



Ecoline
International

DUSHANBE SUSTAINABLE URBAN DEVELOPMENT PROJECT (DSUDP)

Environmental and Social Management Framework (ESMF) &
Environmental and Social Impact Assessment (ESIA) for Solid
Waste Collection System, and for Landfill in Dushanbe

Contract No: TJ-SUE SMART CITY-410935-CS-CQS

STAKEHOLDER ENGAGEMENT PLAN

September 2025



Ecoline
International

DUSHANBE SUSTAINABLE URBAN DEVELOPMENT PROJECT (DSUDP)

Environmental and Social Management Framework (ESMF) &
Environmental and Social Impact Assessment (ESIA) for Solid
Waste Collection System, and for Landfill in Dushanbe

Contract No: TJ-SUE SMART CITY-410935-CS-CQS

STAKEHOLDER ENGAGEMENT PLAN

Prepared by:

**Ecoline International Ltd.
(Sofia, Bulgaria)**



Ecoline
International



Director: Dr. Maia Gachechiladze-Bozhesku
Mob.: +380951100727 /+ 359876 63 0522
E-mail: mgachechiladze@ecoline-int.org

In cooperation with:

**Peshsaf NGO
(Gissor, Tajikistan)**



Director: Ruslan Shukurov
Mob.: + 992 778888752
E-mail: office@flagman.tj

Prepared for:

SUE Smart City under the Dushanbe City Hukumat

© Ecoline International Ltd., 2025

All rights reserved.

Any use of the full text or any part thereof requires acknowledgement of document as a source



DETAILS OF DOCUMENT PREPARATION AND ISSUE:

Version	Issue Date	Description
1	5 May 2025	Draft report for review by the Client (SUE "Smart City") and the World Bank
2	30 May 2025	Draft report revised in response to the Client's comments
3	24 June 2025	Final Draft Report revised in response to the comments from the Client (SUE Smart City) and the World Bank
4	13 September 2025	Final Draft Report revised in response to the comments from the Client (SUE Smart City) and the World Bank

LIST OF ABBREVIATIONS

DEU	Road Maintenance Department
DSUDP	Dushanbe Sustainable Urban Development Project
E&S	Environmental and Social
EIA	Environmental Impact Assessment
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standard
GFP	Grievance Focal Point
GM	Grievance Mechanism
GMG	Grievance Management Group
GRS	Grievance Redress Service
ISWM	Integrated Solid Waste Management
PIG	Project Implementation Group
SEP	Stakeholder Engagement Plan
SUE	State Unitary Enterprise
SWM	Solid Waste Management
SWMS	Solid Waste Management System
WB	World Bank
ZHEU	Housing Maintenance Departments

TABLE OF CONTENTS

1	INTRODUCTION. DUSHANBE SUSTAINABLE URBAN DEVELOPMENT PROJECT	6
2	DEVELOPMENT OF AN INTEGRATED SYSTEM FOR SOLID WASTE MANAGEMENT IN DUSHANBE	6
2.1	BACKGROUND INFORMATION	6
2.2	PROJECT AREA	7
2.3	THE EXISTING SOLID WASTE MANAGEMENT SYSTEM: BACKGROUND INFORMATION	10
3	STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE REQUIREMENTS	12
3.1	NATIONAL LEGAL REQUIREMENTS OF THE REPUBLIC OF TAJIKISTAN	12
3.2	ENVIRONMENTAL AND SOCIAL STANDARDS (ESSs) OF THE WORLD BANK.....	14
4	STAKEHOLDER ENGAGEMENT EXPERIENCE	15
4.1	GENERAL STAKEHOLDER ENGAGEMENT PRACTICE OF SUE “SMART CITY”	15
4.2	ENGAGEMENT RELATED TO THE SOLID WASTE COLLECTION SYSTEM AND DUSHANBE LANDFILL	16
4.3	STAKEHOLDER ENGAGEMENT HELD TO INFORM THE PREPARATION OF THE ESMF AND ESIA.....	19
5	STAKEHOLDER IDENTIFICATION AND ANALYSIS	24
5.1	STAKEHOLDER IDENTIFICATION METHODOLOGY	24
5.2	STAKEHOLDER ANALYSIS	24
6	PRELIMINARY STAKEHOLDER ENGAGEMENT PROGRAMME.....	29
7	GRIEVANCE MECHANISM	37
8	MONITORING, EVALUATION AND REPORTING	40
	ANNEX 1. LIST OF PUBLIC ORGANIZATIONS POTENTIALLY INTERESTED IN THE PROJECT	41
	PUBLIC ORGANIZATIONS WITH AN ENVIRONMENTAL FOCUS.....	41
	SOCIAL ORGANIZATIONS WITH A PRONOUNCED GENDER AGENDA	42
	ANNEX 2. SAMPLE PUBLIC GRIEVANCE FORM.....	43
	ANNEX 3. SAMPLE PUBLIC ENGAGEMENT LOGBOOK.....	44
	ANNEX 4. SAMPLE GRIEVANCE LOGBOOK	44
	Figure 1. Overview map	8
	Figure 2. Boundaries and administrative division of Dushanbe city	9
	Figure 3. Location of Dushanbe municipal landfill and adjacent settlements	10
	Figure 4. Organisational chart of existing Dushanbe SWMS	12
	Figure 5. GM flowchart.....	39
	Table 1. Examples of general stakeholder engagement practice of SUE “Smart City”	15
	Table 2. Project related stakeholder engagement activities held by SUE “Smart City” in 2025	17
	Table 3. Meetings and interviews held by the E&S Consultant within the E&S studies.....	20
	Table 5. Stakeholder identification and analysis. Parties potentially affected by the Project and Subprojects.....	25
	Table 5. Stakeholder identification and analysis. Other stakeholders that may be interested in the project.....	27
	Table 6. Preliminary Stakeholder Engagement Programme	30

1 INTRODUCTION. DUSHANBE SUSTAINABLE URBAN DEVELOPMENT PROJECT

The Government of Tajikistan and the State Unitary Enterprise (SUE) “Smart City”¹ (the Client) are preparing the Dushanbe Sustainable Urban Development Project (DSUDP, P179630), that is aligned with the policies and requirements of the World Bank (WB). The DSUDP aims at developing a solid waste management system and corresponding institutional capacity in Dushanbe city. It is designed to address key issues in the city's waste collection, treatment, and disposal system, focusing on a more environmentally friendly and sustainable path of urban development.

DSUDP includes the following main components:

Component 1: Improving Solid Waste Collection Efficiency (US\$17 million):

This component envisages upgrading waste collection points in Dushanbe, vehicles and equipment for waste collection and transportation in accordance with minimum standards, improving the quality of waste collection services by upgrading the system, introducing new technologies and implementing pilot programs for separate waste collection at the source of its generation and composting.

Component 2. Solid Waste Treatment and Disposal (\$17 million):

Modernization and reconstruction of the solid waste landfill serving the city of Dushanbe to improve its environmental performance, contribute to the mitigation of climate change impacts and more efficient use of the resource value of waste.

Component 3. Strengthening Institutional Capacity (US\$5 million):

This component will strengthen institutional capacity for solid waste management in Dushanbe and improve management efficiency within an adequate policy framework.

