inspection and examination of two trolleybus and two autobus depots

Discussion conducted by: Ms. Svetlana Keldibaeva, International Resettlement Specialist (IRS), Consultant, ADB TA

The whole team consisting of stakeholders, ADB KYRM staff and Evaluator have visited two trolleybus depots and two bus depots. The main mission was to check, investigate, get data, make pictures and identify any impact risk.

Report on first examination of trolleybus depots and autobus fleets

<table>
<thead>
<tr>
<th>Trolleybus depot #1</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1</strong> Address</td>
<td>237, Moskovskay street, Bishkek, KR</td>
</tr>
<tr>
<td><strong>2</strong> Area</td>
<td>3.5 ha</td>
</tr>
<tr>
<td><strong>3</strong> Year of establishment</td>
<td>During Soviet Union, working since 1970s</td>
</tr>
<tr>
<td><strong>4</strong> Legal status</td>
<td>Under operation of Municipal enterprise Bishkek Trolleybus Department (BTD)</td>
</tr>
<tr>
<td><strong>5</strong> Brief description</td>
<td>Depot is located quite close to the Bishkek center and in close proximity to the large urban whole year functioning market and housings. The facility has strategic importance and entrance is strictly controlled and authorized just to the staff. Fenced open flat area with deteriorated pavement surface. There are administrative premises which requires capital upgrade. Land is municipal. No private land inside the territory, no private economical/commercial activity of third parties. The whole territory is used just for the depot functioning, maintenance and repair activity. There is no covered area for trolleybuses so during winter and summer they are exposed to sun, rainfalls and snowfalls. Depot has garage with special equipment purchased by EBRD and covered area for repair and maintenance. There is automated washing system purchased by EBRD as well. There are working and non-working trolleybuses subject to write-off. There is industrial waste and debris subject to removal by the special company who perform it one time per week. On the north-east side of depot there is urban market, on the north side behind the depot garage border there is private parking area, on the north-west side there is multi-store housing/dormitory.</td>
</tr>
</tbody>
</table>
The depot area needs upgrading as follows: repair of surface, asphalt pavement is required, administrative premises are subject to capital repair and upgrade.

Depot has another area for trolleybus parking outside the main area, located across the street and fenced by metal wire fence. This is quite small area just for few trolleybuses, again open area and land is municipal.

