

BAIKONUR JSC/AKIMAT/KYZYLORDA TAZALYGY

# Kyzylorda Waste Management Project

## Livelihood Restoration Plan

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20.5.2016

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## 1 Project overview

Solid Waste Management presents a significant challenge to Kazakhstan. The country has been reported to have accumulated 23 billion tons of wastes and continues to produce up to 700 million tons annually. Out of this amount as much as 97 % are being landfilled, whereas only 3 % is being recycled.<sup>1</sup> The majority of the landfills do not meet basic sanitary and environment protection regulations.

The authorities of the Kyzylorda Oblast of the Republic Kazakhstan are planning to establish a modern integrated waste management facility in Kyzylorda, which will include a modern mechanical and biological solid waste treatment plant (the “MBT”) combining waste separation and recycling and generation of “green” energy via modern and applicable method and a new sanitary landfill for the remaining waste (the “Facilities”).

The Project will also involve closure of the existing landfill (dump site) in appropriate manner and an evaluation of the amount of collection vehicles needed for the City.

Modern technologies will be used at the Facilities to maximise the efficiency of the waste processing. The establishment of such Facilities would allow Kyzylorda to move away from the current uneconomic practices that have resulted in the accumulation of environmentally hazardous and non-compliant landfills. Additionally, it will result in lower CO<sub>2</sub> and methane emissions and will safeguard renewable and non-renewable resources.

The Kyzylorda Oblast requested the European Bank of Reconstruction and Development (“EBRD”) to provide financing to construct the above described Facilities. EBRD will provide a loan to TOO Kyzylorda Tazalygy (further, “Company”) wholly owned by the Akimat of Kyzylorda Oblast.

The project is supported by the Government of Finland.

## 2 Project scope and objective

The project includes establishing a modern integrated waste management facility in Kyzylorda with a modern mechanical and biological solid waste treatment plant (the “MBT”) combining

- waste separation
- recycling
- generation of “green” energy via the process of anaerobic digestion
- a new sanitary landfill for the remaining waste.

The City of Kyzylorda is located in the Southern Part of Kazakhstan on the northern bank of Syrdarya river, as seen in Exhibit 1.

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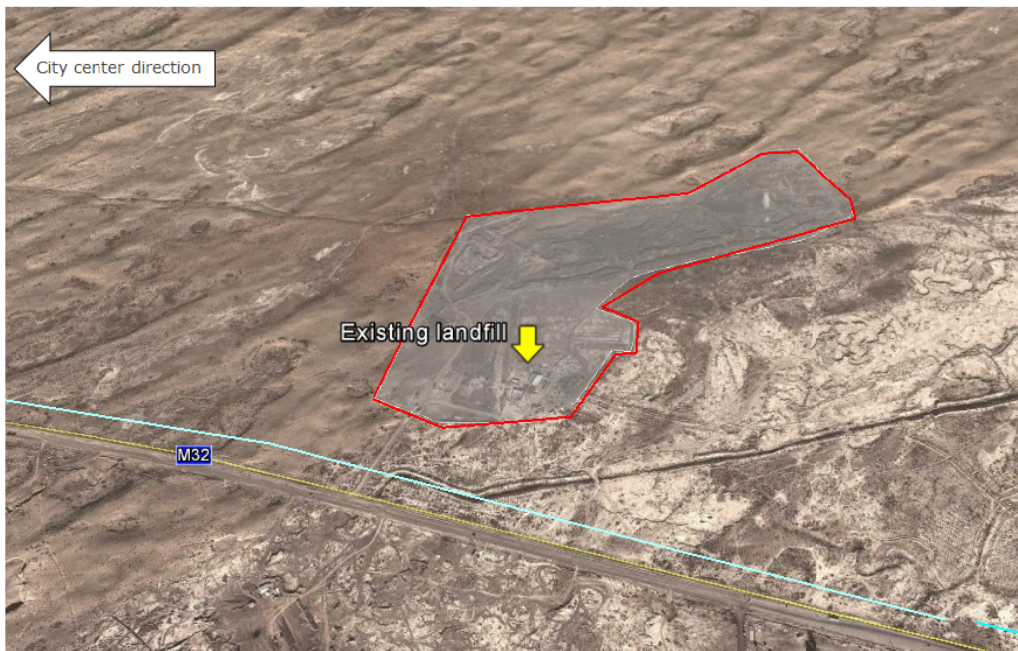
<sup>1</sup> Andrew P. Beklemishev, Kazakhstan Country Report, Global Information Society Watch, 2010: <[http://www.giswatch.org/sites/default/files/gisw2010countrykazakhstan\\_en.pdf](http://www.giswatch.org/sites/default/files/gisw2010countrykazakhstan_en.pdf)>