Component 4: Project Management Support (\$1 million):

Coverage of additional operating costs associated with the work of the Project Implementation Unit (PIU) and project management consultants.

2 DEVELOPMENT OF AN INTEGRATED SYSTEM FOR SOLID WASTE MANAGEMENT IN DUSHANBE

2.1 Background information

Within the framework of the DSUDP, it is planned to establish an Integrated Solid Waste Management System (ISWMS) for the city of Dushanbe (hereinafter referred to as the “Project”).

The proposed **Project** aims at addressing financial and operational challenges in Dushanbe’s solid waste sector through a series of capital and institutional measures and will promote financial and social sustainability of operations in the waste management system.

The **Project** is intended to improve the solid waste collection system in Dushanbe and expand the municipal landfill. Accordingly, two Feasibility Studies (FS) are being developed:

- FS of proposed improvements to the solid waste collection system, including charging and billing for services in Dushanbe (**Workstream A**);

¹ State Unitary Enterprise (SUE) “Smart City. <https://dsc.tj/ru/glavnaya/>

- FS of investments in the reconstruction of the solid waste landfill in Dushanbe (**Workstream B**).

Since the implementation of the **Project** requires receiving a loan from the WB, it is necessary to:

1. Develop an Environmental and Social Management Framework (ESMF) for the municipal solid waste (MSW) collection system of Dushanbe City (**Workstream A**), and
2. Conduct an Environmental and Social Impact Assessment (ESIA) of the project for the Expansion of the Municipal Solid Waste Landfill in Dushanbe (**Workstream B**).

The preparation of the ESMF and ESIA was assigned to Ecoline International Ltd. and NGO Peshsaf (collectively referred to as the Environmental and Social (E&S) Consultant, or “E&S Consultant”). The Project is developed in line with the WB’s Environmental and Social Framework, which requires the implementing agencies to meaningfully engage with stakeholders. To effectively implement this engagement, this **Stakeholder Engagement Plan** (SEP) has been developed. The SEP aims at establishing an open, meaningful dialogue with stakeholders on the E&S aspects of the Project. The SEP includes the following sections:

- a brief description of the Project (to be updated when new information emerges);
- a summary the national legal framework and requirements of the WB relative to stakeholder engagement;
- identification of stakeholders, with specific attention to the population that can be affected by the Project and to vulnerable groups who may be disproportionately affected by the Project due to their vulnerable status;
- development of a stakeholder engagement programme to ensure timely and appropriate delivery of E&S information on the Project to stakeholders, as well as the creation and maintenance of feedback channels for organising and developing meaningful dialogue at all stages of the Project life cycle;
- definition of means and methods of meaningful stakeholder engagement, taking into account social and cultural characteristics;
- proposing a procedure or a mechanism for receiving, registering, and addressing grievances and suggestions from stakeholders.

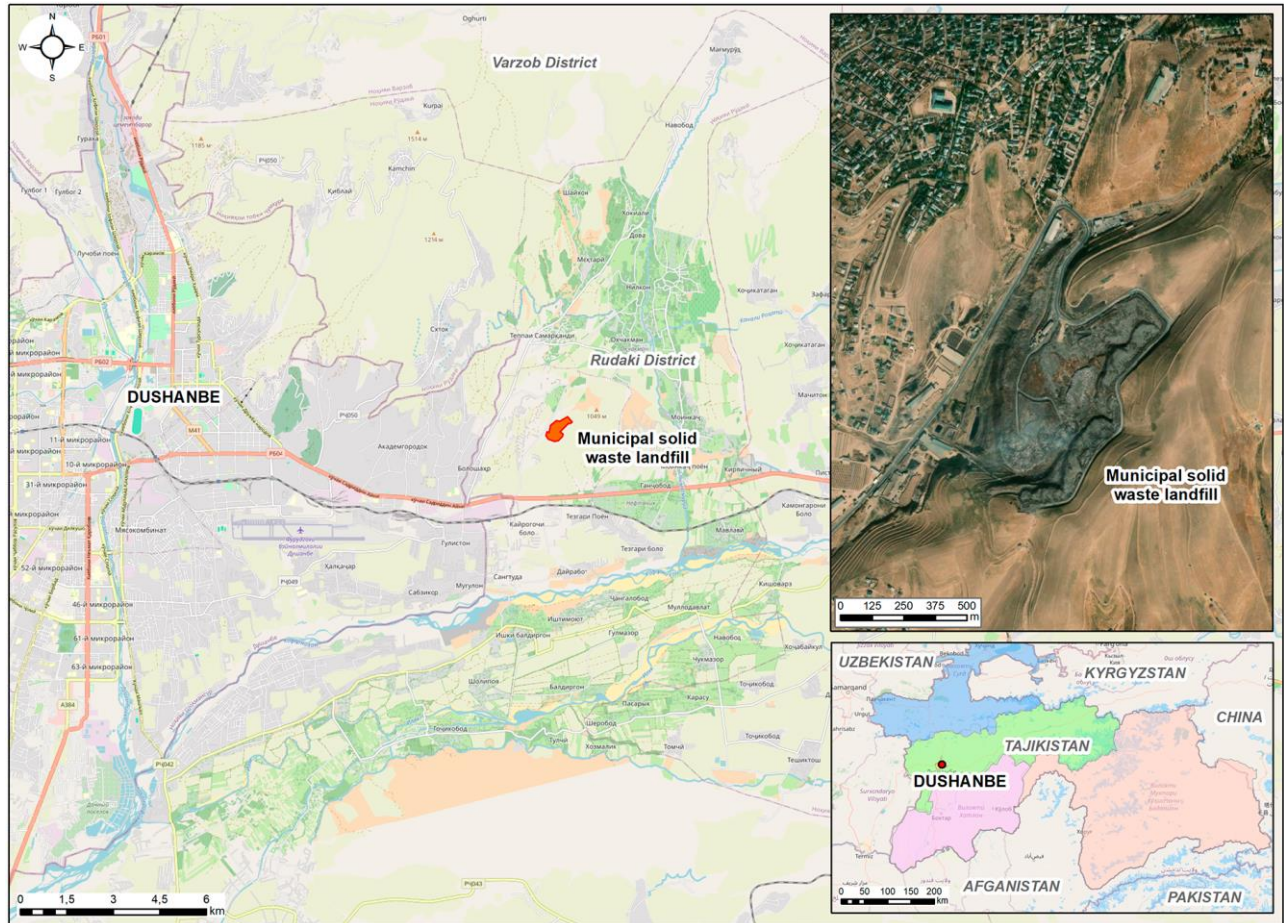
The SEP is a “living” document that will be regularly reviewed, supplemented, and/or modified as the Project progresses. This version of the SEP and all subsequent versions will be disclosed to ensure that all stakeholders can effectively participate in the consultation process and the evolving dialogue.

2.2 Project area

The Project area includes:

- the entire territory of Dushanbe city, and
- the municipal solid waste landfill of Dushanbe city, located in Rudaki district.

The overview map is presented below (**Figure 1**).