<table>
<thead>
<tr>
<th>Number of trolleybuses</th>
<th>100 (including under repair or technical maintenance, old and subject to write off)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Risk of impact:</th>
<th>Given the new covered parking to be installed inside the fenced territory on the municipal land, <strong>no private land acquisition</strong> is expected; Given the strategic importance of the depot <strong>no private business or economic activity</strong> of third party is allowed inside the territory, so <strong>no business loss</strong> is expected; No light or capital structures/facilities of third parties inside the depot territory so <strong>no relocation</strong> is expected; <strong>No loss of employment</strong> and consequently <strong>no loss of livelihood</strong> is expected, in fact the recruitment of new drivers might be meaning creation of new work place and contribution to the poverty reduction. However, during parking area construction there might be environmental impact as dust, noise etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Land acquisition</td>
<td></td>
</tr>
<tr>
<td>- Business loss</td>
<td></td>
</tr>
<tr>
<td>- Shifting of any</td>
<td></td>
</tr>
<tr>
<td>structures/facilities</td>
<td></td>
</tr>
<tr>
<td>- Loss of employment,</td>
<td></td>
</tr>
<tr>
<td>livelihood</td>
<td></td>
</tr>
<tr>
<td><strong>Trolleybus depot #2</strong></td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Address</strong></td>
<td>2. Chui street, Bishkek, KR</td>
</tr>
<tr>
<td><strong>Area</strong></td>
<td>4, 75 ha</td>
</tr>
<tr>
<td><strong>Year of establishment</strong></td>
<td>During Soviet Union, working since 1970s</td>
</tr>
<tr>
<td><strong>Legal status</strong></td>
<td>Under operation of Municipal enterprise Bishkek Trolleybus Department (BTD)</td>
</tr>
<tr>
<td><strong>Brief description</strong></td>
<td>Depot is located a bit far from the Bishkek center and on the north of depot the populated area, housing starts. The facility has strategic importance and entrance is strictly controlled and authorized just to the staff. Fenced open flat area with deteriorated pavement surface. There are administrative premises which requires capital upgrade. Land is municipal. No private land inside the territory, no private economical/commercial activity of third parties. The whole territory is used just for the depot functioning, maintenance and repair activity. There is a green zone around the parking territory with small trees and bushes and as per depot manager in case the need of parking area extension they might cut-off the vegetation to get more space. There is no covered area for trolleybuses so during winter and summer they are exposed to sun, rain and snow fall. Depot has covered area for repair and maintenance. There are working and non-working trolleybuses subject to write-off. There is industrial waste and debris subject to removal by the special company who perform it one time per week. On the western side of depot there is road, on the north side behind the depot there are populated area, on the eastern part there are some private facilities. The depot area needs upgrading as follows: repair of surface, asphalt pavement is required, administrative premises are subject of capital repair and upgrade. However, during 2017 the administrative building roof repair works were carried out. There are cameras so the whole activity inside the territory can be tracked, controlled and monitored.</td>
</tr>
<tr>
<td><strong>Number of trolleybuses</strong></td>
<td>83 (including under repair or technical maintenance, old and subject to write off)</td>
</tr>
<tr>
<td><strong>Risk of impact:</strong></td>
<td>Given the new covered parking to be installed inside the fenced territory on the municipal land, <strong>No private land acquisition</strong> is expected; Given the strategic importance of the depot no private business or economic activity of third party is allowed inside the territory, so <strong>no business loss</strong> is expected;</td>
</tr>
<tr>
<td><strong>- Land acquisition</strong></td>
<td>No light or capital structures/facilities of third parties inside the depot territory so <strong>no relocation is</strong> expected;</td>
</tr>
<tr>
<td><strong>- Business loss</strong></td>
<td><strong>No loss of employment</strong> and consequently <strong>no loss of livelihood</strong> is expected, in fact the recruitment of new drivers might be expected meaning creation of new work place and contribution to the poverty reduction. However, during parking area construction there might be environmental impact as dust, noise etc.</td>
</tr>
</tbody>
</table>
1.3 Discussion with the Key Stakeholders

Venue: Bishkek city, KR, BTD

Date: 28.05.2020
Time: 14:00 - 17:00 PM
Participants: (2) Mr. Artur Omurzakov, Director – Bishkek Trolleybus Department (BTD), Implementing Agency
Mr. Ulan Najimudinov, Head – Legal Unit, BTD

Information shared: Briefing regarding ADB Safeguards Policy, Collection of data, interview

Discussion conducted by:
Ms. Svetlana Keldibaeva, National Resettlement Specialist (NRS), Consultant, ADB TA

The main purpose of meeting was briefing regarding ADB Safeguards Policy, interview with aim to get more information regarding BTD activity and having recommendations from BTD.