*Exhibit 1 Location of Kyzylorda City*

The project area is defined as follows:

- the new landfill and MBT plant site, including the road areas in its vicinity
- the existing landfill, including the road areas in its vicinity (Exhibit 2)
- the whole city waste collection and transportation

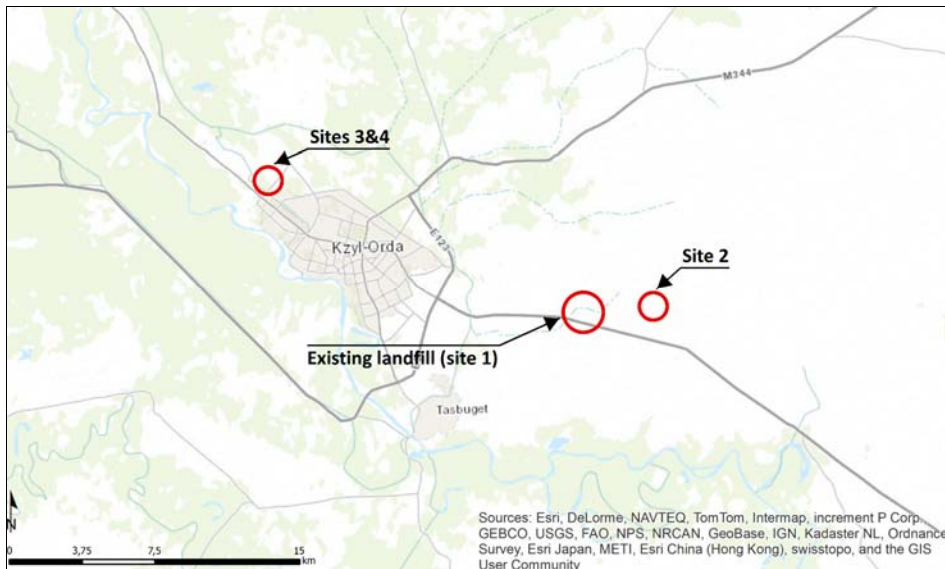


*Exhibit 2 Municipal solid waste landfill*

The operating official landfill is located within the city boundaries. The closest settlement, Belkol village, is situated 3 km to the east. "Samara-Shimkent" motor

road is located ca. 1.2 km to the north-east. The total area of the landfill is ca. 40 ha.

Several alternative locations were evaluated. Of the four alternatives presented in Exhibit 3, the selected one for further planning is Site 2. It is located 3.7 km east of the existing landfill. No restraining factors such as resettlement needs, open water sources, industrial or other activities were identified within the 1 000 m sanitary zone. Based on GIS mapping, no sanitary buffer zone risks were identified. Site 2 was selected for further planning and design of the facilities, being the most feasible site and the one that best complies with the relevant requirements.



*Exhibit 3 Sites identified in cooperation with Akimat of the City of Kyzylorda and the Land Institute*

In contrast to the existing landfill, the new landfill area will be closed from outsiders, which effectively ends the current informal waste-picking. The separated materials will be recycled in a systematic process at the new facility, and this necessitates workforce, which in turn provides employment possibilities to the waste-pickers. These will be further elaborated in this Livelihood Restoration Plan.

The project also entails the closure of the existing landfill in accordance with international environmental and sanitary standards. With the closure, the land will be sealed with a layer of soil, marked with “No entry” signs, and closed for entrance from outsiders.

MBT is a generic term for an integration of several mechanical processes commonly used in other waste management facilities such as Materials Recovery Facilities (MRFs), composting or Anaerobic Digestion plant. An MBT plant can incorporate a number of different processes in a variety of combinations. Here, the MBT plant is intended to include a diversion of non-biodegradable and biodegradable Municipal Solid Waste (MSW) going to the landfill, through mechanical sorting of MSW to recover materials for recycling and a biodegradable fraction to produce biogas.

