

Republic of Uzbekistan



**Joint-Stock Company
UZTRANSغاز**

STAKEHOLDER ENGAGEMENT PLAN

for

**Uzbekistan Gas Leak Repair Facility
(P508941)
Project**

October 2025

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Acronyms and abbreviations

CE	-	Citizen Engagement
ESCP	-	Environmental and Social Commitment Plan
ESMF	-	Environmental and Social Management Framework
ESF	-	Environment and Social Framework (ESF)
ESS	-	Environmental and Social Standards
GOU	-	Government of Uzbekistan
GRC	-	Grievance Resolution Committee
GRM	-	Grievance Redress Mechanism
ISR	-	Implementation Status and Results
LMP	-	Labor Management Procedures
NGO	-	Non-Governmental Organization
MEF	-	Ministry of Economy and Finance
OIPs	-	Other interested parties
PAPs	-	Project-affected parties
PAI	-	Project Area of Influence
PDO	-	Project Development Objectives
PIU	-	Project Implementation Unit
SEP	-	Stakeholder Engagement Plan
UGLRFP	-	Uzbekistan Gas Leak Repair Facility Project
UTG	-	Uztransgaz

1. INTRODUCTION/PROJECT DESCRIPTION

1. Uzbekistan Gas Leak Repair Facility Project aims to reduce fugitive methane emissions and strengthen asset management capacity in state-owned companies in the gas sector of Uzbekistan. The project will establish a recipient-executed financial Facility under the Ministry of Economy and Finance (MEF) for leak repair of existing assets of state-owned gas transmission operator Uztransgas (UTG). The financial Facility will start with an initial USD 10 million grant from the GFMR trust fund. The money will be allocated by the MEF to a series of repair activities to reduce fugitive emissions of methane. The proposed repair activities will be submitted by the SOEs on a rolling basis, according to pre-agreed eligibility criteria. Proposed activities will be prioritized based on cost, complexity, impact, and other relevant criteria to maximize net benefits. Activities will also include investments in the capacity of the SOEs to carry out monitoring, reporting and verification of methane emissions in line with the OGMP 2.0 standard. A key aspect of the financial Facility will be that a portion of the financial savings resulting from recovery of gas previously lost in form of fugitive emissions, will be reinvested in the Facility to ensure the mobilization of additional capital. This means that the proposed approach can be scaled up and progressively cover the needs for rehabilitation of the entire state-owned gas sector. Eligible activities within the scope of the Facility, initially financed from the GFMR Grant, will only include repair work at compressor stations of the UTG high-pressure asset base, and the purchase and installation of cluster meters, methane emission metering equipment, small repair equipment (e.g. connectors, valves, small pipe sections), adequate clothing and PPE for LDAR crews, as well as contract services for the leak repair program.
2. The UGLRFP comprises the following 3 components:
 - A. **Activities financed by the project comprise repair of legacy gas infrastructure according to the original design specification, including replacement of small parts that are beyond repair (Component A).** The work will be confined within the fence of facilities owned and operated by UTG. Notably, this implies that project funds will not be used to carry out work on third-party land. As and when gas leaks are detected, gas leak repair activities will be proposed for funding through the Facility by UTG on a regular basis according to pre-agreed eligibility criteria and prioritized based on the estimated cost vs. the expected emission reduction potential. To ensure transparency and independent oversight, all proposed activities for funding by the Facility will be submitted to MEF for review. Periodically, UTG will report gas savings resulting from leak repair according to a pre-agreed protocol, and a pre-agreed portion of the resulting financial savings over a pre-agreed period will be set aside for re-investment in the Facility. Component A also includes procurement of detection, measurement, and monitoring equipment, personal protection equipment for working on-site, and digital solutions for monitoring emissions.
 - B. **Furthermore, the project scope includes investment in capacity building of UTG to carry out monitoring, reporting and verification (MRV) of methane emissions** in line with international standards and best practices in the oil and gas industry, in particular the Oil and Gas Methane Partnership (OGMP) 2.0 gold standard **(Component B)**.
 - C. **The financial Facility itself will be established and monitored by MEF to ensure transparency and independent oversight of financial flows between state(-owned) entities.** MEF will appoint a representative who will review proposed repair activities for funding through the Facility and countersign all financial transactions from the Facility. UTG will be the proposed Implementing Agency for the World Bank project and will be responsible for day-to-day project management, including monitoring and evaluation and progress reporting, procurement, financial management including

financial reporting, and management of environmental and social and other risks. The project will include a small component for procurement of consultancy services by the Implementing Agency to support project implementation as and when needed (**Component C**).

3. **Project Location.** The project will be implemented across the entire Republic of Uzbekistan (Figure 1). It focuses on the reduce fugitive methane emissions and strengthen asset management capacity in state-owned entities in the gas sector of Uzbekistan.



Figure 1: Map of Uzbekistan and Neighboring Countries

4. The UGLRFP is being prepared under the World Bank’s Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

2. OBJECTIVE/DESCRIPTION OF SEP

5. The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS

3.1 Methodology

6. In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:
- **Openness and life-cycle approach:** Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
 - **Informed participation and feedback:** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
 - **Inclusiveness and sensitivity:** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
 - **Flexibility:** the SEP will have flexibility to cater for stakeholder engagement via online forums or phone-based communication.

3.2. Affected parties and other interested parties

7. Project stakeholders are defined as people, organizations, or other entities that may be affected by project interventions, who may have an interest or can influence its outcomes either positively or negatively. The analysis identifies the appropriate methodology for each category of stakeholders throughout project cycle. In fostering targeted and meaningful stakeholder engagement, stakeholders are categorized as follows:
- i. **Project Affected Parties (PAPs):** these comprises of persons, groups/communities, and other entities within the Project Area of Influence (PAI) that are affected by the project or are likely to be affected by it directly or indirectly, favorably, or unfavorably.
 - ii. **Other Interested Parties (OIPs):** these may have an interest in the project and include individuals or groups whose interests may be affected by the project and who have the potential to influence the project outcomes in any way.