<table>
<thead>
<tr>
<th>Questions</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Legal status?</td>
<td>Municipal enterprise controlled by Mayor ´Office, self-financing</td>
</tr>
<tr>
<td>What right confirming and right establishing documents you have for land where depot are located?</td>
<td>Land under operative management based on land use certificate (5 years with further prolongation). No land tax.</td>
</tr>
<tr>
<td>Number of employees?</td>
<td>717 (detailed breakdown is attached)</td>
</tr>
<tr>
<td>Out of them, number of women</td>
<td></td>
</tr>
<tr>
<td>Number of trolleybuses?</td>
<td>183 (Depot #1 has 100 buses, depot #2 has 83 buses)</td>
</tr>
<tr>
<td>Working?</td>
<td>around 145</td>
</tr>
<tr>
<td>Subject to write off?</td>
<td>around 20</td>
</tr>
<tr>
<td>Size of depot area? (ha)</td>
<td>depot #1 - 3,5 ha depot #2 - 4,7 ha</td>
</tr>
<tr>
<td>Area needed for extension?</td>
<td>Based on technical specifications some extension of territory might be required however the surrounding area is municipal land</td>
</tr>
<tr>
<td>Question</td>
<td>Response</td>
</tr>
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<td>-------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>What is the average age of available trolleybuses?</td>
<td>28 buses - 19 years, 20 buses - 10 years, 79 buses -6 years, 52 buses - 2 years</td>
</tr>
<tr>
<td>What is the average daily volume of passengers?</td>
<td>85 000 passengers, sufficient. Actually 31,906,300 passengers were transported by trolleybuses.</td>
</tr>
<tr>
<td>In what season the highest and lowest volume of passengers</td>
<td>Highest season is autumn and winter and lowest is summer</td>
</tr>
<tr>
<td>Number of drivers?</td>
<td>attached in a different table</td>
</tr>
<tr>
<td>Out of them women?</td>
<td>No specific requirements</td>
</tr>
<tr>
<td>Did you have any incidents related to women using your services late at night? Or waiting the trolleybus late at night? If so, how these are registered, attended, solved?</td>
<td>no incidents</td>
</tr>
<tr>
<td>Are your stations lighted well so people feel safe to wait a transport late at night?</td>
<td>Stations belong to Mayor’s Office and light is Bishkeksvet responsibility. Actually, there is no light on stations however, this question was raised before but no decision yet.</td>
</tr>
<tr>
<td>Any experience to work with international donors?</td>
<td>One EBRD project (procurement of special equipment, some trolleybuses, upgrading of power utilities), duration of project was 3 years</td>
</tr>
<tr>
<td>Any experience with involuntary resettlement and land acquisition?</td>
<td>No</td>
</tr>
<tr>
<td>Practical knowledge of donors social safeguards procedure?</td>
<td>No</td>
</tr>
<tr>
<td>What benefits are expected from project implementation?</td>
<td>1) Enlargement and renewal of buses, 2) Increase of passenger flow, 3) Opening of new routes, 4) Possibility to serve densely populated housing areas of Bishkek, 5) Access of population to ecologically friendly transport, 6) New experience to work with innovative technology and 7) Less maintenance expenses.</td>
</tr>
<tr>
<td>Do you expect to employ new drivers as a result of project implementation?</td>
<td>240 new drivers are expected to be employed</td>
</tr>
<tr>
<td>Do you plan to increase a passenger fare?</td>
<td>It is planned to increase by 2 Soms in 2021 г. Now fare is 8 Soms, so 8+2 = 10 Soms</td>
</tr>
<tr>
<td>How often you get the complaints or claims from local population?</td>
<td>average is 15 complaints per month (50% are not justified)</td>
</tr>
<tr>
<td>What is the Department established Grievance Redress mechanism and how it works?</td>
<td>There is Technical Board who review and process complaints, claims, etc. The meeting of TB is 1 time per week.</td>
</tr>
<tr>
<td>Will the number of e-buses to be procured under the project is sufficient to cover the demand of population?</td>
<td>Not sufficient. More buses are required as well as removal of private microbuses who duplicate the 50% of trolleybus routes</td>
</tr>
<tr>
<td>Is your enterprise operating on economic basis or you receive some subsidies from the Government budget?</td>
<td>Subsidies are required. The tariff does not justify the cost.</td>
</tr>
<tr>
<td>If so, what measures are needed to increase the cost recovery and profitability?</td>
<td>E-ticketing, increase of tariff will lead to increase of salary. The separate bus only lane is required</td>
</tr>
<tr>
<td>What do you expect from the new fleet and this project?</td>
<td>Increased passenger flow</td>
</tr>
<tr>
<td>Question</td>
<td>Answer</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Any adverse effect you may envisage? If so, how to mitigate those?</td>
<td>No adverse effect, just positive</td>
</tr>
<tr>
<td>Any additional suggestion to improve the project outcome?</td>
<td>Training of engineering, technical staff how to operate and maintain e-buses and infrastructure</td>
</tr>
<tr>
<td>Will PIU be established under the coming project and if so, who will be in charge of Social Safeguards issues?</td>
<td>PIU is required. Social safeguards specialist will be appointed.</td>
</tr>
<tr>
<td>Composition of passengers, who often use the trolleybuses?</td>
<td>Socially vulnerable population (aged people, retired, students, schoolchildren)</td>
</tr>
<tr>
<td>Turnover of employees, drivers?</td>
<td>Turnover is high due to low salary</td>
</tr>
</tbody>
</table>