The overall objective of the investment is to improve service, efficiency and environmental and social compliance of the municipal solid waste management system in Kyzylorda. The Consultant will e.g. develop an efficient Project Implementation Plan, including procurement schedule, and carry out an energy saving and environmental and social analysis (including resource utilisation and the impact on GHG emissions) of the investment programme.

### 3 Requirements for Livelihood Restoration

This Livelihood Restoration Plan (LRP) is part of the efforts to ensure the social sustainability of the Project and to achieve a long term social license to operate. The Livelihood Restoration Plan gives an overview of how the livelihoods connected to the current waste management in Kyzylorda will change and what kinds of employment and livelihood can be provided in the changed system. It is linked to the stakeholder engagement activities outlined in a separate Stakeholder Engagement Plan (SEP). It is based upon a systematic approach helping to maintain constructive relationships with the stakeholders during the implementation of the project. The Livelihood Restoration Plan's aim is to ensure the protection of basic human rights.

All Projects funded by the EBRD are required to meet best international practice and specifically the requirements specified in the EBRD Environmental and Social Policy of 2008. These requirements are described in detail in Policy Requirement (PR) 05 "Land Acquisition, Involuntary Resettlement and Economic Displacement". It applies to e.g. economic displacement resulting from "imposition of restrictions that result in people experiencing loss of access to physical assets or natural resources irrespective of whether such rights of restriction are acquired through negotiation, expropriation, compulsory purchase, or by means of government regulation". In cases where there is economic displacement, LRP shall be made to (Policy Requirement [PR] 05, paragraphs 36-37):

- establish the entitlements of affected persons and communities and will ensure that these are provided in a transparent, consistent and equitable manner
- if the transaction causes temporary or permanent loss of income or livelihood through, for example, interruption or elimination of a person's access to his/her employment or productive assets, regardless of whether the affected people are physically displaced, through LRP the client should promptly compensate economically displaced persons for loss of assets or access to assets. This process should be initiated prior to displacement.
- Where compensation is to be paid by a responsible government agency, the client should collaborate with the agency to help accelerate the payments.

There is a variety of possible compensating mechanisms. These include (Policy Requirement [PR] 05, paragraph 39):

- targeted assistance (for example, credit facilities, training, or job opportunities) and opportunities to improve or at least restore their income-earning capacity, production levels, and standards of living to economically displaced persons whose livelihoods or income levels are adversely affected
- transitional support to economically displaced persons, as necessary, based on a reasonable estimate of the time required to restore their income-earning capacity, production levels, and standards of living.

This Livelihood Restoration Plan follows the example set by EBRD's Livelihood Restoration Framework and thus its objectives are:

- to identify all persons who will be economically displaced due to the project, and whether they include individuals of vulnerable groups (homeless people, elderly, women- or children-headed households)
- to identify the assets and resources that the existing landfill has provided for the affected people
- to provide employment/subsistence to the affected people (in the context and/or in the activities described in this project)

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- to improve the living conditions (e.g. housing) of the affected people, while ensuring the above;
- to improve health and safety of the working conditions of the affected people.

### **4 Economic displacement in the project**

In the course of the project, a preliminary plan and a preliminary E&S Analysis have been conducted. The environmental and social impacts have been identified and scoped. In these reviews it has been concluded that no dwellings will be removed in the course of implementing the plan and therefore, a Resettlement Plan will not be necessary.

However, there are impacts on current employment or livelihoods where we can speak of economic displacement of a number of people. According to the reviews and interviews made, these are approximately 15-20 people who gain their livelihood fully or partly from informal “waste-picking” in the current landfill. Therefore, a Livelihood Restoration Framework shall be formulated and the abovementioned Policy Requirement PR 5 be complied.



*Exhibit 4 Current landfill at Kyzylorda.*

## 5 Project Impacts

### 5.1 Identification of the affected people

The impacts that are most relevant for Livelihood Restoration context are the social and health impacts; respectively those of the existing landfill and of the new facility/system.

**Primary impacts:** The Livelihood Restoration Plan concerns first and foremost the *waste-pickers*, e.g. persons collecting materials such as metals from the landfill and selling them to scrap stores in the village or the city. The impacts to these people immediately connected to the waste management are primary social/socioeconomic impacts of the Project. They will lose their current income. It should, however, be possible to employ many of them in the new waste management centre. These possibilities are elaborated in this Livelihood Restoration Plan.