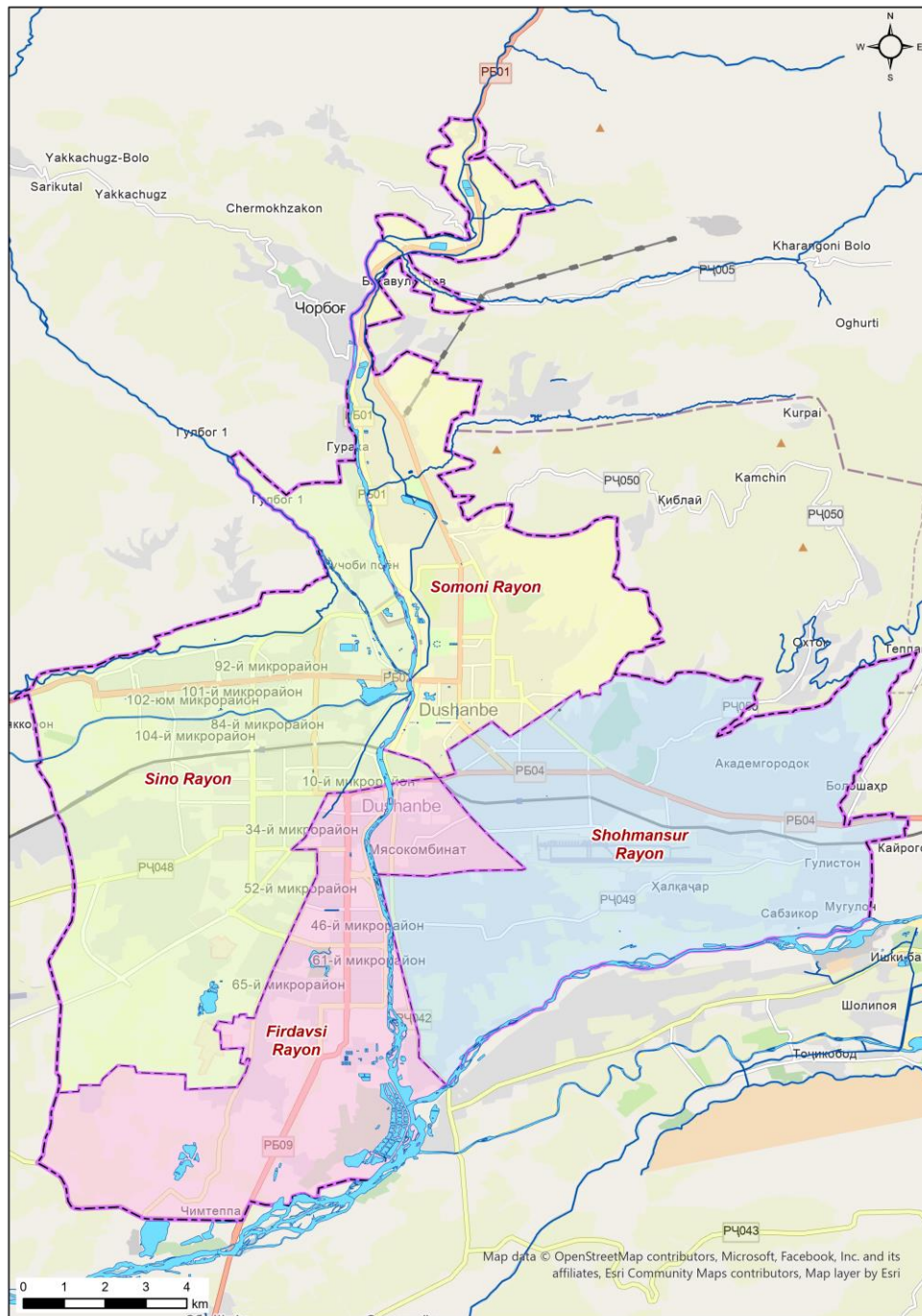
Prepared by E&C Consultant based on open-source data, 2025

Figure 1. Overview map

2.2.1 Dushanbe city

Since this Project deals with the management of solid waste in Dushanbe, the city is considered as a source of waste generation. The city collects and removes waste, and partially processes it.

The territory of Dushanbe is divided into four administrative districts: Somoni, Firdovsi, Shokhmansur, Sino (**Figure 2**). In 2020, some territories of the rural district of Rudaki were joined to the city, which led to an increase in the city's population by almost a third and, accordingly, made its own changes to the solid waste management system.

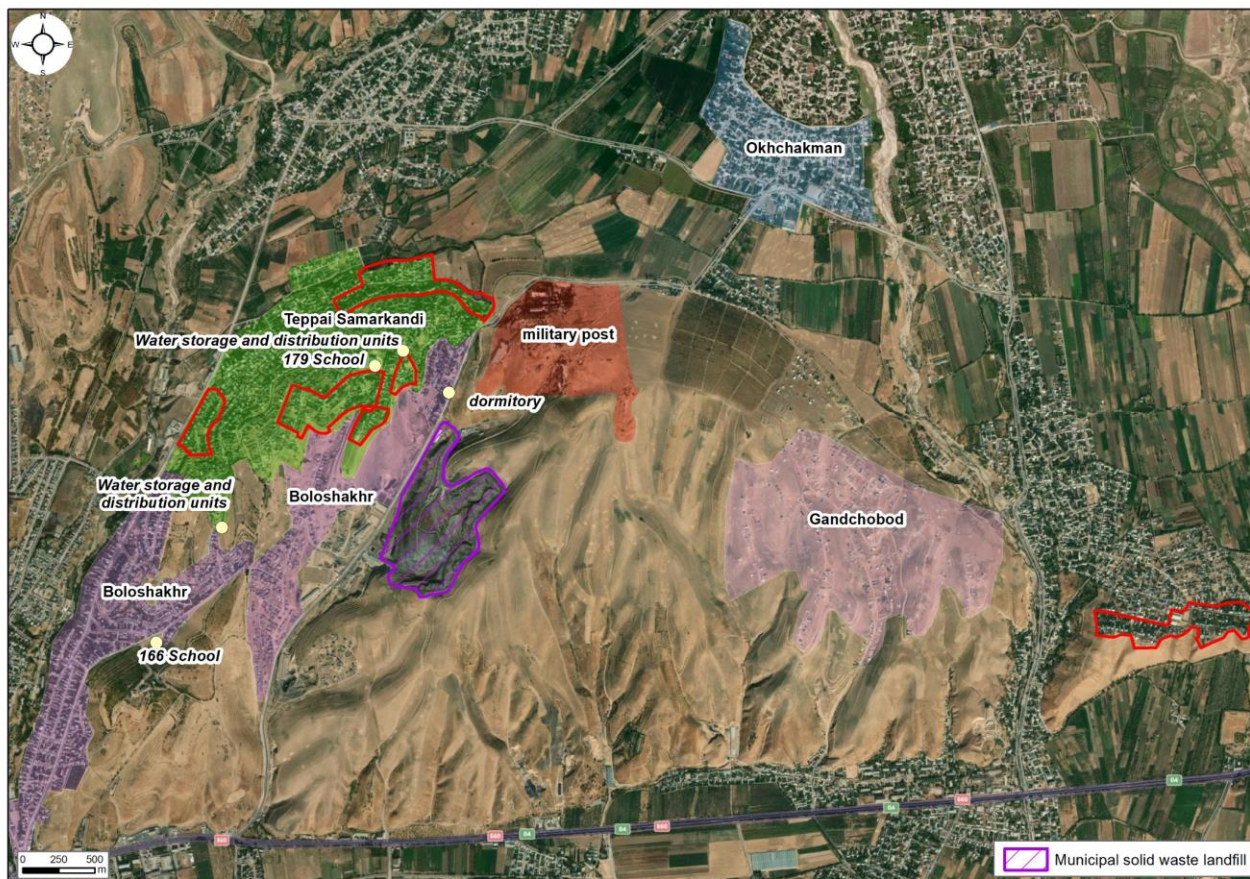


Prepared by E&C Consultant based on data provided by the SUE “Smart City”, 2025

Figure 2. Boundaries and administrative division of Dushanbe city

2.2.2 The municipal landfill of Dushanbe city and adjacent settlements of Rudaki district

The municipal landfill of Dushanbe is located in Rudaki rural district (Figure 1), but it is administratively subordinate to Dushanbe city hukumat. Below is a map showing the location of the landfill and adjacent settlements (Figure 3).