Based on interview it was found that BTD who will serve as Implementing Agency as well as PIU to be established within BTD for the first 2 components need trainings regarding ADB SPS 2009. Consultant informed BTD representatives that Social team will prepare first main parts of LARP or SDDR to be reviewed by BTD and ADB requested them to give their comments if any. Later the final draft LARP or SDDR will be developed also subject to stakeholder’s and ADB review and approval. BTD assured to render any kind of assistance and cooperate during the Consultant’s whole assignment period.
1.4 Consultations with Key Stakeholders, Trolley Drivers and Commuters

Interview/Discussion with drivers

Venue: Bishkek city, KR, BTD

Date: 29.05.2020
Time: 14:00 - 17:00 PM
Participants: (4) 2 drivers-women and 2 drivers-men
Information shared: General Project Information, interview

Discussion conducted by:
Ms. Svetlana Keldibaeva, National Resettlement Specialist (NRS), Consultant, ADB TA

The Social team prepared a questionnaire (attached below) for interview with drivers and it was agreed that 2 men and 2 women will take part.

As per the results of interview the following are found. Mostly all drivers work in BTD for a long time and more or less are happy with their job. The average salary is from $100 to $200 per month which is considered to be very low and the amount cannot cover family demands. It should be noted that the amount of salary is not fixed and depends on hour of work and passengers flow. No other source of income except salary. None has good living conditions and has desire to improve it.

None has any information regarding new planned Project but highly supports the expected outcomes. All participants highlighted only positive impact of Project like as better environmental conditions, autonomous transport without being dependent on power line, increased passenger flow, access to environmentally friendly transport for communities living in populated areas further from the center, since the city is expanding and more public transport is required. More vulnerable category as pensioners and students will use new coming transport.
1.5 Discussion with Key Stakeholders

Venue: Bishkek city, KR, Videoconference

Date: 01.06.2020
Time: 15:30 - 16:00 PM
Participants: (1 man) Mr. Ulan Beishenbaev, Chief Transport Specialist (CTS) – Mayor’ Office, Executive Agency

Information shared: Discussion of LARP/SDDR chapters

Discussion conducted by:
Ms. Dragica Veselinovic, International Resettlement Specialist (IRS), Consultant, ADB TA
Ms. Svetlana Keldibaeva, National Resettlement Specialist (NRS), Consultant, ADB TA

Mr. Beishenbaev informed the Social team that he has reviewed the LARP chapters sent to him earlier and had some comments and suggestions.
Regarding Institutional part, he proposed to add Bishkek autobus passenger transport Municipal enterprise as third Implementing Agency. His proposal was welcomed but the final decision should be taken on a higher level.
Regarding Legal framework, he suggested to make some corrections which was duly noted.

Regarding GRM he also made some corrections and proposed other candidates to be included in a future GRM.

Since the connection was not good it was decided that NRS will meet him and discuss other potential comments and suggestions in his office later.
1.6 Discussion with Key Stakeholders

Venue: Bishkek city, KR, Mayor’s Office

Date: 03.06.2020
Time: 10:30 - 12:00 PM
Participants: (1 men) Mr. Ulan Beishenbaev, Chief Transport Specialist (CTS) – Mayor’ Office, Executive Agency

Information shared: Discussion of SDDR chapters

Discussion conducted by:
Ms. Svetlana Keldibaeva, National Resettlement Specialist (NRS), Consultant, ADB TA

National Consultant showed the changes done to LARF/SDDR chapters to Mr. Beishenbaev and explained him. Regarding GRM he proposed some candidates to be included in a future GRM and announced the name and contact details of Chairman; Discussion was ongoing mostly regarding the ADB procedures, scope of Project and outputs. Mr. Beishenbaev announced his desire to get more ecologically friendly buses to cover the city demand and achieve a main goal as broad circulation of public transport and less private transport, all these will contribute to a better ecological situation in a city and improved road safety.

As per given information, under EBRD financing, a contract was awarded to one Consulting company from Israel who will do the redesign of the whole urban road network so that it is recommended to both donors to cooperate more closely with each other to avoid any duplication.

NRS highlighted the issue with source of financing in case of any impact which should be discussed, agreed and decided now, on the Project preparatory phase to avoid any complications and long terms procedures in a future. CTS assured that this issue will be discussed with his management.