Table 1: Identification of Stakeholders

Party	Stakeholders
Project Affected Parties (PAPs). Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project.	<ul style="list-style-type: none"> • Ministry of Energy of Uzbekistan and its subordinate organization • “UZTRANSGAZ” JSC (including regional departments) • “HUDUDGAZTAMINOT” (including regional departments) • “Yordamchi Xo’jalik” LLC • “TRANSGASMAXSUSQURILISH” JSC • “Transgazinjining” LLC

	<ul style="list-style-type: none"> • “URGENCHTRANSGAZ” UE • “UzGazTrade” JSC
<p>Other Interested parties. The projects’ stakeholders also include parties other than the directly affected communities, including:</p>	<ul style="list-style-type: none"> • Ministry of Economy and Finance; • Ministry of Agriculture; • Ministry of Water Resources; • Ministry of Construction and Housing and Communal Services; • Ministry of Ecology, Environmental Protection and Climate Change • Ministry of Emergency Situations of the Republic of Uzbekistan • Main Department of Fire Safety of the Ministry of Internal Affairs of the Republic of Uzbekistan • Fire Safety Departments • District administration (Hokimyats); • "REGIONAL ELECTRIC NETWORKS" Joint Stock Company; • "Uzsuvtaminot" water supply Joint Stock Company; • Union of Dehkans and Farmers • Civil society groups and NGOs on districts, national, and local levels that pursue environmental and socio-economic interests and may become partners of the project; • Third-party service providers (e.g., exchanges, verification agencies, consulting companies); • Social media platforms; • Representatives of contractor organizations; • Business partners

3.3. Disadvantaged/vulnerable individuals or groups

8. Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:
- (i) **Individuals with Disabilities:** those with physical disabilities such as mobility, hearing, and visual impairments
 - (ii) **Unskilled people:** Individuals who typically perform jobs that do not require specialized skills or formal education.
 - (iii) **Women:** Pregnant women and women with young children are considered vulnerable due to accessibility issues and lack of knowledge.
 - (iv) **Elderly Individuals:** individuals may lack knowledge and experience with accessibility, online tools, and communication channels, making it difficult for them to engage with project activities
9. Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1. Summary of stakeholder engagement done during project preparation

10. As part of the preparatory phase for the Project, a stakeholder consultation was conducted on October 3 to ensure meaningful engagement and gather input from relevant stakeholders. This consultation included government agencies, local administrations, and other key entities.
 - On October 3, 2025, a public consultation was held in Yangi Toshkent, Yukori Chirchik, Tashkent region, organized by Uztransgaz JSC with support from the World Bank. The purpose of the meeting was to introduce the Uzbekistan Gas Leak Repair Facility project, outlining its objectives, scope, and the expected environmental and social impacts. Representatives from various ministries, regulatory agencies, and technical departments participated in the event. During the consultation, the project team presented key information and engaged with stakeholders to address their questions and concerns, ensuring that feedback from relevant government agencies and other interested parties was collected and considered in the project's planning and implementation. Please see the annexes 1-4.
11. During the consultation, the role of the World Bank and its Environmental and Social Framework (ESF) requirements were briefly described to ensure alignment with international standards. The consultation provided a platform for stakeholders to voice concerns, identify challenges, and discuss the alignment of data-sharing policies with project objectives. Stakeholder feedback emphasized the need for reduce fugitive methane emissions and strengthen asset management capacity in state-owned companies in the gas sector of Uzbekistan.
12. All comments and suggestions provided during the consultation were duly recorded and will be incorporated into the final E&S documentation. The final ESF instruments including SEP will be disclosed on the official websites of Uztransgaz JSC prior to project appraisal, ensuring transparency and continued stakeholder engagement.

4.2. Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

13. The Project will ensure a wide range of consultation workshops are conducted with all relevant stakeholders prior to launching any activity allowing for inputs and necessary adjustments to implementation, as and when the situation allows. Different engagement methods are proposed and cover different stakeholder needs as stated below:
 - **Public/community meetings.** Before commencing other project activities, and concurrent with the disclosure of the Social Assessment and this SEP, UTG will convene a national-level project launch meeting. In parallel, district and city branches—supported by Regional Departments—will organize local meetings in each district and city, targeting mahalla leaders, project-affected persons (PAPs), and other interested stakeholders. These meetings will be held as open house events, where UTG/PIU will present key project information and invite participants to share feedback, raise questions, and voice any concerns. To ensure ongoing engagement, similar meetings will be conducted quarterly in each district and city. All meetings will be scheduled at locations and times that are convenient for PAPs and other interested parties, to maximize accessibility and participation.