Prepared by E&S Consultant based on data provided by Rudaki district hukumat and Guliston and Rohati jamoats, 2025

Figure 3. Location of Dushanbe municipal landfill and adjacent settlements

2.3 The existing solid waste management system: background information

This section provides a general description of the existing solid waste management system.

2.3.1 Main elements of the solid waste management system in Dushanbe

The existing solid waste management system in Dushanbe includes two elements²:

- Waste collection and transportation system in Dushanbe city, and
- Disposal of solid waste at the municipal landfill in Dushanbe.

Other necessary elements of the solid waste life cycle (separation at source, sorting, processing and other forms of waste disposal) exist as separate examples that are not included in the system and are not coordinated with each other.

2.3.2 Institutional system of collection and transportation of solid waste in Dushanbe

The highest body responsible for the solid waste management activities is Hukumat of Dushanbe. The Hukumat carries out general management, develops and implements policies in the field of

² Quoted from: City Climate Finance Gap Fund, WBG, 2023 [2]

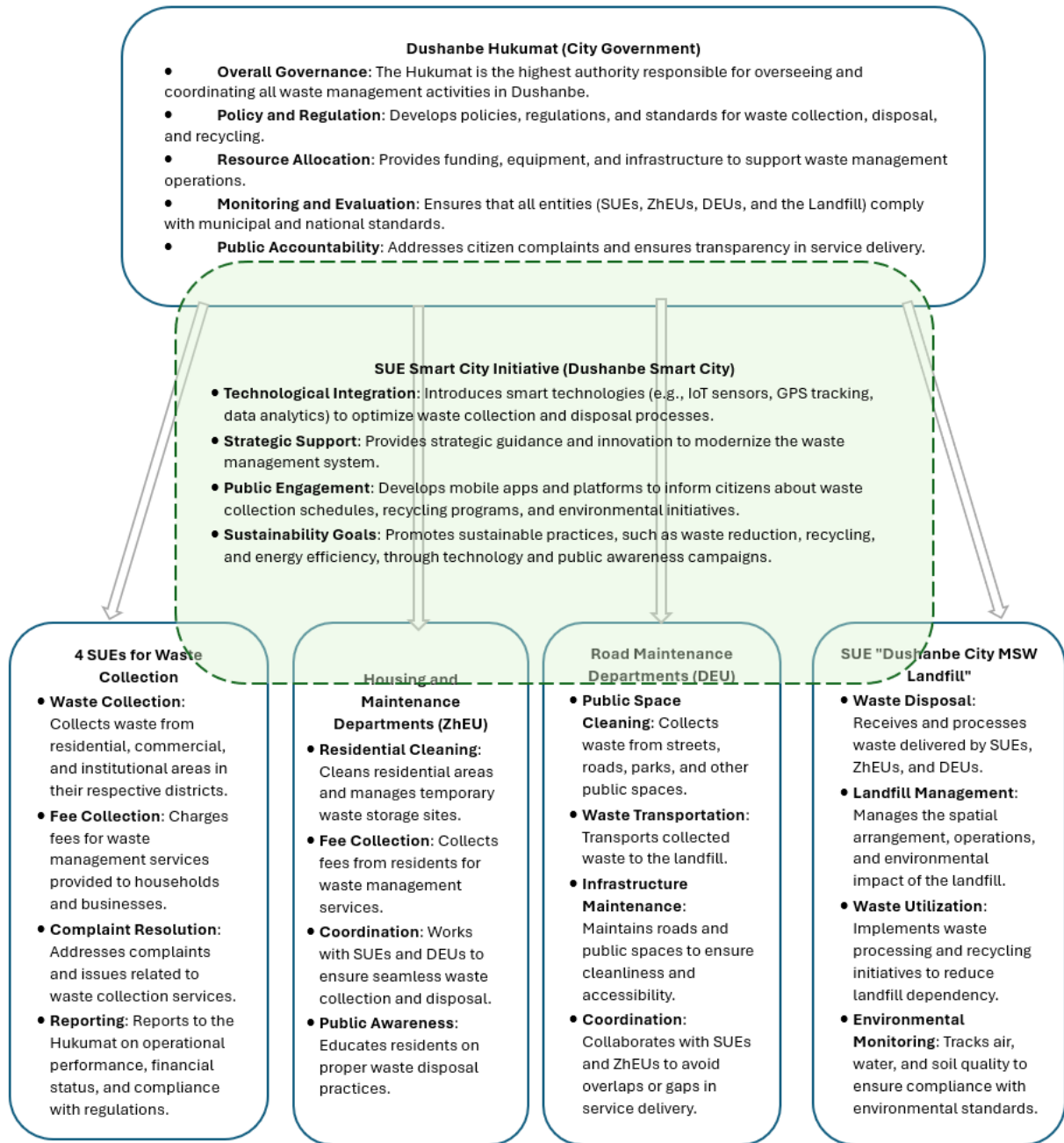
solid waste, distributes resources, carries out monitoring and control, and reports to the population. Waste collection and removal activities are distributed among several economic entities (**Figure 4**):

- in the residential sector, collection and transportation is carried out by 5 district SUEs for waste collection and removal: in the districts of Somoni, Firdovsi, Shokhmansur, Sino-1 and Sino-2;
- in publicly accessible places (roads, squares, parks, etc.), a similar function of collecting and transporting waste is performed by Road Maintenance Departments (DEU) in 4 administrative districts of Dushanbe;
- cleanliness in the residential sector, including waste collection areas and adjacent areas, is maintained (should be maintained) by Housing Maintenance Departments (ZHEU);
- the SUE "MSW Landfill in Dushanbe" carries out the reception, weight accounting and final disposal of MSW.

The Smart City Initiative plays a transformative role in modernizing Dushanbe SWMS by:

- **Introducing Technology:** Deploying IoT sensors, GPS tracking³, and data analytics to optimize waste collection routes, monitor bin fill levels, and improve operational efficiency.
- **Enhancing Transparency:** Providing real-time data and insights to the Hukumat and citizens, ensuring accountability and transparency in waste management services.
- **Promoting Sustainability:** Encouraging waste reduction, recycling, and energy efficiency through innovative solutions and public awareness campaigns.
- **Improving Citizen Engagement:** Developing digital platforms (e.g., mobile apps) to inform and involve citizens in waste management practices.
- **Supporting Decision-Making:** Using data-driven insights to guide policy formulation, resource allocation, and infrastructure development.