Finally, it was agreed that Social team will get urgently his final comments in order to finalize all integral chapters of LARF/SDDR.
1.7 Discussion with Key Stakeholders

**Venue:** Bishkek city, KR, Urban Transport Department

**Date:** 05.06.2020  
**Time:** 10:30 - 12:00 PM  
**Participants:** (1 man) Mr. Nurlan Atykanov, Acting Head – Urban Transport Department, Implementing Agency

**Information shared:** General Project information, briefing about ADB SPS 2009

**Discussion conducted by:**  
Ms. Svetlana Keldibaeva, National Resettlement Specialist (NRS), Consultant, ADB TA  
Ms. Gulnara Ibraeva, National Gender Consultant (NGC), ADB TA

NRS briefed Mr. Atykanov on ADB SPS 2009 focusing on impact risks, resettlement and mitigation issues. As per Mr. Atykanov under Project Component 3 (green corridor) the routes optimization is expected and for the time being the impact risk is not clear. However, during e-bus routes selection there are some impact risks as follows: 1) no free land for installation of e-bus charging infrastructure since the whole area is occupied by commercial facilities (shops, structures etc.) functioning based on rental agreement with Mayor Office so might be some resettlement risk however without detailed design and final routes selection the scale of impact is difficult to identify at current stage, 2) potential inconvenience for local population if routes are changed, 3) less passenger flow. Under his opinion, to cover population demand around 500 ecologically friendly buses are required.

Actually, UTD had one experience working with EBRD regarding E-card/e-ticketing which is now on place. However, under that project no social issues were raised. No experience with ADB and consequently, no knowledge about ADB SPS 2009 so training is required.

Regarding PIU within UTD the situation is not clear and it will be determined later but he already appointed two staff to be included in PIU within BTD in case one single PIU would be appointed.

Regarding GRM, he explained their own grievance mechanism. NRS explained him that new Project specific GRM will be established involving BTD, UTD and the Mayor’ Office staff and training will be done. Consultant got information regarding organizational chart specifying number of men/women.