On the other hand, with the closing of the current landfill, which makes the existing waste-picking practices impossible, the same persons will not be subject to its health risks and hazards, which include making fires at the landfill to separate metals from other materials.

Project impacts have been scoped and assessed primarily by interviews with the waste pickers themselves, on-site. In addition, the holder of the local scrap yard business was interviewed.

**Preliminary profiling of the affected people:** In the on-site interviews, five waste-pickers were interviewed. Their social profiles are presented in Exhibit 7.

The number of people using the landfill for waste collection on a daily basis is according to these interviews on average 10-15 persons a day. On weekends the pickers sometimes amount up to 20 people. The visits and the pickers are more numerous during summer than winter. According to the interviews, the pickers are mainly local people living in the nearest village, Belkole.



*Exhibit 5 A street-view and houses in Belkole village.*

In the past there has been an occasion when people informally lived at the landfill, however, currently that is not the case. At the time, there are no more homeless people living at or nearby the landfill.



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*Exhibit 6 Waste-pickers at work in Kyzylorda landfill.*

## 5.2 Valuation of the assets

The preliminary valuation of the assets was done by interviewing/consultation with the waste-pickers and the scrap yard workers. The most valuable assets gathered are metals, which they resell to the scrap yard in Belkole village or others in Kyzylorda. The pickers earn on average 1000 tenge per kilo of metal, 130-180 tenge per kilo of aluminum. The daily earnings amount to about 1500-3000 tenge. Some also collect different bottles, but clearly metals are the most important and valuable item. The waste pickers at Kyzylorda landfill are represented by men in the middle age group. Based on the interviews with the landfill employees, women rarely visit landfill during weekends, mainly, to help out.

From the interviews, the following table was compiled to provide an estimate of the value of the income (*Exhibit 7*).

Gender, Age group	Employment status	Waste-picking activity	Income from the landfill	Other income to the household	Interest in working in new facility
Male, 45-64	Unemployed	3-4 days a week Mainly metals	1500-2000 tenge/ workday	No	Yes
Male, 25-34	Unemployed ("This is my job")	4-5 days a week Mostly metals; father and elder brother also work here	2000-3000 tenge/ workday, gives 40 000 to support his children	No	"Yes, if the employment is legal"
Male, 45-64	Unemployed	3-4 times/ week; Metals and aluminum	1500-2000 tenge/workday	Yes, family member is working	Yes
Male, 25-34	Employed full time	2-3 times/ week	2000-3000 tenge/workday	salary	Unsure
Male, 45-64	Unemployed	2-3 times/ week Metals, aluminium, bottles	1500 tenge/ workday	No	Unsure

*Exhibit 7 Profiles of the interviewed persons.*

Based on this information, we can estimate that those working full weeks at the landfill can earn up to 60.000 tenge per month, while for most people the earnings would be at about 30-40.000 tenge. It must be noted that these are only rough estimates based on the interviews of the first five people reached. However, the average local monthly income has amounted up to 27 377 tenge per month (Household survey, Kyzylorda, 2014). Average per capita expenditure is 31 129 tenge per month. However, according to the Department of Statistics of Kyzylorda Region, respondents are typically reluctant to provide the data on their real level of income due to the large amount of unregistered income inflows received by respondents; therefore, the amount of expenditures is larger than the amount of incomes. To compare average salary in Kyzylorda Tazalygy has made up as much as 58 783 tenge per month. Thus, the value shall be treated as indicative.

## 6 Livelihood Restoration measures

### 6.1 Objectives of Livelihood Restoration

Closing the current landfill is a necessary part of the planned change in Kyzylorda waste management. The current practices are hazardous to human health, principally to the informal waste-pickers themselves. Also the current waste collection system with its open street collection presents risks to the city population in general. While the need for change seems necessary, it must be noted that working as a waste-picker is many people's free, individual choice.

Here two points from the interviews are relevant. For some, waste-picking is the only available option at the time to earn a living. For others, it is a second complementary source of income, some also point out that they consider it "better than sitting at home".<sup>2</sup> Thirdly, outside of the interviews, it must also be appreciated that the work they do is productive and valuable in its results, as a recycling activity of valuable materials making up for the failure of the authorities to organize these functions in the city/region.