³ Geotrackers or GPS trackers are used for "monitoring and controlling the operation of garbage trucks: determining garbage collection routes, actual loading and unloading points" and identifying the integrity of waste transportation.



Prepared by E&S Consultant based on interviews, 2025

Figure 4. Organisational chart of existing Dushanbe SWMS

3 STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE REQUIREMENTS

3.1 National legal requirements of the Republic of Tajikistan

Tajikistan has a legal framework that governs environmental assessment processes, including provisions related to information disclosure and public consultations. The key legislation is presented below.

The Law “On Environmental Protection”⁴ (2011) is the primary legal document regulating environmental protection and management in Tajikistan. It includes provisions related to environmental impact assessments (EIAs) and public participation in environmental decision-making. The Law mandates that information related to environmental impacts, including EIA reports, should be made available to the public. This ensures transparency and allows stakeholders to access relevant data about proposed projects that may affect the environment. The Law requires public consultations as part of the EIA process, including notifying the public about proposed projects, holding public hearings, and considering public feedback in decision-making. The goal is to ensure that the concerns and opinions of affected communities and stakeholders are considered.

The Law “On State Environmental Expertise”⁵ (2012) states that all national and local projects, concepts, programs and schemes, which as a result of implementation require the use of natural resources and / or may adversely affect the environment, are subject to state environmental expertise. Provision is made for public environmental expertise, which can be initiated by stakeholders, but the final decision is made by the state environmental expertise. No activities can be implemented without a positive conclusion of the state environmental expertise.

The Law “On Access to Environmental Information”⁶ (2008) specifically addresses the right of citizens and organizations to access environmental information held by public authorities. The law requires government bodies and other relevant organizations to provide environmental information upon request, unless there are specific legal grounds for withholding it (e.g., national security, personal data protection). The law supports public participation in environmental decision-making by ensuring that citizens have access to the information they need to engage effectively in consultations and other participatory processes.

The Law “On Public Associations”⁷ (2007) governs the activities of non-governmental organizations (NGOs) and other public associations, which often play a key role in environmental advocacy and public consultations. The law provides a legal basis for NGOs and other civil society organizations to participate in environmental decision-making processes, including EIAs and public consultations.

The Law “On Appeals of Individuals and Legal Entities” (2016)⁸ regulates the procedures for submitting and reviewing appeals by individuals and legal entities to protect their rights, freedoms, and legitimate interests. This law applies to appeals made to:

- State bodies,
- Local self-government institutions (in towns, villages, and settlements),
- Public associations,
- Organizations and companies, regardless of their business structure or form.

The Law establishes the legal framework for how appeals are submitted, processed, and addressed by the relevant entities. It ensures that individuals and legal entities have the right to

⁴ Law of the Republic of Tajikistan No. 760 dated August 2, 2011, 'On Environmental Protection' (amended and supplemented as of November 13, 2024). Available at https://ncz.tj/system/files/Legislation/760_ru.pdf

⁵ Law of the Republic of Tajikistan No. 818 dated April 16, 2012, 'On Environmental Expertise' (as amended and supplemented as of November 13, 2024). Available at https://ncz.tj/system/files/Legislation/818_ru_0.pdf

⁶ Law of the Republic of Tajikistan On The Right to Access Information (Akhbori Majlisi Oli of the Republic of Tajikistan, 2008, No. 6, Article 469). Available at https://ncz.tj/system/files/Legislation/411_ru.pdf

⁷ Law of the Republic of Tajikistan “On Public Associations” (Akhbori Majlisi Oli of the Republic of Tajikistan, 2007, No258). Available at https://base.spinform.ru/show_doc.fwx?rgn=17358

⁸ Law of the Republic of Tajikistan "On Appeals of Individuals and Legal Entities" No. 1339, dated July 23, 2016 (as amended by the Law of the Republic of Tajikistan No. 2025, dated January 3, 2024), available at <https://ncz.tj/system/files/Legislation/1339%D1%80%D1%83.pdf>

seek redress or clarification regarding issues affecting their rights and interests through a formalized process. The amendments introduced in 2024 refined certain provisions to improve the efficiency and effectiveness of the appeals process.

It is also necessary to consider the basic laws of Tajikistan, including (but not limited to) the following:

- The Law “On Production and Consumption Waste”⁹ (2002) is a special law regulating all types of activities related to waste management. It covers the processes of waste generation, collection, storage, transportation, and disposal, and establishes a system of state management, supervision, and control in this area. The law establishes the principle of priority of environmental protection and human health when handling waste and promotes waste inclusion in economic circulation as secondary resources.
- The Water Code of the Republic of Tajikistan¹⁰ (2020) regulates the use and protection of water resources (surface and groundwater) and is aimed at preventing their pollution, depletion, and harmful effects on water. The Code declares the protection of the state water fund as a necessary condition for improving the standard of living of the population and the environment. It establishes the responsibilities of water users to prevent pollution: it is prohibited to discharge untreated wastewater and waste into water bodies without specially permitted cases.
- The Law "On the Protection of Atmospheric Air"¹¹ (2012) defines the legal basis for air protection and establishes the obligation to comply with air quality standards. It obliges economic entities to obtain permits for emissions and equip emission sources with treatment facilities.
- The Law “On Environmental Monitoring”¹² (2011) establishes a unified legal and organizational framework for collecting, processing, and transmitting reliable data on the state of the environment and the impact of natural and anthropogenic factors on it. It defines the key goals of monitoring — monitoring the quality of air, water, soil, and flora, assessing the dynamics of changes, and forecasting the consequences of economic activity — and assigns responsibility for its implementation to an authorized state body with the participation of local authorities and nature users.

3.2 Environmental and Social Standards (ESSs) of the World Bank

The WB’s Environmental and Social Framework¹³ sets out the WB’s commitment to sustainable development and mandatory requirement for the bank-financed projects. This framework includes ten ESSs, of which one - ESS10: Stakeholder Engagement and Information Disclosure – stresses the importance of open and transparent engagement between the proponent and project stakeholders as an essential element of good international practices. ESS 10 requires the borrowers of the WB funds to (paragraph 3):

⁹ Law “On Production and Consumption Waste” of May 10, 2002, No. 44, as amended by Law of the Republic of Tajikistan No. 109 of July 25, 2005, No. 736 of June 28, 2011 https://www.adlia.tj/show_doc.fwx?rgn=3243

¹⁰ Water Code of the Republic of Tajikistan dated April 2, 2020, No. 1688 https://www.adlia.tj/show_doc.fwx?Rgn=136153

¹¹ Law on the Protection of Atmospheric Air of December 28, 2012, No. 915 https://www.adlia.tj/show_doc.fwx?rgn=118631

¹² Law on Environmental Monitoring March 25, 2011 No. 707 https://www.adlia.tj/show_doc.fwx?rgn=16386

¹³ WB. 2017. Environmental and Social Framework. <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>

- establish a systematic approach to stakeholder engagement that will help borrowers identify stakeholders and build and maintain a constructive relationship with them, in particular project-affected parties.
- assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be taken into account in project design and E&S performance.
- promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- ensure that appropriate project information on E&S risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- provide project-affected parties with accessible and inclusive means to raise issues and grievances, and allow borrowers to respond to and manage such grievances.