Finally, it was agreed that NRS will send him the chapters of SDDR for review and comments if any. Gender Consultant, in her turn, posed several questions and discussed some gender and other issues.
<table>
<thead>
<tr>
<th>№</th>
<th>Вопросы</th>
<th>Questions</th>
<th>Ответы/Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Имя</td>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Возраст</td>
<td>Age</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Семейный статус</td>
<td>Marital status</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Сколько человек в семье</td>
<td>No of household members</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Вы единственный кормилец в семье (м/ж)</td>
<td>Are you the breadwinner or the only income provider for the family?</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Удовлетворяют ли ваши доходы потребности вашей семьи (достаточны ли)?</td>
<td>How much of your family needs your income can cover? percentage maybe?</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Есть ли в семье ЛОВЗ</td>
<td>Any disabled member of the HH?</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Сколько человек в семье</td>
<td>No of household members</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Удовлетворяют ли ваши доходы потребности вашей семьи (достаточны ли)?</td>
<td>How much of your family needs your income can cover? percentage maybe?</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Сколько лет работаете в депо БТУ в качестве водителя</td>
<td>How many years you work as a driver in depot?</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Сколько времени в день работаете</td>
<td>How many hours you work in depot in a day?</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Сколько раз в день выходите на линию</td>
<td>How many times you go to route within a day?</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Вы единственный кормилец в семье (м/ж)</td>
<td>Are you the breadwinner or the only income provider for the family?</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Позволяет ли ваша работа совмещать вам свои семейные обязанности и роли (матери, жены, невестки, дочери и пр)?</td>
<td>Does your work allow you to combine your family responsibilities and roles (mother, wife, daughter-in-law, daughter, etc.)?</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Есть ли у вас возможность выбирать в какую смену работать?</td>
<td>Do you have opportunity to choose the shift to work?</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Позволяет ли ваша работа совмещать вам свои семейные обязанности и роли (матери, жены, невестки, дочери и пр)?</td>
<td>Does your work allow you to combine your family responsibilities and roles (mother, wife, daughter-in-law, daughter, etc.)?</td>
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</tr>
<tr>
<td>17</td>
<td>Есть ли у вас возможность выбирать в какую смену работать?</td>
<td>Do you have opportunity to choose the shift to work?</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Позволяет ли ваша работа совмещать вам свои семейные обязанности и роли (матери, жены, невестки, дочери и пр)?</td>
<td>Does your work allow you to combine your family responsibilities and roles (mother, wife, daughter-in-law, daughter, etc.)?</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Вы довольны своей работой?</td>
<td>Are you enjoying your work?</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Планируете ли вы или желаете сменить место работы? Если да, то какую работу вы бы хотели и почему?</td>
<td>Do you have any plans or aspiration to take on another kind of work? If yes, what kind of work and why</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Приходилось ли вам сталкиваться с проблемами в своей работе водителя? Если да, то какие проблемы?</td>
<td>Have you faced any issues or concerns related to your work as a driver? If yes, what are these issues? a) occupational hazards - road safety (e.g. accidents; arguments with other drivers, law enforcers; engine/mechanical trouble) b) issues related to income,</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Как вы справлялись с такими трудностями?</td>
<td>How have you dealt with such issues?</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Для женщин – водителей Сталкивались ли вы с трудностями в работе из-за того, что вы женщина водитель, например, разные виды дискриминации, домогательства со стороны других водителей – мужчин, пассажиров, правоохранителей? Если да, как вы справлялись с такими трудностями? Как ваша предприятие помогло вам в решении этих трудностей?</td>
<td>For women drivers: - Have you faced any issues as a woman driver- e.g. harassment from male drivers, passengers, law enforcers; discrimination? If yes, how did you deal with these issues? - How has the company helped address these issues?</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Есть ли у вас на предприятии структуры, куда вы можете обращаться с жалобами на дискриминацию и насилие со стороны коллег или начальства? В случае такого обращения можно ли надеяться на объективное рассмотрение вашего обращения?</td>
<td>Is there a special mechanism within your company to complain about discrimination and violence by colleagues or superiors? In the case of such an appeal, do you believe for an objective consideration of your appeal?</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>В вашей практике (или у ваших коллег) были ли инциденты с женщинами -пассажирами, когда они пользовались вашими услугами поздно ночью? или ждали троллейбус поздно ночью? Если да, то, по-вашему мнению, какова их причина? Каким образом такие случаи регистрируются, принимаются, решаются? У вас есть предложения как их избежать или минимизировать такие инциденты?</td>
<td>Did you (or your colleagues) have any incidents related to women using your services, especially late at night? Or waiting the trolleybus late at night? If so, why do you think it happened? How these are registered, attended, solved? Do you have any suggestion how to avoid or minimize such incidents?</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Может ли водитель предотвращать инциденты насилия в отношении женщин и детей на транспорте или в местах его ожидания? Если да, то как?</td>
<td>Can a driver prevent incidents of violence against women and children in vehicles or bus stops? If yes, how?</td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Были ли у вас проблемы с пассажирами, если да, то как вы их решаете? Ваши предложения как их минимизировать/избежать?</td>
<td>Did you have any problem with passengers, if so, how you sort it out? Any suggestion to avoid/minimize incidence?</td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>КР планирует закупить электробусы на средства кредита/гранта АБР для замены старых троллейбусов и автобусов на дизеле. По вашему мнению, какие улучшения произойдут после реализации данного проекта? Отразится ли данный проект отрицательно на вашей работе или работе ваших коллег? Если да, ваши предложения по смягчению негативного воздействия?</td>
<td>KR is planning to purchase e-buses using loan/grant of ADB to replace old trolleybuses and buses on diesel. What do you think it will be better after this project? Any negative impacts on you and your colleagues work? If so, any suggestions to mitigate negative impacts?</td>
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<td></td>
</tr>
<tr>
<td>25</td>
<td>Что необходимо учесть при планировании и реализации данного проекта?</td>
<td>Is there anything else that you would like to be considered during the planning and implementation of this project?</td>
<td></td>
</tr>
<tr>
<td>26</td>
<td>Как часто в вашей практике пассажиры обращаются с жалобами на качество вашего обслуживания? С чем связаны в основном такие жалобы (скорость движения транспорта, интервалы ожидания, чистота салона, безопасность дорожного движения, безопасность от краж или других преступлений в салоне, отсутствие объявлений, др.)?</td>
<td>How often in your practice do passengers complain about the quality of your service? What are the main reasons for such complaints (speed of traffic, waiting intervals, clean interior, road safety, theft or other crimes in the cabin, lack of stops announcements, etc.)?</td>
<td></td>
</tr>
<tr>
<td>27</td>
<td>Кто по вашему чаще пользуется вашими услугами – женщины или мужчины, молодые или пожилые? Каковы их цели передвижения на вашем транспорте (по работе или учебе, культурно-бытовые, возвращение домой, др)?</td>
<td>Who do you think uses your services more often - women or men, young or old? What are their travel goals (for work or school, cultural and domestic, returning home, etc.)</td>
<td></td>
</tr>
</tbody>
</table>
1.8 FOCUS GROUP DISCUSSIONS WITH COMMUTERS