- **Communication materials.** Written information will be made available to the public through a range of communication materials, including brochures, flyers, and posters. A dedicated public relations kit will be developed and distributed in both print and digital formats to ensure broad accessibility. UTG/PIU will also maintain regular updates on its website—at least quarterly—providing key project developments and performance reports in Uzbek, Russian, and English. Additionally, the website will feature comprehensive information about the project’s grievance mechanism (see next sub-section), enabling stakeholders to easily access guidance on how to submit feedback or concerns.
- **Mass/social media communication.** A community or social media specialist—either from UTG/PIU staff or engaged as an external consultant—will be appointed to the Project throughout its implementation period to maintain ongoing communication with stakeholders, including project-affected persons (PAPs) and mahalla leaders. Regional departments will be responsible for regularly posting relevant updates on the dedicated UTG website, across social media platforms such as Facebook and Telegram, and on information boards within project areas. Social media channels will be leveraged extensively for information dissemination, given the high rates of usage—particularly of Telegram—among community members of varying ages and backgrounds in project-affected areas.
- **Information Desks.** Information Desks will be established in each region and district to serve as accessible hubs for disseminating details about stakeholder engagement activities, project interventions, and contact information for the designated Focal Point. The Focal Point will be responsible for setting up these desks, either within their offices or in other convenient locations where Project-Affected Persons (PAPs) and stakeholders can easily access project-related information. At these Information Desks, brochures and flyers addressing key social and environmental aspects of the project will be readily available to ensure stakeholders are well-informed and engaged throughout the project lifecycle.
- **Citizen/PAP perception survey.** A perception survey will be conducted twice over the course of the project to assess citizens’ experiences and gather their feedback. The first survey will take place during the mid-implementation phase, providing insights into progress and areas for improvement. The second survey will be administered towards the end of the project’s implementation, enabling a comprehensive evaluation of outcomes and stakeholder satisfaction.
- **Training, workshops.** Comprehensive training sessions on a variety of social issues will be provided to the UTG, PIU, and, where relevant, to other government and non-government service providers. These trainings will cover key topics including sensitization to inclusion and exclusion, privacy considerations related to geospatial data, labor-related issues, and the identification and mitigation of risks associated with gender-based violence, among others. This approach aims to enhance awareness and capacity among stakeholders to effectively address social challenges throughout the project’s implementation.
- **Grievance redress mechanism.** In alignment with the World Bank’s Environmental and Social Standard 10 (ESS10), a project-specific grievance mechanism (GRM) will be established to address complaints and concerns at the project site level. This mechanism will be integrated into the national GRM system, ensuring accessibility for all stakeholders. To facilitate awareness and understanding of the grievance redress process, dedicated communication materials—such as brochures and pamphlets—will be developed and distributed to local residents. Locked suggestion and complaint boxes will be installed at each selected project site, providing a confidential channel for submitting grievances.

The (PIU will maintain a comprehensive grievance register to document, track, and manage grievances from initial submission through to resolution and communication with complainants.

Further details on the grievance mechanism, including a standardized grievance submission form, are provided in Section VI below. Stakeholders may submit grievances anonymously; however, in such cases, it may not be possible to confirm whether the complainant is satisfied with the resolution.

Clear instructions on how to submit feedback, questions, comments, concerns, and grievances will be prominently displayed on UTG’s website, as well as on posters and leaflets. These materials will also outline the procedures and timelines for grievance handling, ensuring transparency and accountability throughout the process.

14. As part of the World Bank’s Strategic Framework for Mainstreaming Citizen Engagement (CE) in Operations, the Bank has committed to integrating CE principles across its portfolio. In line with this commitment, all project Results Frameworks are required to include at least one beneficiary feedback indicator to monitor citizen engagement throughout project implementation—either as a Project Development Objective (PDO) indicator or as an intermediate outcome indicator. Furthermore, projects must report on these beneficiary feedback indicators in Implementation Status and Results Reports (ISRs) by the third year of implementation, or demonstrate credible progress towards reporting. To fulfill these requirements, this project has incorporated the following Beneficiary Feedback Indicators: (Table 2):

Table 2: Indicators included in the Results Framework (suggested)

Indicator	Definition	Source
Number of beneficiaries satisfied with provided service or training (Number)	Numerator: Number of beneficiaries that report they are satisfied with the service and training offered Denominator: Total number of beneficiaries responding to the satisfaction survey	Survey
Grievances addressed within a stipulated standard for a response	Numerator: Total number of grievances cases from the WBPS addressed in accordance with established protocol. Denominator: Total number of grievances cases received from the WBPS. Stipulated service standards for response times will be outlined in the WBB GRM Manual.	GRM system

15. These indicators are designed to systematically capture and monitor feedback from project beneficiaries, ensuring that their perspectives inform project implementation and contribute to improved outcomes. Regular reporting on these indicators will support transparency, accountability, and adaptive management throughout the project lifecycle.

16. Note: The SEP will be a living document and updated.

4.3. Stakeholder engagement plan

17. Given that the project’s interventions will span the entire country, it is essential for the project implementation unit to adopt a strategic approach when developing the SEP. Effective stakeholder engagement should be organized along both horizontal and vertical dimensions, as illustrated in Figure 2.

- 18. Engagement at the horizontal level focuses on national stakeholders, with activities designed to address broad objectives such as reducing fugitive methane emissions and strengthening asset management capacities within state-owned enterprises in Uzbekistan’s gas sector. By fostering dialogue and collaboration at this level, the project can build consensus and mobilize support for its overarching goals.
- 19. In contrast, the vertical dimension of stakeholder engagement employs a cascading approach, which facilitates communication and interaction with project-affected parties at various administrative tiers. This method ensures that information and capacity-building efforts reach regional and district departments, thereby promoting effective implementation at the local level. Through this cascading model, the project can tailor its engagement activities to the specific needs and concerns of different stakeholder groups, ensuring that all voices are heard and considered.
- 20. Ultimately, the SEP serves as a foundation for an inclusive process throughout the project’s lifecycle—from preparation and planning to implementation and monitoring. By prioritizing meaningful consultation and participation, the SEP aligns with the principles of the World Bank’s Environmental and Social Framework (ESF), particularly the requirements set out in ESS10. This approach is intended to foster transparency, build trust, and ensure that stakeholder perspectives are integrated into every stage of the project.