Borrowers are required to develop a SEP proportionate to the nature and scale of the project and its potential risks and impacts. Stakeholders are to be identified and the SEP is to be disclosed for public review and comment as early as possible, before the project is appraised by the WB.

4 STAKEHOLDER ENGAGEMENT EXPERIENCE

4.1 General stakeholder engagement practice of SUE "Smart City"

The SUE "Smart City" was established in 2019 to improve the efficiency of electronic services through information and communication technologies, ensure the safety of citizens, and protect public order. Since its creation, SUE "Smart City" has been holding a broad range of events aimed at capacity building and experience exchange in the sphere of city services with international organizations, financial institutions, and governmental structures as well as awareness raising events for the public. Over 100 events have been held (for details refer to Smart City website¹⁴). Examples of the latest events are provided below.

Table 1. Examples of general stakeholder engagement practice of SUE "Smart City"

Event	Date	Objectives/discussion topics
The delegation of Tajikistan (including the director of SUE "Smart City") got acquainted with the digital projects of the state institution "Kyzmat"	August 26, 2025	Introduction to digital projects implemented in Kyrgyzstan - the "Safe City" system, "Infodox " electronic document management system, cloud solutions, the creation of G-Cloud and Kyzmat -ID.
Meeting of the management of SUE "Smart City" with the head of the UNICEF representative office in the Republic of Tajikistan	August 18, 2025	Cooperation in the field of digital development and implementation of new technologies. In particular, priority projects of "eDonish", as well as initiatives in the field of green technologies were considered.
Meeting of the management of SUE "Smart City" with the delegation of the Government of Flanders of the Kingdom of Belgium, as well as with the	August 15, 2025	Development of bilateral cooperation and creation of favorable infrastructure in the areas of education, healthcare, citizen safety and improving public access to quality services. Attracting Belgian companies willing to invest in the economy of Dushanbe, implementing joint

¹⁴ <https://dsc.tj/ru/novosti/page/2/>

Event	Date	Objectives/discussion topics
Chairman of the Board of Directors of the network of travel companies, the head of the group " Via Via".		socio-economic projects, attracting grants and cooperation with funds of the Kingdom of Belgium, conducting advanced training courses and exchanging experience on digital transformation, recycling of solid waste, smart lighting, and "green" projects.
Meeting of the Deputy Minister of Economic Development the Russian Federation and SUE "Smart City" Management.	June 22, 2025	Presentation of "Smart City" activities and demonstration of "smart" projects. Discussion of prospects for cooperation in the digitalization of urban infrastructure , outlining common goals for developing modern solutions for the city. The parties agreed on further cooperation.
Meeting of SUE "Smart City" Management and the management of the American company " Scale AI" (a world leader in AI data processing and annotation).	May 26, 2025	Presentation of "Smart City" projects , including "eDonish" (digitalization of education) and "GPS tracker" (transport solutions). Discussion of prospects for cooperation in the field of digital transformation and the application of AI technologies in urban management, including ensuring data quality and developing innovative solutions.

4.2 Engagement related to the Solid Waste Collection System and Dushanbe Landfill

The "Solid Waste Management" Project Implementation Group (PIG) under Dushanbe's "Smart City" was established in 2023. The PIG developed a SEP¹⁵ in 2023 for the preliminary stage of the DSUDP in line with the WB's Environmental and Social Framework, including ESS 10. The PIG has been implementing this SEP, gaining experience in stakeholder engagement, organizing meetings on waste management and related municipal projects. Key events completed and topics discussed included:

- February 6, 2024: A meeting with the WB regarding waste separation, efficient recycling, and sustainable development. Discussions also covered the creation of specialized sites for construction waste processing and opportunities for private sector involvement in waste management.
- November 7, 2024: A WB seminar addressed waste management challenges, methane emissions in the waste sector, and climate development in Tajikistan, with "Smart City" participating.
- November 21, 2024: A meeting with waste collection enterprises discussed the Grievance Redress Mechanism (GRM) and its role in addressing public complaints related to waste management.
- December 2, 2024: A working meeting with the WB emphasized improving social aspects of waste management, including better conditions for informal waste pickers and integrating social approaches into waste management systems.
- December 19, 2024: A meeting with the W B mission explored sustainable waste management practices, such as advanced recycling technologies, digitalization of environmental solutions, and improving waste disposal processes.
- December 20, 2024: A seminar on stakeholder engagement in the "Sustainable Development of Dushanbe" project highlighted collaboration among stakeholders to address pressing environmental issues and promote sustainable urban development.

¹⁵ <https://dsc.tj/wp-content/uploads/2024/07/STAKEHOLDER-ENGAGEMENT-PLAN-SEP.pdf>

Table 2 lists selected stakeholder engagement events related to waste management and held by Smart City during the last months.

Table 2. Project related stakeholder engagement activities held by SUE “Smart City” in 2025

Date	Engagement events	Participants	Topics discussed
Q1 2025, beginning and end; Q2 2025, beginning and end	Monitoring of the GRM Registration Books was conducted	SUEs for waste collection in the districts of Ismoil Somoni, Sino-1, Sino-2, Firdavsi, and Shohmansur, as well as in SUE "Solid Waste Landfill of Dushanbe" and the private company "Zarafshon Kommunal"	Maintenance of grievance log-books and monitoring of grievances
20 February 2025	PIG staff conducted a presentation on "Green Economy: Legal and Regulatory Aspects,"	PIG staff	Main national strategies, programs, laws, and other legal acts regulating the foundations of the Green Economy in Tajikistan
12 March 2025	PIG staff conducted a presentation on "Solid Waste: Issues and Solutions."	PIG staff	The definition and types of solid waste, issues related to collection and disposal of household waste, as well as modern principles and methods for waste sorting, recycling, and disposal
January 15, 2025	Participation in the seminar on "Green Economy and Climate Change" at the Hilton Hotel	WB, the Ministry of Economic Development and Trade, PIG staff	Importance of "green economy" for new technologies, innovations in economic growth, creation of new jobs, and opportunities for green investments.
January 18, 2025	Meeting with WB staff	The PIG and WB staff	Socio-environmental situation, project-related E&S risks, the current condition of informal waste pickers in Dushanbe, the state of the landfill, options for its expansion, priority actions, and tasks for continued project work.
January 18, 2025	A visit to the Dushanbe landfill and several waste collection points in various districts of the city.		
End of Q2	Communication with the waste SUEs regarding the GRM and the registration of complaints in the provided log-books.	Social Development Specialist, Environmental Specialist	Most of the recorded complaints were directed specifically at the SUEs with requests for timely waste removal.
14 – 18 April 2025	A one-week training course on FIDIC construction contracts	Organiser – WB. Procurement Specialist, Municipal Solid Waste Management Specialist, Civil Engineer	Institutional development of PIG staff
15 – 18 May, 2025	Participation in WB Regional Fiduciary Training, Tashkent, Uzbekistan	Financial Management Specialist, Procurement Specialist	Enhancing staff professional capacity, enabling them to apply the acquired knowledge during project implementation.
April 4, 2025	Meeting with the Committee for Environmental Protection	PIG staff	Identification of waste recycling enterprises in Dushanbe (18 private waste recycling enterprises appeared to be involved in processing plastic, paper, and rubber crumb, and safe disposal of mercury-containing lamps and scrap metal).