Concepts for Discussion _FGDs with Commuters

Block 1: Travel features

1. What type of public transportation you prefer to use for daily commute (Bus, trolleybus, Mini Bus – “marshrutkas”, None but no choice)?
2. How often/ how many times do you take the bus in a (i) day (ii) week?
3. What are the bus routes that you take? If you travel daily to work, school, university, etc., do you need to change the bus or is there the direct route?
4. When do you use public transportation? (Morning / Evening peak hours, Night hours, All the time)
5. How far is the distance you usually commute on foot (or how long does it take) to reach the bus/ trolleybus stop?
6. With whom do you usually use public transportation? (Alone, Accompanying your children, Along with a family male, Along with a family female, others)
7. If accompanied, explain the reason of commuting with other people (disability, cultural norms, family roles division, etc.)?
8. How long does it take to reach the usual points of your destination?
9. How long do you wait for the means of transportation per trip?
10. How much do you spend on public transportation daily? What part of your / family budget does transportation costs take?

Block 2: Reason for using public transportation

1. What are the reasons for using public transportation in your daily commute? (Work / Business, Education, visiting friends and family, Religious practices, Shopping, Treatment, Accompanying children, etc.)
2. Why do you use public transportation in your daily commute? (Lower cost, Secure, do not have a private car / Do not have another choice, etc.)

Block 3: Assessment of bus services

1. How satisfied are you with public transportation services? Do you believe that public transportation is suitable for people with disability (PWD)s/ pregnant women / elderly people / passengers with children?
2. In your view, are the bus services adequate in terms of (i) bus features (seats, designated spaces for pregnant women, elderly, PWDs), (ii) routes (iii) frequency (iv) schedules (v) quality of service (e.g. safe driving, courtesy/politeness of bus drivers) If responses to any of the three areas/aspects is NO, please cite suggestions to improve the services.
3. Are the bus fares reasonable?
4. Are the bus stops safe (i.e. well-lit, in safe areas, with benches/seats)? In your view, what features should be included in the bus stops to make these safer, better for elderly, pregnant women, PWDs?
5. Have you had an accident or witnessed an accident in public transport? What were the reasons of the accident (Speeding by the driver of the vehicle, bad driving behavior (such as speaking mobile phone, smoking, etc.), bad quality of roads, vehicle overcrowding, inconvenient bus stops or stops in the wrong place, poor technical condition of the vehicle, violation of traffic rules by other drivers / pedestrians, etc)
6. Do women have a different experience than that of a man when commuting with public transportation? How different?
7. Critical incidents (for women, elderly, PWD commuters)
   a. Have you experienced any critical incidents (e.g. theft, harassment, assault) during the (i) commute and/or (ii) while waiting in the bus stops? If YES, please cite.
   b. What did you do to resolve the critical incidents?
   c. Did you receive any help to address, resolve the critical incident/s? If YES (i) who provided the help (ii) what kind of assistance was provided? (iii) was the assistance
adequate? If not, please cite what more could have been done to help fully address and resolve the critical incident?

8. If you could choose, will you use public transport? Why?
9. Have you heard about the planned project? If so, the source of information.
10. In your opinion, what will be better and what will be worse when Bishkek gets electric busses?