Considering these aspects of the informal work will be important to the recommendations made in following chapter.

### 6.2 Livelihood Restoration as targeted assistance

The main Livelihood Restoration measures are those of **targeted assistance**:

- to provide employment to the affected people in local waste management/recycling
- to provide the necessary training in order to improve their long-term capacity to work in the jobs
- to improve their living conditions (e.g. housing) while ensuring the above
- to improve health and safety of their workplaces

The following proposals are based on the information gathered in interviews and in the Waste Management Project and reviews (EDD, E&S Analysis).

In **waste transportation**, in comparison to the current situation, the new waste management system will open up job opportunities. The net transportation need is prone to increase: there will be separate transportation of biowaste and mixed waste, and the net amount of waste will also likely to grow in line with the projected population growth in Kyzylorda.

In **on-site waste management**, there will be new work tasks dealing with the Mechanical treatment and biological solid waste treatment plant (MBT). The workflow will most likely include a manual phase (sorting out the biggest items, electronics, cardboard etc.) and a mechanical phase operated with the machinery. The process includes much labor-intensive sorting, carrying, and packing work. It is similar to the work done at the current site by "Ibrayhan I K-LTD", but for the new site, can be planned more systematically. We suggest a section of the Facilities and of the workflow to include a "**dismantling workshop**" for machines and electronics in order to separate metals, other recyclable materials, and potentially toxic materials safely and professionally.

In addition, there will also be work for reception and office workers, cleaning and maintenance, plus security services.

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<sup>2</sup> Similarly, in a study on reform of a waste dump in Bishkek, Kyrgyzstan, the interviewed waste-pickers speak positively of the "freedom" and "security" of the work, even their "happiness" when they earned well. (Arzieva 2013)

Additionally, **reception and sorting services** at the waste management facility should continue in evening hours. The intention is to make the delivery of waste materials as easy and comfortable to the transport operators and drivers as possible (thus decreasing the risk that they resort to wild dumping of the wastes to the steppe). Also, increasing the contacts between drivers and the facility staff helps diversify the provision of services and secure the functioning of the recycling operations.

As a summary, there will be added workforce needed

- **in manual labor:** recyclable waste separation and sorting, dismantling workshop, cleaning and security services
- **in skilled labor:** reception and cashier services, MBT operation, security services
- **at all times of the week:** full-time staff / Weekend guards

For each work task, the appropriate training should be provided (see Exhibit 8). This would be the responsibility of Kyzylorda city, and would best be planned and implemented in collaboration with Kyzylorda Tazalygy.

	<b>Current employment</b>	<b>Potential future employment</b>	<b>Employment requirements / Notes</b>
<i>City waste management Waste transportation</i>	Kyzylorda Tazalygy (owned by the city) personnel, TOO "Kyzylorda Tazalygy", 373 employees	+ More opportunities, with increasing amounts of waste transportation and with the separated biowaste collection	<b>Opportunities:</b> for those with driving licences  <b>Training needs</b>
<i>Work at waste management site (e.g. sorting)</i>	LLP "Ibrayhan I K-LTD" (private company), with 20 employees directly involved in the landfill operation.	+ Added work tasks in * reception and cashier services * MBT operation * CHP operation * recyclable waste separation/ sorting * dismantling workshop * security services * cleaning services * materials transportation	<b>Opportunities:</b> - full-time staff - e.g. Saturday assistants  <b>Diverse training needs</b>
<i>Informal waste-picking</i>	15-20 people	none	

*Exhibit 8 Current employment and potential future employment in Kyzylorda waste management. The potentials connected to the new waste management system are given as estimates.*

### 6.3 Eligibility and Entitlements

Under PR5 of EBRD's guidelines all categories of people will be included in the Entitlement Matrix and will be eligible for targeted assistance. Based on the

conducted interviews waste pickers choose scavenging as their source of income due to the inability to get employed elsewhere, mainly, due to their middle or close to retirement age. Therefore, a special attention will be paid at targeted assistance in future integration to the job market both by providing employment opportunities at the New Facilities and by organizing a training programme providing a vocational education and employment opportunities elsewhere. Special attention will be paid at taking into account such vulnerable groups as those close to retirement age or retired because typically it is hardest for them to get employed and at the same time the level of pensions is not sufficient.