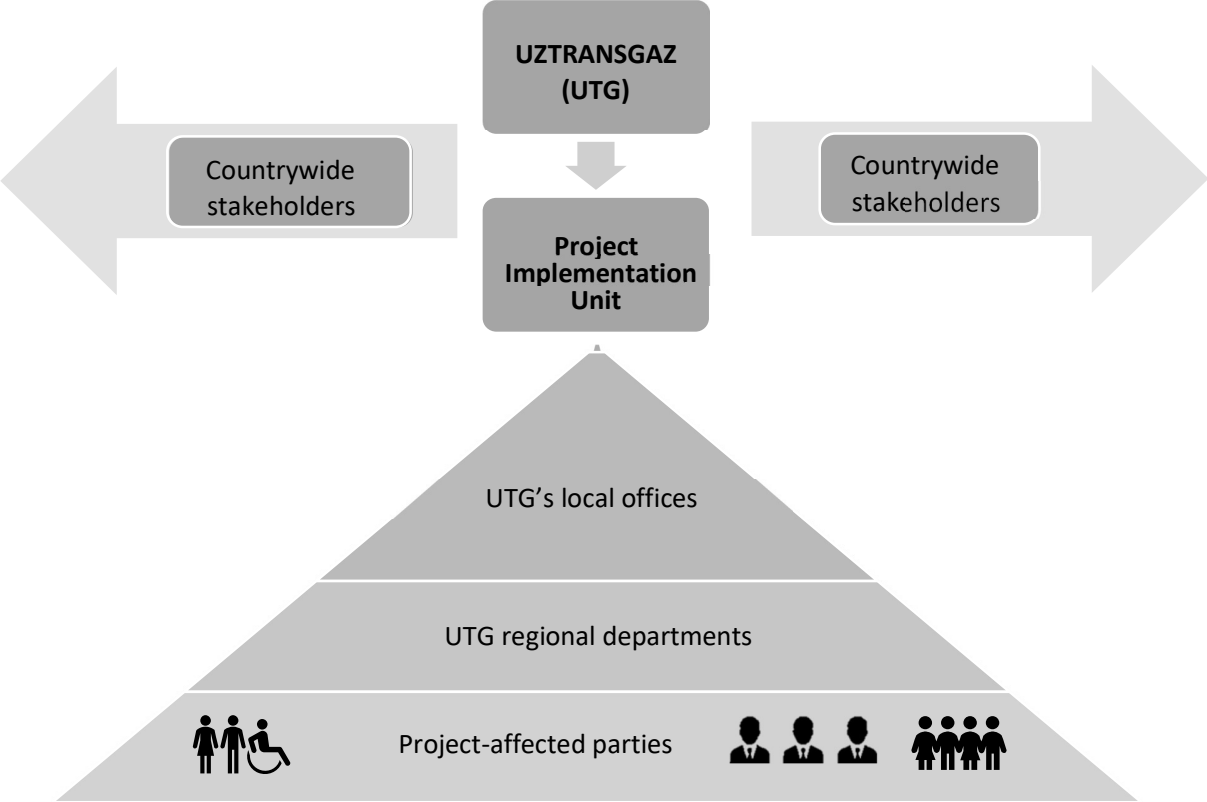


Figure 2: Schematic visualization of the stakeholder engagement process

- 21. Information disclosure and consultation processes will continue with affected parties, other interested parties and vulnerable groups during (i) project preparation, (ii) project implementation, and (iii) project operational phases. A variety of methods such as focus-group consultations, individual consultations,

awareness raising meetings/gatherings and interviews through different offline and virtual medians such telephone calls etc. and communication through printed (newspapers, banners & posters displayed in community locations and at government offices) and electronic & social media (Facebook, Twitter, WhatsApp Groups etc.), appropriate to the target audience, will be used for information disclosure and consultation.

22. During project preparation and planning, information related to project scope and schedule will be shared with project affected persons and other stakeholders during consultations.
23. Information about each component and phase of the Project will be provided to the public through media briefings, targeted media articles, information sessions, television/radio programs etc. The Project will also provide up-to-date information in the Ministries websites and in social media.
24. At the appraisal stage, ESF instruments including at least ESCP and SEP prepared for this project will be disclosed on the website of UTG and on the World Bank's external website, after their clearance by the government and the Bank. Additionally, copies of the referenced documents will be kept at the UTG for public reference. Any changes to the approved ESCP and SEP would have to follow the same clearance/ approval procedures and disclosure.

Table 3. Provides a plan for information disclosure during project preparatory, implementation and operational periods.

Project Stage	Estimated Date/Time Period ¹	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Project preparation and planning phase	During preparation of ESF instruments and update of the draft SEP	<ul style="list-style-type: none"> Project objectives, rationale, benefits and beneficiaries, Implementation arrangements. Indicative implementation schedule and period, project contacts. Potential environmental and social risks and impacts; measures for mitigation and management as per the ESMF. Description of the Grievance Mechanism (GM). Present stakeholders identified and described approach to stakeholder engagement. Discuss E&S Risk Management measures, actions and plans 	<ul style="list-style-type: none"> To present drafts and get stakeholders inputs on the following instruments: Environmental and Social Framework (ESMF) Stakeholder Engagement Plan (SEP), including Project Grievance Mechanism (GM); Labour Management Procedures (LMP) Environmental and Social Commitment Plan (ESCP) 	Project affected parties (PAPs), Other interested parties (OIPs), and Disadvantaged/Vulnerable groups (D/VPs), Government entities at national, district and divisional level, Subordinated organizations, interested groups like media, NGOs, and eligible & vulnerable groups etc.	Uztransgaz (UTG) working group and regional departments
		<ul style="list-style-type: none"> Provide the provision of / content of the instruments and use, key findings. Notice advising stakeholders of disclosure and where to access the disclosed documents. Disclosure of project documentation in a culturally appropriate and accessible manner. 	<ul style="list-style-type: none"> Disclose finalized ESMF, SEP, LMP, and ESCP 	PAPs, OIPs, D/VPs including, Government entities at national, district and divisional level, Subordinated organizations, interested groups like media, NGOs, and eligible & vulnerable groups etc.	Uztransgaz (UTG) working group and regional departments

¹ Date. Time and venue are subject for the updating during the project implementation stage.