Date	Engagement events	Participants	Topics discussed
May 6, 2025	Virtual Workshop on Source Separation and Treatment of Organic Waste was held at the PIG office	WB urban development specialists.	Source Separation and Treatment of Organic Waste
June 17, 2025	Presentation on "Inclusion of Informal Waste Collectors in the Proposed Social Integration Subcomponent" of the DSUDP	The meeting took place at the Committee for Environmental Protection with the Department of State Control over Land Use, Common Mineral Resources, and Waste Management	Presentation was delivered. Existing potential risks and challenges were discussed, along with support measures to overcome these difficulties
June 18, 2025	A meeting between the PIG and representatives of the Committee on Women and Family Affairs under the Government of the Republic of Tajikistan	Deputy Head of the Main Department of International Relations, and the Chief Specialist of the Main Department of International Relations.	Child labour in waste collection, potential loss of livelihoods of waste pickers, poor working conditions for waste pickers - especially women and their vulnerability to sexual violence and harassment. The Committee proposed conducting informational sessions for women at project sites in the future to clarify their status and opportunities for retraining, as well as developing a work plan concerning waste pickers.
June 23, 2025	A meeting between the PIG and the Committee on Housing and Communal Services under the Government of the Republic of Tajikistan.	First Deputy Chairman of the Committee on Housing and Communal Services; Head of the Drinking Water Supply Control Department; Head of the Sewerage and Communal Services Department; and Head of the Digitalization, Billing Systems Support, and Public Relations Sector.	Priority matters concerning informal waste pickers, whose activities directly impact the operations of housing and communal services. It was proposed to include the construction of two recycling plants in the DSUDP. These plants will reduce the volume of waste sent to the landfill, reduce soil, water, and air pollution caused by waste decomposition, and create new jobs in the green economy sector
June 25, 2025	A meeting between the PIG and the Agency for Social Insurance and Pensions under the Government of the Republic of Tajikistan.	First Deputy Chairman of the Agency, Head of the Social Insurance Budget Department, Head of the Pension Policy Department, Head of the Department of MMBI, and Head of the Department of Pension Assignment and Payments.	The status of informal waste pickers in Dushanbe, their social and labour vulnerability, which often remains outside the framework of formal insurance and the pension system; the lack of formal employment, the role of the Agency in addressing these issues.

The listed above events as well as other events conducted by Smart City on other infrastructure investment projects with participation of other IFIs are aimed at capacity building of project implementation agencies, governmental structures. Population has not been involved yet.

This SEP is developed within the framework of the Project for improving the solid waste collection system and expanding the municipality landfill of Dushanbe. To this end, this SEP contains a detailed stakeholder analysis and a Preliminary Stakeholder Engagement Programme in line with the Project objectives.

4.3 Stakeholder engagement held to inform the preparation of the ESMF and ESIA

To support the preparation of the ESMF and ESIA, stakeholder engagement has started and some events have already been completed (see the table below). Further engagement steps are proposed in [Section 6](#).

As part of the study of existing E&S conditions, in February-April 2025, the E&S Consultant's field team conducted interviews and consultation meetings with representatives of executive authorities and local governments, municipal enterprises engaged in waste collection, transportation and disposal, and non-governmental organizations in Dushanbe. Further, focus groups and a sample survey of residents living in the vicinities of the landfill (Rudaki district) and collection points (Dushanbe) were conducted. A summary of the meetings and focus groups is provided in below ([Table 3](#)). The purpose of these meetings was to collect E&S information and identify stakeholders interested in discussing the E&S aspects of the Project, as well as the local potential needed to promote modern approaches to MSW management.

Special attention was paid to identifying the experience of public organizations in the field of waste management. E&S organizations were selected from the general list of public organizations registered in Tajikistan ([Annex 1](#)). At the first stage, representatives of organizations with verified experience in MSW were invited to the interview. For the initial analysis of the experience of public organizations, data from previously conducted reviews, open sources and the experts' own experience were used. The dialogue with public organizations will continue in the future. More detailed information on the results of the conducted research is provided in the ESMF.

By the time of the first series of meetings, the project information was not ready for disclosure, so this engagement is not considered as meaningful consultations on the Project, but rather as an essential step towards its. Meaningful consultations with stakeholders on the Project are scheduled for late 2025.

Table 3. Meetings and interviews held by the E&S Consultant within the E&S studies

Date	Type of engagement	Participants	Topics discussed	Expectations and concerns related to the project	E&S Consultant's vision on addressing expectations and concerns in the Project
February 3, 2025	Meeting in the Committee for Environmental Protection of the Republic of Tajikistan	Head of Department, Deputy Head of Department	<ul style="list-style-type: none"> • Current state of the Landfill, • Digitalization of office work in the field of MSW • Modernization of SUEs 	<ul style="list-style-type: none"> • The lack of systematic monitoring creates difficulties in controlling the environmental situation, including at the landfill. • The Committee has limited resources for regular monitoring, but considers involving partners. 	<ul style="list-style-type: none"> • Develop and maintain monitoring program at the landfill within the project (proposed within ESIA)
February 4, 2025	Meeting with the Department of State Environmental Control, Monitoring and Nature Management of Dushanbe city	Head of the Department, Chief Specialist (2 persons)	<ul style="list-style-type: none"> • Accountability of SUEs, key problems in the field of waste and the need to reform the MSW sector • The need for digitalization 	<ul style="list-style-type: none"> • Lack of waste management vehicles, which results in untimely waste removal • Creation of closed waste collection points will allow reduce waste outblowing and improve sanitary conditions • Digitalization of waste management sphere is needed 	<ul style="list-style-type: none"> • Creation of closed waste collection points • Digitalization of waste management sphere
February 5, 2025	Meeting with the director of the Dushanbe City Landfill	Director of the Dushanbe City Landfill	<ul style="list-style-type: none"> • Technical equipment of the landfill • Labour resources • Informal waste collectors 	<ul style="list-style-type: none"> • Lack of waste management vehicles, • Inadequate compactors (they fall into the landfill body which is not solid enough to bear them) 	The information provided to the FS team who, together with Smart City and WB, will consider whether the Project can procure new and suitable vehicles
February 11, 2025	Meeting with the directors of 5 SUE "Spetsavtotransport" and the company "Zarafshonkomunal" (6 meetings)	Directors	<ul style="list-style-type: none"> • Service area and population, • Current state of the fleet and container facilities, • Volumes of waste removal and accounting systems, • Organization of schedules and 	<ul style="list-style-type: none"> • Lack of waste management vehicles, which results in untimely waste removal • waste outblowing affects sanitary conditions of the city • Paper document management is applied in waste management currently which is not efficient 	<ul style="list-style-type: none"> • Creation of closed waste collection points • Digitalization of waste management sphere