All people exercising informal waste picking at the landfill will be made eligible for the proposed entitlements.

The Preliminary Entitlement Matrix is presented below:

	<b>Entitlement</b>
<i>All PAPs</i>	1) Priority when applying for the job at the New Facilities 2) Participation in the tailored training programme providing for targeted assistance, professional requalification and additional training

*Exhibit 9 Entitlement Matrix*

#### **6.4 Census and Cut-off date**

An independent consultant will organize a census at the operating landfill, village Belkole and local scrap yard in order to register all waste pickers wishing to participate in the Livelihood Restoration Plan and to ensure the registration for all affected people. The Census will also disclose how much time each waste picker spends at the landfill in order to ensure their eligibility to the targeted assistance.

Eligible people will be registered in the journal by the independent consultant that later will be made available to the people responsible for the implementation of the Livelihood Restoration Plan (HR department of Kyzylorda Tazalygy, working group on the Training Programme, implementers of the training programme).

The Census will be open for at least three days (incl. at least one week end day), the information on the cut-off date will be announced at least a week before including using local media. Additionally, the information flyers will be distributed to all dwellers in Belkole, a place where waste pickers reside. In order to ensure a proper dissemination of information between waste pickers they also will be approached both at the landfill and at the local scrap yard shop where they sell metals.

The implementation of the Livelihood Restoration Plan will be carefully monitored and the grievance mechanism will be made known and available for all affected people.

The census will be launched when the training programme is developed, the training possibilities at the new Facilities are available and far in advance before the closure of the existing landfill (beginning of the year 2018).

## 7 Main activities

### 7.1 Success indicators

For the Livelihood Restoration Plan to be successfully implemented, the following steps are needed:

- ensuring that the affected people, and other residents, are informed of the project by due communication and participation practices
- ensuring that the needs of the affected people are taken into account
- further capacity-building/education project that corresponds to the needs charted
- unemployment rate among entitled PAPs has decreased

### 7.2 Capacity-building/education to the affected people

The City Akimat in collaboration with Kyzylorda Tazalygy will proceed and work with the local communicates to devise an education programme suited for the unemployed with relatively low basic education. Some, but not necessarily the entire target group would be waste-pickers. The goal of the education is to provide basic or advanced capabilities in recycling, reuse of materials and the Environmental, Health and Safety aspects in practical waste management or elsewhere. In addition, basic education in office work tasks may be relevant. It shall be aimed at improving the opportunities to get employment in the waste management, recycling and transportation sectors.

Training or vocational education programme shall be developed by and in cooperation between the City's Committee on Labour, Social Protection and Migration of Kyzylorda Region and relevant city authorities. It is advisable to investigate a possibility of launching a programme under the umbrella of the existing regional development programs (for example, Regional Development -2020, Employment - 2020).

Waste pickers shall be prioritized by HR department of Kyzylorda Tazalygy when filling the positions at the Facilities.

Monitoring Committee including an independent consultant shall supervise the implementation of the programme.

### 7.3 Public Information and Participation

Public information and participation shall be secured by a public outreach campaign including:

- **Local meetings** with the affected people in the village of Belkole, operating landfill, at the local scrap yard

In these meetings, the City Akimat in collaboration with Kyzylorda Tazalygy and a selected independent consultant should present the impacts of the new system, and of the potential work opportunities. Also the residents will be consulted as to the education needs connected to the work tasks.

First consultation will be organized after the announcement of the public hearings in order to disclose and distribute the LRP. In order to ensure a proper dissemination of information between waste pickers they will be approached both at the landfill and at the local scrap yard shop where they sell metals. During Consultation Objectives, targets, activities, grievance mechanism, targeted assistance will be carefully explained. Livelihood Restoration Plan will be distributed between waste pickers and made available in the local scrap yard for pick up.

Next meeting will be organized when the training programme is launched, where representatives of the working group accompanied by the independent consultant will approach the waste pickers and explain in-depth how targeted assistance can be received. The training programme must be launched in advance before the closure of the existing landfill.

- **Public consultation** meetings in Kyzylorda town.

Public education and communication campaign on the new waste system of Kyzylorda –including 1) frequent local meetings in the housing areas, and 2) a follow-up of the waste management situation in housing areas and at the waste management centre. In due time concurrent with the project, e.g. local info and discussion meetings twice a year. Preferably, local meetings in different districts of the city, so that they are accessible to all.