Project Stage	Estimated Date/Time Period ¹	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
	Before commencement of the project	Project details, objective, duration, target population, selection criteria, and project implementation plans.	TV, radio, newspapers, website, social media platforms, mobile phone text messages, Community meetings, public notice boards, posters and leaflets.	Government entities at national, district and divisional level, Subordinated organizations, interested groups like media, NGOs, and eligible & vulnerable groups etc	Uztransgaz (UTG) working group and regional departments
	Before commencement of the project	Information about the Project, including environmental and social requirements	Electronic copies published in Project websites & social media sites hardcopies available at UTG/WB Notice sent to all to direct interested parties to the UTG websites	Government entities at national, district and divisional level, Subordinated organizations, interested groups like contractors, media, NGOs, and eligible & vulnerable groups etc	Uztransgaz (UTG) working group and regional departments
	Before commencement of the project	Appeal & GRM process including GBV incidents.	Community meetings, public notice boards, posters and leaflets. Notifications based on WB's Appeal Board minutes	Government entities at national, district and divisional level, Subordinated organizations, interested groups like contractors, media, NGOs, and eligible & vulnerable groups etc	Uztransgaz (UTG) working group and regional departments
Project implementation phase	During implementation on an ongoing basis	Eligibility criteria, procedures to submit applications, beneficiary needs assessment & proposals for livelihood support &	Gazette, TV, radio, newspapers, website, social media platforms, mobile phone text messages,	Eligible & vulnerable groups, government entities involved in implementation	Uztransgaz (UTG) working group and regional

Project Stage	Estimated Date/Time Period ¹	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
		banks accounts, validation and monitoring processes	Community meetings, public notice boards, posters and leaflets		departments and PIU
	Weekly, Monthly, quarterly & annual reporting	Progress reports of the project prepared by PIU & other partner agencies related to project performance.	Websites, social media, email, formal meetings, community meetings, regional and district level information boards.	Government entities at national, district and divisional level, Subordinated organizations, interested groups like media, NGOs, and eligible & vulnerable groups etc	Uztransgaz (UTG) working group and regional departments and PIU
	Quarterly	Summary outcomes of consultation meetings	Websites, notice boards, community meetings.	Eligible & vulnerable groups, government entities involved in implementation	Uztransgaz (UTG) working group and regional departments and PIU
	Continuously	Information on Help Desk, awareness on GRM & appeal processes and reporting on GBV related incidents and accessing GBV service provided	Hotline number, Help Desk, SMS service, Divisional Secretariat, websites, social media, Community meetings, Notice Boards.	Eligible & vulnerable groups, government entities involved in implementation	Uztransgaz (UTG) working group and regional departments and PIU
	Monthly/ Quarterly	Status/progress of grievance resolution	Feedback to complainant – manual, or via SMS service	Eligible & vulnerable groups, government entities involved in implementation	Uztransgaz (UTG) working group and regional departments and PIU
	Quarterly	Awareness raising/capacity building training programs planned & conducted	Website, progress reports, meetings, emails.	Eligible & vulnerable groups, government entities involved in implementation	Uztransgaz (UTG) working group and regional

Project Stage	Estimated Date/Time Period ¹	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
					departments and PIU
	Monthly/ Quarterly	Project's key deliverables	Website, progress reports, meetings, emails.	Eligible & vulnerable groups, government entities involved in implementation	Uztransgaz (UTG) working group and regional departments and PIU
	Continuous throughout project implementation	Engagements with D/VPs. Project implementation with feedback generated from targeted stakeholders	Public meetings. Disclosure of project documentation in a culturally appropriate and accessible manner.	D/VPs including, Women, persons with disabilities (PWDs)	Uztransgaz (UTG) working group and regional departments and PIU

25. This SEP (both in Uzbek and English languages), the Environmental and Social Commitment Plan (ESCP), Environmental and Social Management Framework (ESMF), and Labor Management Procedures (LMP) will be publicly disclosed on the Uztransgaz website <https://utg.uz/uz/> and the World Bank’s system. Project documents, including updates and details about the project Grievance Mechanism will also be posted on the UTG website. Printed material (manuals, brochures, posters, etc.) will be prepared and used based on identified needs. Uzbek and English languages will be used to disclose information on the project website.
26. To guarantee that the various stakeholder groups have an opportunity to engage in the project activities and gain from the interventions, it will be crucial to ensure the inclusivity and cultural sensitivity of the various activities. Where necessary, the use of local languages, verbal communication, or visuals rather than text, will be utilized. It is also important to note that face-to-face meetings may not always be possible in all cases, and other means of communication will be used to reach key stakeholders, including social media. Table 3 below presents a schedule for disclosure.

Table 4: Schedule of Disclosure of Project Documents

Project Stage / Timelines	Target Stakeholders	Information to be Disclosed	Methods
After appraisal	All stakeholders and the general public	SEP, ESCP, ESMF, LMP	WB and UTG websites
Within six months of effectiveness	All stakeholders	Updated SEP, LMP	WB and UTG websites
Semiannually	Implementing partners, project host communities	Project scope, progress reports	UTG website, virtual consultations, public meetings
Before key activities	Key stakeholders for specific activities, including Contractors and Consultants	ESMF	WB and UTG websites
Annual	General public	Any updated project documents, annual reports on progress and lessons learnt	WB and UTG websites

4.4. Reporting back to stakeholders

27. Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and Grievance Mechanism, and on the project’s overall implementation progress.

5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

5.1. Resources

28. The UTG will be in charge of stakeholder engagement activities. Table 5. Shows indicative cost items for Stakeholder engagement activities. The table will be updated once the project's budget is defined. The UTG will ensure that these costs are incorporated into the total project budget.

Table 5: Estimated Stakeholder Engagement Budget

Budget Category	Total Costs (USD)
1. Experts	
Communications consultant / Social Safeguards officers	30 000
2. Events	
Organization of public consultations	5 000
3. Communication campaigns	
3a. Communication materials (leaflets, posters, PR kits including design)	3 000
4. Trainings	
Training on social/environmental issues and gender-based violence (GBV) for PIU and contractor staff	10 000
5. Grievance Mechanism	
6a. Trainings of GM for PIU, and regional departments	5 000
6b. Suggestion boxes in villages and GM communication materials	2 000
	55 000

Note: *Salary costs are indicative.

