

GENDER ACTION PLAN

Activity	Target Indicators	Responsibility
Output 2: Operations manual adopted and loss reduction operations strengthened.		
PMU recruits Social and Gender Specialist/Focal Point by end of 2016	A social/gender specialist/focal point designated in PMU	Uzbekenergo/PMU
Training Centers made available for PES staff training by the beginning of 2018.	Agreements between UE/PES and local khokimiyats to allow Uzbekenergo to use the training centers: one for Ferghana Valley, and another for Surkhandarya and Kashkadarya Regions	Relevant PES and local government Uzbekenergo/PMU
Training modules on AEM system for UE staff engendered by 2018	At least 10 Training modules developed with 50% of them engendered such as: (i) billing system, (ii) communication in AEM systems, (iii) databases, (iv) validation and balancing strategies, (v) impact on commercial procedures.	Project implementation consultant, Uzbekenergo/PMU, PES
Staff training undertaken on AEM system by 2020	Staff of 88 district service centers are trained (including 20% of staff to be trained are women for the engendered modules)	Turnkey contractor, Project implementation consultant, Uzbekenergo/PMU, PES
Cooperation mode between UE and State University (Energy department) determined and formalized by 2017.	Relevant Curriculum (Bachelor/Master) revised, updated and engendered Female-students incentive mechanisms developed and introduced (30% quotas, stipends, etc.) (baseline: 21%)	Uzbekenergo/HR division, PMU, State University
Output 3: Customer service for end-users improved.		
Each district service centers have gender-balanced customer service by 2019	Module on gender-balanced customer services developed Training on gender-balanced customer service implemented Trained staff operate at the district service centers (20% of staff being women)	Uzbekenergo/PMU, PES Uzbekenergo/PMU/PES PIC Uzbekenergo/PMU/PES PIC

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Engendered public information program developed, training provided, and implemented by 2018.	<p>Module for gender issues in social advertisement and public information program developed (one for visual and one for printing advertisements)</p> <p>Training for relevant specialists of Uzbekenergo responsible for gender issues in advertisement and public information program conducted (public relations department, PES staff)</p> <p>Engendered brochures on energy efficiency and consumer rights developed and disseminated in each district service center and interested makhallas.</p> <p>Engendered media advertisement on energy efficiency and consumer rights developed and broadcasted regularly (at least 2 media advertisement products).</p> <p>Energy efficiency campaign in each relevant makhalla of the project regions conducted.</p>	<p>Uzbekenergo/PMU/PR Dept, PIC</p> <p>Uzbekenergo/PMU/PES PIC</p> <p>Uzbekenergo/PMU/PES PIC</p> <p>Uzbekenergo/PMU/PES PIC</p> <p>Uzbekenergo/PMU/PES PIC</p>
Engendered customer feedback and complaint redress mechanism established and implemented by 2018.	<p>Customer feedback and complaint redress mechanism procedures developed has a gender-sensitive approach.</p> <p>Staff training provided on customer feedback and complaint redress mechanism at district service centers (88 centers) (at least 20% of trainees are women)</p> <p>Each district service center assigns staff dealing with customer feedback and complains (at least 20% of staff are women).</p> <p>10% of 88 District Service Centers to conduct at least 1 Focus Group Discussion (FGD) (10 women per group) towards the end of the project, to receive customer feedback of Uzbekenergo's gender inclusivity approaches under the project GAP.</p>	<p>Uzbekenergo/PMU/PES</p> <p>Uzbekenergo/PMU/PES PIC</p> <p>Uzbekenergo/PMU/PES</p> <p>Uzbekenergo/PMU/PES</p>

Note: Indicator/target to be included/reflected in DMF at Output level to constitute 50% for EGM

AEM = advanced electricity metering; PES = Territorial Distribution Enterprises; PIC = project implementation consultant; PMU = project management unit; PR = public relations