- **Flyers (information leaflets)** of the planned waste management system, of the impacts and opportunities, and with contact information.
- **The project and Akimat websites** with the principal relevant information mentioned above.
- **Coverage in the local media ensured by the PIU**

## 8 Public Grievance Mechanism

Kyzylorda City Akimat as an owner of TOO Kyzylorda Tazalygy accepts all comments and complaints associated with the Project and its operations. An example of the Grievance Form is provided in Annex 1 of this document.

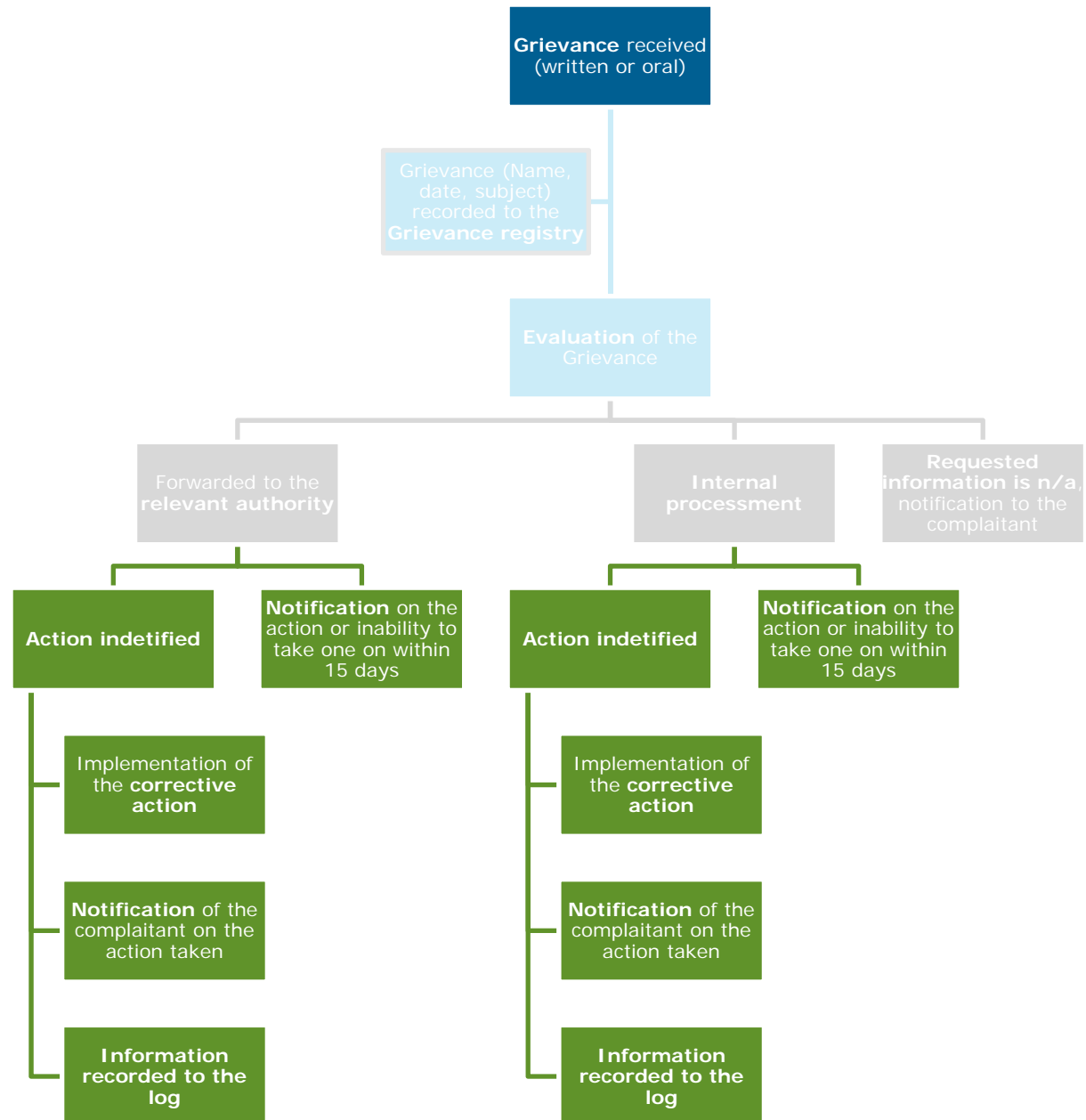
Any person or organization may send comments and/or complaints by phone or via post or email using the contact information provided in Section 8. All comments and complaints will be responded to either verbally or in writing, in accordance with the preferred method of communication specified by the complainant, if contact details of the complainant are provided.