5.2. Management functions and responsibilities

29. The Government of Uzbekistan issued an order to establish the Project Implementation Unit (PIU) in the Uztransgas (UTG). UTG is both the recipient and beneficiary of the GFMT grant and will act as the project implementing entity. UTG is the implementing agency for the project and has overall responsibility for project implementation, including fiduciary, monitoring and evaluation, and environmental and social safeguards.
30. The UTG is responsible for the preparation and implementation of the ESF and the requirements of the WB for Investment Project Financing (IPF) operations. Among its responsibilities are the preparation, implementation, and oversight of environmental and social instruments such as the Environmental and Social Commitment Plan (ESCP), Environmental and Social Management Framework (ESMF), Stakeholder Engagement Plan (SEP), Labor Management Procedures (LMP), and Grievance Redress Mechanism (GRM). The PIU of the UTG will prepare semiannual E&S Progress report per ESCP and submit them to the WB within the stipulated timelines. All labor management related issues will be documented through the Project progress reporting requirements, tracked and managed by the PIU’s Social Specialist as indicated in the project ESCP.
31. The PIU of the UTG will prepare semiannual E&S Progress report per ESCP and submit them to the WB within the stipulated timelines. All stakeholder engagements will be documented through the Project progress reporting requirements, tracked and managed by the PIU’s Social Specialist as indicated in the project ESCP.

6. GRIEVANCE MECHANISM

32. The collection of geospatial data can cause privacy related concerns including collecting data without consent, third-Party data sharing and data breaches etc. The main objective of a GM is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

33. According to the Law of the Republic of Uzbekistan "On Appeals of Individuals and Legal Entities" No: ZRU-445 dated September 11, 2017, appeals (applications, proposals, complaints, anonymous appeals) of individuals and legal entities shall be considered in accordance with the law, ensuring the timely and full consideration of appeals, adherence to equal requirements for appeals, realization of the rights, freedoms, and legal interests of individuals and legal entities, avoidance of bureaucratic and formalism in the consideration of appeals, and adherence to the principles of transparency in the activities of state bodies, organizations, and their responsible officials when dealing with appeals. Each state organization shall establish direct contact with the population in accepting appeals, ensure the protection of their rights, freedoms, and legal interests, ensure the effective functioning of the system for dealing with appeals, create conditions for the unconditional implementation of constitutional rights in the consideration of appeals, organize systematic monitoring and supervision over the consideration of appeals, establish procedures for registering, summarizing, systematizing, monitoring, and supervising appeals through the establishment of an electronic information system, and widely use modern information and communication technologies in working with appeals.
34. State bodies, organizations, and their responsible officials shall comply with the Constitution and laws of the Republic of Uzbekistan, seek solutions to ensure compliance with the requirements of full, comprehensive, and timely consideration of appeals, respect the violated rights and freedoms of individuals and legal entities, and protect their legal interests. When considering appeals, information about the personal life of individuals, the activities of legal entities, confidential information, and other information that may violate the rights, freedoms, and legal interests of individuals and legal entities, as well as other information that may be classified as state secrets or protected by law, shall not be requested or collected. State bodies, organizations, and their responsible officials shall not disclose additional information requested from individuals, legal entities, or other responsible officials of state bodies, organizations, or other persons, if the requested information does not contain state secrets or other classified information protected by law, does not harm the rights, freedoms, and legal interests of individuals and legal entities, and does not contradict social and state interests. If the requested information does not contain state secrets or other classified information protected by law and does not harm the rights, freedoms, and legal interests of individuals and legal entities, and does not contradict social and state interests, state bodies, organizations, and responsible officials shall provide the requested information within one day. Annex 5.

6.1. Description of GM

35. The PIU's GM will provide a channel for dispute resolution during the implementation of the project. However, the GM serves to complement and NOT replace the existing legal channels, such as Courts, Tribunals and other resource mechanisms for addressing grievances.
36. The GM is designed to improve project outcomes by creating public awareness about the project and its objectives, deterring fraud and corruption, mitigating socio-economic, environmental and personal privacy related risks and providing the PIU with practical solutions and feedback during project implementation.
37. The GM will apply to **ALL** project areas.
38. The targeted audience for the GRM will range from the following:
- Funding Agencies – World Bank's Tashkent Office and Grievance Redress Service (GRS)
 - Project Workers – Direct and Indirect ones
 - Contractors and Subcontractors
 - Project beneficiaries and their related institutions
 - The General Public and affected communities

39. It is anticipated that the GRM will be robust enough to address conflicts and complaints across the above-described scales with the intention of minimizing or preventing escalation to other existing legal channels, such as Courts, Tribunals and other mechanisms for addressing grievances.

6.2. Structure of GM

40. While the UTG has a national GM system established to deal with complaints that arise from the everyday functioning of the gas sector, this project GM will address complaints and grievances that are **SPECIFIC** to the project. This GM will be uniformed and centralized to allow for affected stakeholders to express their grievances and receive a response in a timely manner. Separate GM will be established to address any sexual exploitation & abuse and harassment related complaints.

41. During consultations, stakeholders will be informed of the GRM in place, as well as the measures put in place to protect them against any reprisal for its use.

