

KYRGYZ REPUBLIC

OPEN JOINT STOCK COMPANY

“Electric Power Plants”

Project Implementation Unit

“Bishkekteploset”

PROJECT

“Heat Supply Improvement”

Component 1: “Improving the reliability of heat supply and the productivity of the district heating system”

Grievance Redress Mechanism

Project beneficiaries impacted by the project (directly or indirectly, positively or negatively) and other citizens can use the GRM to submit grievances and appeals.

Project GRM is managed by PIU.

Grievances and appeals can be submitted at any time during all cycle of Project implementation.

2. Grievance redress committees

Grievance Committees are established at the local and central levels to redress grievances.

The Committee at the local level consists of the following persons:

1. PIU Manager, Committee Chairman;
2. Procurement specialist;
3. PIU Engineer;
4. PIU Engineer;
5. Environmental and social Consultant;

The Committee at the central level consists of the following persons:

1. BTS Chief Engineer, Committee Chairman;
2. BTS Engineer;
3. BTS Engineer;
4. PIU Manager;
5. Procurement Specialist;
6. PIU Engineer;
7. Environmental and social Consultant.

Representatives of other stakeholders (representatives of state agencies, local authorities, relevant departments of the BTS, applicant representatives) will be involved in the Committee at the central level as necessary and depending on the issue under redress.

3. Channels for grievances

Citizens/beneficiaries can submit grievances and appeals under the Project to the PIU through the following channels:

- Verbal or written grievances through Project staff (directly or through project meetings). Local contact person – Alexeev A.M., Central district master. If project stakeholder submit verbal appeal/grievance, the contact person, who received the appeal/grievance, transfers it to PIU and it will be processed in accordance with the registration and grievance redress procedure, described in the next section;
- Mailboxes located at the address: 2/1 Zhukeeva-Pudovkina st., Bishkek city;
- Letters shall be sent to the address: PIU, 2/1 Zhukeeva-Pudovkina st, 720031, Bishkek city, Kyrgyz Republic;
- E-mail: piu@teploseti.kg;
- Telephones: (0 312) 56 88 22; (0 312) 56 11 01;

- Other information.

If necessary, they are accompanied by documents supporting the applicant's arguments.

In cases of electronic appeal, citizens must indicate in their application their full name, contact phone number (home, mobile and / or work), residential address and state the essence of the appeal.

If appeals/grievances are received in the absence of any of the above data, nevertheless, appeals/grievances are also recorded in the registration log of the GRM and measures are taken to eliminate appeals/grievances, if they are relevant to the Project.

If the Applicant is known, the Environmental and social Consultant shall respond within 14 working days to him or her about the action taken to resolve the grievance through the channel by which the grievance was submitted

In cases where the resolution of a citizen's grievance requires the study, inspection, request of additional materials, or the adoption of other measures, the timing of the resolution of grievances as an exception may be extended, but no more than 30 calendar days. This decision is taken by the PIU Manager and informed to the applicant in written (electronic) form.

A grievance shall be deemed resolved if it has been addressed to the issues raised therein, the necessary measures have been taken, and answers have been provided to the applicant through the channel by which the grievance was submitted and within the time frame specified herein.

The answer to a collective appeal is sent to the address of the citizen indicated in the appeal first, unless otherwise specified in the text.

Based on the results of the review of the appeal, the PIU decides to take measures to resolve the issues raised and eliminate the violations identified.

The person in charge of the grievance will assist the applicant at all stages of the grievance redress process and ensure that the grievance is handled appropriately.

If a grievance is received verbally during a meeting, the PIU will respond verbally if possible to resolve the grievance immediately. If immediate resolution is not possible, the PIU reports on deadlines for remedying grievances in accordance with the legislation of the Kyrgyz Republic. Verbal grievances are also recorded in the registration log for GRM.

If the grievance is found to be invalid, a response will be formulated within the GRM and a written communication will be sent to the applicant explaining the reasons for the rejection.

The Project's GRM does not preclude access to judicial or administrative remedies in the Kyrgyz Republic, any aggrieved person may take their concern to court at any stage of the grievance redress process.

Communities and individuals who feel that they are being adversely affected by an WB-supported project can file grievances through existing project-level grievance mechanisms or with the WB Grievance Redress Service (GRS). The GRS SRC ensures that grievances received are redressed in a timely manner to address concerns related to the project. Communities and individuals, affected by the Project can submit a grievance to an Independent Inspection Panel (IIP) of the World Bank, which determines whether harm has occurred or is likely to occur as a result of failure to comply with WB's policies and procedures. Grievances may be submitted at any time after the concern has been brought directly to the attention of the WB and Bank management has been given an opportunity to respond.

- overall management of the GRM system;
- recording/registering grievances, appeals and responses to them
- reviewing and sorting/categorizing grievances, appeals;
- arrangement of grievance/appeals redress and decision making;
- publication of responses, appeals if necessary;
- Reporting and feedback on GRM results.

Main contact person

Name	Jumaliev K.
Position	Environmental and social Consultant
Address	PIU, 2/1 Zhukeeva-Pudovkina st., Bishkek city
Telephone	(0 312) 56 88 22; (0 312) 56 11 01
Web-site	www.teploseti.kg
E-mail	piu@teploseti.kg

8. Sensitive grievances

Taking into account the WB requirements for the prevention of sexual exploitation and abuse/sexual harassment (SEA/SH) at all stages of the project, all project staff will be informed about understanding the principles of control and prevention of the risks of SEA/SH. GRM will ensure access and confidentiality of the grievance mechanism and allow the applicant to not fear retaliation. SEA/SH issues require some additional measures:

- GRM will be accessible and ensure the privacy of personal information;
- There will be public awareness campaigns to raise awareness about GRM, including sensitive grievances;
- The principle of confidentiality of the GRM will be repeated in all informational materials.

Main contact person for sensitive grievances

Name	Zhalieva A. Zh.
Position	PIU Engineer
Address	PIU, 2/1 Zhukeeva-Pudovkina st., Bishkek city
Telephone	(0 312) 56 88 22; (0 312) 56 11 01
Web-site	www.teploseti.kg
E-mail	piu@teploseti.kg

The project will use additional mitigation measures. Contractor will be responsible for compliance with personnel management, health and safety, and SEA&SH measures. All Contractors will be obliged to sign and follow Code of Conduct, which includes measures to prevent forced, child labor and SEA/SH. Confidentiality of sensitive issues and grievances related to SEA/SH shall be followed.