All grievances will be registered and acknowledged within 10 working days and responded to within 30 working days. Individuals who submit their comments or grievances have the right to request that their name be kept confidential.

Akimat will keep a grievance log of all grievances, including those received and addressed by contractors, based on which grievance management reports will be produced and included in the annual environment, health and safety and social reports submitted to the EBRD.

At all times, complainants are also able to seek legal remedies in accordance with the laws and regulations of the Republic of Kazakhstan.

Exhibit 4: Public Grievance Mechanism





## 9 Monitoring and reporting activities

The Company together with Akimat will assume the full responsibility for the due implementation of the Livelihood Restoration Plan and ensure that all necessary activities are conducted in due time and in accordance with the IFI's standard.

Kyzylorda City Akimat will assume the responsibility for the implementation of the Grievance Mechanism.

All complaints will be monthly revised by the assigned Grievance Manager:

Mr. Rysbek Abzal Rysbekuly, email: [abzal\\_0404@mail.ru](mailto:abzal_0404@mail.ru), phone: 8 777 457 66 96.

Kyzylorda City Akimat will commit to answering the complaints in a timely and effective manner.

During the development stage monthly reports shall be delivered to the assigned Monitoring Committee on the progress of the Training Programme and since the launch of the programme the reports on the activities shall be delivered on the quarterly basis.

The Milestones must be made public, for example, via newsletter or notifications on the website.

The Success indicators for the training programme shall include:

- decrease of the unemployment rate amongst the target group

## 10 Responsibilities for delivering the Livelihood Restoration Process

Kyzylorda City Administration shall establish a monitoring mechanism and a responsible Monitoring Committee for a working group developing and implementing a training programme. Working group must consist both of City officials, representatives of Kyzylorda Tazalygy and an independent consultant to ensure that HR of Kyzylorda Tazalygy gives a priority to waste pickers when filling a position, shall there be one available.

Training or vocational education programme shall be developed by and in cooperation between the City's Committee on Labour, Social Protection and Migration of Kyzylorda Region and relevant city authorities. It is advisable to investigate a possibility of launching a programme under the umbrella of the existing regional development programs (for example, Regional Development -2020, Employment -2020).

## 11 References

European Bank for Reconstruction and Development, Environmental and Social Policy as approved by the Board of Directors at its Meeting on 7 May 2014, PR5  
Arzieva, Aikokul (2013): Reforming the Waste Dump in Bishkek with the Intervention of International Development Aid. Central European University, Budapest.

# **Annex 1**

## **Public Grievance Form**



<b>Public Grievance Form</b>	
<b>Reference no.</b>	
<b>Full Name</b> Note: you can remain anonymous if you prefer or request not to disclose your identity to the third parties without your consent	First Name: _____ Last Name: _____ <input type="checkbox"/> I wish to raise my grievance anonymously <input type="checkbox"/> I request not to disclose my identity without my consent
<b>Contact information</b>	<input type="checkbox"/> By post Please, write the address: _____ <input type="checkbox"/> By phone Please, indicate your phone number: _____ <input type="checkbox"/> By email Please, indicate your email address: _____
<b>Preferred language of communication</b>	<input type="checkbox"/> Russian <input type="checkbox"/> Kazakh
<b>Description of incident or grievance</b>  <i>What happened? Where did it happen? Who did it happen to? What is the result of the problem? Source and duration of the problem?</i>	
<b>What would you like to see happen to resolve the problem?</b>	

<b>Date of incident/grievance</b>	dd/mm/yyyy <input type="checkbox"/> One time incident/grievance <input type="checkbox"/> Happened more than once (how many times? _____)I <input type="checkbox"/> On-going (currently experiencing problem)
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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return this form to:

Kyzylorda City Akimat

Contact person: Mr. Rysbek Abzal Rysbekuly,

email: [abzal\\_0404@mail.ru](mailto:abzal_0404@mail.ru), phone: 8 777 457 66 96.