6.3. Grievance Procedure.

42. The following outlines the procedures for the GRM in Table 6.

Table 6: Grievance Procedure

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	Grievance Mechanism Structure: <ol style="list-style-type: none"> 1. PIU, working office of Contractor, local makhalla committee, and district khokimiyats; 2. PIU secretariat in Tashkent; 3. Economic Court. 	Regularly	PIU Social Specialist/GRM focal point
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none"> • telephone hotline: +998 (71) 202-10-12 • social media channels: <ul style="list-style-type: none"> https://t.me/uztg_uz https://www.facebook.com/uztransgaz.uz/ https://www.youtube.com/channel/UCNFs0WsXQUPLdm2SmnKCvw?view_as=subscriber https://my.gov.uz https://pm.gov.uz/uz#/ https://murojaat.gov.uz/oz?organization_id=7143 • E-mail: info@utg.uz • Letter to Grievance focal points at local facilities: Yangi Toshkent, Yukori Chirchik district. Complaint form to be lodged via any of the above channels: <ul style="list-style-type: none"> • Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box: • In UTG offices in the project areas. 	Regularly	PIU Social Specialist/GRM focal point Department of Organizational Control and Appeals
Sorting, processing	Any complaint received is forwarded to PIU Social Specialist/GRM focal point receiving and registering complaints from affected parties; Logged in Grievance Register or a written submission may send to the Project Coordinator via email or in written, and categorized according to the following complaint types:	Upon receipt of complaint	Local grievance focal points

Step	Description of Process	Time Frame	Responsibility
	<ul style="list-style-type: none"> - Complaints relating to performance or quality of deliverables - Relating to infringement/ encroachment of land - Physical injury to persons - Relating to emoluments and payments - Sexual harassment - Privacy concerns due to collection of geospatial data 		
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by PIU manager	Within 2 days of receipt	Local grievance focal points
Verification, investigation, action	Investigation of the complaint is led by PIU Focal Point. A proposed resolution is formulated by complaints and communicated to the complainant by PIU manager	Within 10 working days	Complaint Committee composed of PIU manager, and Social Specialist/GRM Focal points
Monitoring and evaluation	Data on complaints are collected in a logbook and electronic database and reported to PIU manager every quarterly	Quarterly	PIU Social Specialist/GRM focal point
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected weekly as and when complaints are resolved	Weekly	PIU Social Specialist/GRM focal point
Training	Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are consolidated and a Training Plan is drawn as is necessary	Semi-annual/Annual	PIU Social Specialist
If relevant, payment of reparations following complaint resolution	Complaints may be submitted to the PIU at any time after concerns have been brought directly to the attention of PIU Management and after Management has been given an opportunity to respond.	Regularly	Complaint Committee composed of responsible executant

43. The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

44. When relevant, the project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the World Bank ESF Good Practice Note on SEA/SH. The Grievance committee for SEA/SH will include at least one female member. When taking information and registering grievances of a SEA/SH nature the following steps will be strictly followed:

- No identifiable information on the survivor shall be stored in the Grievance Mechanism (GM)
- The GM should not ask for, or record, information on more than the following related to the SEA/SH allegation:
 - The nature of the complaint (what the complainant says in her/his own words without direct questioning);

- If, to the best of the survivor’s knowledge, the perpetrator was associated with the project; If possible, the age and sex of the survivor; and if possible, information on whether the survivor was referred to services.
 - There will be separate case management system to respond to the SEA/ SH case.
 - The above services will be offered even if a survivor does not wish to file a formal complaint or if the complaint is not related to the project before closing the case.
45. In addition, Labor GM mechanism will be adopted and will allow workers to raise concerns and grievances related to their employment conditions and ensures that these issues are addressed promptly and fairly.
46. The Labor GM will be accessible to all project workers and provides multiple channels for submitting grievances, including anonymous complaints. The Labor GM is described in detail in the Labor Management Procedures.
47. The World Bank and the UTG do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

7. MONITORING AND REPORTING

7.1. Summary of how SEP implementation will be monitored and reported

48. Monitoring reports documenting the implementation of the SEP, and other E&S measures and requirements, will be prepared by the PIU’s E&S specialists hired under the project for submission to the UTG. These reports will also include a section regarding the management of grievances.
49. During the Project implementation phase, the prepared semi-annual and annual reports on the management of E&S issues; these reports will include an update on the implementation of the stakeholder engagement activities and include indicators in Table 4. Semi-annual reports will be used to develop the annual reports reviewed by the PIU project manager. These reports will be shared with the World Bank.

Table 4: Stakeholder Engagement indicators to be documented in progress reports

Engagement with Affected parties	Number and location of different meetings with affected parties conducted when the situation allows.
	Number of men and women that attended each of the meetings above.
	Minutes of meetings, summarizing the views and comments of attendees, actions agreed upon with them, and the status of those actions, will be annexed to the reports.
Engagement with other stakeholders	Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, private sector, UN agencies, CBOs).
	Issues raised by stakeholders, actions agreed upon with them, and the status of those actions
	Minutes of meetings will be annexed to the semi-annual and annual reports.
Grievance Mechanism	Number of grievances received from affected people, workers, external stakeholders etc.
	Number of grievances that have been (i) filed, (ii) resolved, (iii) closed, and (iv) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.

	Average time of complaint resolution process, disaggregated by gender of complainants and categories of complaints.
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7.2. Reporting back to stakeholder groups

50. The SEP will be periodically revised and updated as necessary in the course of project implementation. Semi-annual and annual summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to the senior management of the project. The Semi-annual and annual summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways: face-to-face and virtual meetings with individuals and when the situation allows; consultation events as the situation allows; updates on the project website and social media pages; as appropriate through electronic and print media etc. Feedback received through the GM will be responded to in writing and verbally, to the extent possible. Phone calls will also be used to respond to stakeholders whose telephone numbers are available.