Block 4: Socio-demography of the respondent

Age, education, social status, occupation, children

Male Commuters Focus Group Discussion

Venue: Bishkek city, KR, BTD

Date: 10.06.2020
Time: 13:00 - 15:00 PM
Participants: Commuters (6 men)
Information shared: Focus group discussion

Discussion conducted by:
Ms. Gulnara Ibraeva, National Gender Specialist (NGS), Consultant, ADB TA
Ms. Svetlana Keldibaeva, National Resettlement Specialist (NRS), Consultant, ADB TA

The focus group consisted of 6 men of different age, social status and education being an active users/commuter of public and private transport.

The main issues of discussion included the 3 following blocks: 1) travel features, 2) reason for using public transportation and 3) assessment of bus services.

Commuters were very active and each shared his own opinion, experience and recommendations. The majority of commuters prefer public transport as trolleybus considering this mode of transport as big, spacious, comfortable and no smell of gasoline in comparison with other modes. All of them use public transport few times per day and they travel to work, market, hospitals, school, parks, visit of family members etc. Commuters announced how much they spend for transport on a daily base. They also discussed the issue whether public transport is inclusive for vulnerable categories of population whether or not these categories have some opportunity access transport services irrespective of their place of residence. Microbuses stop wherever people want while trolley cannot.

The other point of discussion was the level of satisfaction with public transport services, what is their recommendation to improve transport services, whether they faced any negative incidents when using public transport in terms of safety, comfort, driver’ behavior, time of travel etc.

E card costs 50 soms and some people use microbuses which are cheaper. Men think paying by phone app is better and one ticketing approach would be the best, e card or cash, but not to mix it.

Also, commuters got information regarding new Project and they all noted the positive impact however, some recommendations were announced one was a requirement for a separate line for public transport to be priority in terms of safety to be strongly considered during planning and implementation of project.
Male FGD signatures
Female Commuters Focus Group Discussion

Venue: Bishkek city, KR, BTD

Date: 10.06.2020
Time: 10:00 - 12:00 PM
Participants: Commuters (13 women)
Information shared: Focus group discussion

Discussion conducted by:
Ms. Gulnara Ibraeva, National Gender Specialist (NGS), Consultant, ADB TA
Ms. Svetlana Keldibaeva, National Resettlement Specialist (NRS), Consultant, ADB TA

The focus group consisted of 13 women of different ages, social status and education being an active users/commuter of public and private transport.

The main issues of discussion included the 3 following blocks: 1) travel features, 2) reason for using public transportation and 3) assessment of bus services.

Commuters were very active and each shared her own opinion, experience and recommendations.

The majority of commuters prefer public transport as trolleybus considering this mode of transport as big, spacious and more comfortable in comparison with other modes. In a meantime they wish to use e-buses when they arrive. All of them use public transport few times per day and travel goals are work, market, hospitals, school, visit of family members etc.

Commuters announced how much they spend for transport on a daily base. Trolleybus and bus trip costs 8 soms and private microbus costs 10 soms. People usually spend 40 – 80 soms per day. If a woman has to take children to school and kindergarten, then continue to work, collect the kids after the school, go to a bazaar to get some products, she can spend on transport around 200 soms per day. They also discussed the issue whether public transport is inclusive and if vulnerable categories have an opportunity to get access to transport services irrespective of their place of residence. Sometimes private micro-busses do not take children or disables without accompanying person, or some do not have the platform for disabled and people have to help. Trolleybus transport is good and it would be good it extends its operation until 11 PM. To extend services until 11 PM.

The other point of discussion was the level of satisfaction with public transport services, what is their recommendation to improve transport services, whether they faced any negative incidents when using public transport in terms of safety, comfort, driver’ behavior, time of travel etc. Women are happy with trolley services as trolleys are big, clean, not crowded and therefore less chances for theft and have enough space for bags when they come from the bazaar.

The newly implemented e-card system as well as issue with tariffs for transport were also one point of hot discussions. Only four women use the e-card and they are happy with it as the driver is not disrupted by selling the tickets, chatting with passengers, waiting time is shorten and no possibility to have any misuse of money. The other women think

Also, commuters got information regarding new Project and they all noted the positive impact however, some recommendations were announced to be considered during planning and implementation of project.
Female FGD signatures