ANNEXES

Annex 1. Summary of the public consultations

Comments / Question	Feedback / Response
<p>Representative of the Ministry of Economy and Finance:</p> <p>The Ministry inquired about the expected timeline for the signing of the grant agreement, noting that the Government of Uzbekistan is planning to participate in COP30 — the UN Climate Summit to be held in Brazil — and that it would be highly desirable to finalize the agreement prior to this event. This point was conveyed by the Ministry during the meeting with the World Bank team.</p>	<p>At present, the project is at the appraisal preparation stage. The development of the Environmental and Social Framework (ESF) documentation is expected to be completed by the end of October, after which the appraisal process is anticipated to commence in November. Subsequent stages of project processing and finalization will proceed in accordance with the World Bank’s internal procedures and approval timelines.</p>
<p>Representative of the Committee for Industrial, Radiation, and Nuclear Safety:</p> <p>The Committee emphasized the importance of conducting a HAZOP (Hazard and Operability) analysis and other relevant industrial safety assessments during the project design stage to ensure that potential risks are comprehensively identified and mitigated. It was also highlighted that capacity development activities should form an integral part of the project to strengthen institutional knowledge and operational safety practices.</p>	<p>The project is planned to be implemented within the existing facilities of UTG, where all applicable internal procedures, industrial safety requirements, and regulatory standards will be strictly observed. Furthermore, targeted capacity-building initiatives will be undertaken to enhance the competencies of personnel and ensure full compliance with safety and regulatory frameworks.</p>
<p>Representative of the Ministry of Ecology, Environmental Protection, and Climate Change of the Republic of Uzbekistan:</p> <p>The Ministry acknowledged the positive environmental benefits expected from the project and emphasized that, in accordance with national legislation, all projects must undergo a mandatory environmental assessment prior to commencement. It was further recommended that Environmental Impact Assessments (EIAs) be conducted not only at the national level but also at the regional level, in the areas where project activities will be implemented.</p>	<p>The project’s negative environmental impact is expected to be minimal, as it mainly involves minor repair works within existing gas transmission infrastructure. Nevertheless, all required environmental assessments and procedures will be conducted in full compliance with national legislation and World Bank ESF requirements. The project team will ensure that both national and regional environmental authorities are engaged during implementation.</p>

Annex 2: Photo evidence from the past stakeholder engagement meeting from (Yangi Toshkent, Yukori Chirchik, Tashkent region, October 3, 2025)



Annex 4: Invitation letter from Uztransgaz JSC to stakeholders



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№ 04-12/3-225/4936

2025 yil "30" 09

**O‘zbekiston Respublikasi moliya
va iqtisodiyot vazirligiga**

**O‘zbekiston Respublikasi
energetika vazirligiga**

**O‘zbekiston Respublikasi
Kambag‘allikni qisqartirish va
bandlik vazirligiga**

**O‘zbekiston Respublikasi
Ekologiya, atrof-muhitni
muhofaza qilish
va iqlim o‘zgarishi vazirligiga**

**Sanoat, radiasiya va yadro
xavfsizligi qo‘mitasiga,**

**O‘zbekiston mahallalari
uyushmasiga**

Oila va xotin-qizlar qo‘mitasiga

Yoshlar ishlari agentligiga

O‘zbekiston Respublikasi Prezidentining 2022-yil 2-dekabrda PQ-436-son qarori ijrosini ta’minlash maqsadida “O‘ztransgaz” AJ tomonidan “Magistral gaz uzatish tizimida energiya samaradorligini oshirish va gaz yo‘qotilishini kamaytirish” loyihasi amalga oshirilmoqda.

Ushbu loyiha Jahon bankining texnik ko‘magi va grant mablag‘lari asosida 2023-yildan boshlab bosqichma-bosqich amalga oshirilmoqda.

Birinchi bosqich (2023–2024 yillar): Pilot loyiha doirasida kompressor stansiyalarida dastlabki tekshiruvlar o‘tkazilib, metan chiqish holatlari aniqlandi va maqsadli ta’mir ishlari amalga oshirildi.

Ikkinchi bosqich (A va B, 2024–2025 yillar): Jahon banki grant mablag‘lari hisobidan “A” bosqichda kompressor stansiyalari va magistral quvurlarda texnik inspeksiya ishlari amalga oshirildi. Joriy yilning III choragidan boshlanadigan “B” bosqichi doirasida barcha qolgan kompressor stansiyalari va muammoli magistral quvurlarda inspeksiya ishlari rejalashtirilgan.

Uchinchi bosqich (2025–2030 yillar): Jahon bankining GFMR fondidan grant mablag‘lari jalb etilishi rejalashtirilgan bo‘lib, ushbu bosqichda keng ko‘lamli tadbirlar amalga oshiriladi.

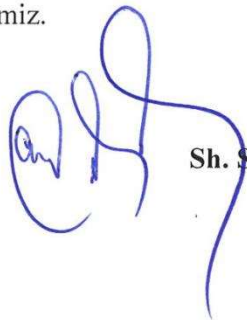
Loyihaning ijtimoiy ahamiyati va Jahon banki talablariga muvofiq, uni amalga oshirish jarayonida atrof-muhit va ijtimoiy ta’sirlarni baholash, xavfsizlik choralarini ta’minlash hamda manfaatdor tomonlar bilan ochiq muloqotni yo‘lga qo‘yish belgilangan.

Shu munosabat bilan, loyihaning atrof-muhit va ijtimoiy ta’sirlari, xavfsizlik choralari va manfaatdor tomonlar fikrlarini muhokama qilish maqsadida 2025-yil 3-oktabr kuni soat 15:00 da “O‘ztransgaz” AJ ijroiya apparati binosida uchrashuv o‘tkazilishi rejalashtirilgan.

Siz rahbarlik qilayotgan vazirlik, qo‘mita va uyushmadan ushbu uchrashuvda ishtirok etish uchun tegishli mutaxassislarni (F.I.Sh. va lavozimi ko‘rsatilgan holda) yuborishda amaliy yordam berishingizni so‘raymiz.

Hurmat bilan,

Boshqaruv raisi o‘rinbosari v.b.



Sh. Safarov

Annex 5. Example Grievance Submission Form

Grievance Form			
Grievance reference number (to be completed by GRM Focal Point):			
Contact details (maybe submitted anonymously)	Name (s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Uzbek	<input type="checkbox"/> Russian	<input type="checkbox"/> other _____
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like the Employment Support Center or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of Focal Point person assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Completion			
Final resolution (briefly describe)			
	Short description	Accepted? (Y/N)	Acknowledgment signature
1 st proposed solution			
2 nd proposed solution			
3 rd proposed solution			