Date	Type of engagement	Participants	Topics discussed	Expectations and concerns related to the project	E&S Consultant's vision on addressing expectations and concerns in the Project
			<ul style="list-style-type: none"> • routes, • Personnel and working conditions, • Interaction with contractors 		
March 5 2025	Visits to Guliston jamoat and Boloshakhr village	Deputy Chairman of the jamoat, Head and Deputy head of Boloshakhr	<ul style="list-style-type: none"> • Collecting social information 	The problem of proximity of Boloshahr and Teppai-Samarkandi villages to the solid waste landfill	Relevant corrective actions to be proposed in the ESIA
March 3 - 7 2025	Visit to villages of Boloshakhr, Teppai-Samarkandi, Okchackman, and Ganjobod	72 households	<ul style="list-style-type: none"> • Study of households according to the questionnaire 	Socio-economic baseline topics discussed; no concerns expressed in relation to the Project; improvements in waste management are expected.	n/a (baseline information included in the ESIA)
March 03 - 07 2025	Study of informal waste pickers in Dushanbe	50 waste pickers	<ul style="list-style-type: none"> • Working conditions, • Standard of living and income, • readiness for re-training and employment in the project, etc. 	The main concern was absence of decent work, low salaries and pensions, strong need of money.	The Project will create a number of job opportunities. Specific assessment and recommendations to be developed in the ESIA
Focus group					
April 17, 2025	Focus group with young people	23 persons	<ul style="list-style-type: none"> • Lifestyle • Education and plans • Family and household • Environment and utilities 	<ul style="list-style-type: none"> • Environmental aspects are important. • Informal waste pickers observed almost daily. • Readiness to support environmental initiatives and waste projects, willing to sort waste separately if the city creates the necessary conditions. 	<ul style="list-style-type: none"> • Formalise work of waste pickers through official employment • Create modern waste management infrastructure in the city • Specific assessment and recommendations to be developed in the ESIA
April 16,	Focus group with	15 persons	<ul style="list-style-type: none"> • Economic 	<ul style="list-style-type: none"> • Low satisfaction with the quality of utility 	<ul style="list-style-type: none"> • Formalise work of waste

Date	Type of engagement	Participants	Topics discussed	Expectations and concerns related to the project	E&S Consultant's vision on addressing expectations and concerns in the Project
2025	women of working age		<p>opportunities</p> <ul style="list-style-type: none"> • Social problems of women and children • Quality and availability of utilities • Education • Environment • Expectations and priorities 	<p>services, in particular, irregular garbage removal (bins overflow, waste is not always removed on time) and problems with water quality.</p> <ul style="list-style-type: none"> • utility bills are perceived as a significant expense, especially considering the need to sometimes buy additional water or pay for waste removal on their own. • women would like to see improved work of public utilities – faster garbage removal, stable water quality, street improvements. • Some respondents practice separate waste collection at home. • Women either hand over plastic to the waste pickers or leave it next to the containers, knowing that it will be taken away. • many families do not sort their waste due to the lack of separate containers and an organized system for removing recyclables. • When the city launches a separate waste collection programme, most women are ready to join it. 	<p>pickers through official employment</p> <ul style="list-style-type: none"> • Create modern waste management infrastructure in the city • Specific assessment and recommendations to be developed within ESIA
April 16, 2025	Focus group with men of working age	13 persons	<ul style="list-style-type: none"> • Employment and unemployment, salaries • Quality of utilities 	<ul style="list-style-type: none"> • quality services often require additional money, and therefore consider increasing income to be the main priority. • The participants are looking forward to an increase in wages and expansion of opportunities for decent employment without dependence on connections. 	<ul style="list-style-type: none"> • The project will create a number of job opportunities. • Specific assessment and recommendations to be developed within ESIA
April 16, 2025	Focus group with pensioners	13 persons	<ul style="list-style-type: none"> • Lifestyle • Standard of living • Medicine • Utilities • Social expectations 	<ul style="list-style-type: none"> • Often see waste pickers near the waste containers • some try to put aside plastic bottles or cardboard, knowing that those in need will take them for recycling 	<ul style="list-style-type: none"> • Formalise work of waste pickers through official employment • Create modern waste management

Date	Type of engagement	Participants	Topics discussed	Expectations and concerns related to the project	E&S Consultant's vision on addressing expectations and concerns in the Project
				<ul style="list-style-type: none"> do not practice separate waste collection systematically due to the lack of separate containers when a city launches a separate waste collection programme, they will join it dissatisfied with the fact that sometimes waste from courtyards is not removed timely, creating unsanitary conditions; so, expect this issue to be resolved 	infrastructure in the city <ul style="list-style-type: none"> Specific assessment and recommendations to be developed within ESIA
April 17, 2025	Representatives of small and medium-sized businesses	4 persons	<ul style="list-style-type: none"> Current situation with waste management system of Dushanbe 	<ul style="list-style-type: none"> waste collection is not a major concern for daily operations dissatisfied with untimely removal of garbage by the SUEs, which affects the sanitary condition of the adjacent territory; so expect this issue to be resolved 	<ul style="list-style-type: none"> Create modern waste management infrastructure in the city Specific assessment and recommendations to be developed within ESIA
March 6, 2025	Meeting / interview with representatives of environmental public organizations / NGOs ¹⁶	NGOs, civil society (6 participants)	<ul style="list-style-type: none"> Current situation with solid waste (discussion, survey of participants) 	<ul style="list-style-type: none"> Lack of recycling and a systematic approach: there are no processing plants Low level of public awareness: NGOs are rarely engaged in waste management, as this sphere has low funding. Problems with urban environment and waste collection: there are examples of progressive projects in Khujand. Access to reliable information on waste: official statistics is not always accurate, which hinders the adoption of adequate management decisions. 	<ul style="list-style-type: none"> Specific assessment and recommendations to be developed within ESIA

¹⁶ NGO "Ihtidor" - organizes seminars on waste management, NGO "Malaya Zemlya – conducts seminars and environmental actions, Youth Group for Environmental Protection, NGO "Sazovor" - deals with hazardous waste management, Aarhus Center-independent Expert.

5 STAKEHOLDER IDENTIFICATION AND ANALYSIS

5.1 Stakeholder Identification Methodology

As defined by WB ESS10¹⁷, “stakeholder” refers to individuals or groups who:

- are affected or likely to be affected by the project (**project-affected parties**); and
- may have an interest in the project (**other interested parties**).

Special attention was paid to identify those project-affected parties (individuals or groups) who, because of their particular circumstances, may be **disadvantaged or vulnerable**. According to WB ESS 10, disadvantaged or vulnerable are those who may be more likely to be adversely affected by the project impacts and / or more limited than others in their ability to take advantage of a project’s benefits. Such an individual/group is also more likely to be excluded from / unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so.

The identification of stakeholders in relation to PIG/Smart City’s current operations and the Project was carried out based on the following criteria:

- **Impact:** the implementation of the Project may significantly affect a certain social group (stakeholders);
- **Influence:** the social group is able to significantly influence the process of Project implementation;
- **Partnership:** there are opportunities for building partnerships between the PIG/Smart City and the given social group; and
- **Interest:** a social group or individuals not necessarily directly affected by the Project may (or may not) show interest in it.

5.2 Stakeholder Analysis

The Initial identification and analysis of stakeholders is inspired by the 2023 SEP developed by the PIG under SUE “Smart City” for the DSUDP and is informed by review of the open-sources data.

5.2.1 Project affected parties (PAPs)

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category:

- As part of the urban landfill expansion project, potentially affected parties include:
 - residents of the villages of Boloshakhr (Rudaki district, Guliston Jamoat) and Teppai-Samarkandi (Rudaki district, Rohati Jamoat) closest to the landfill (see **Figure 3**);
 - Informal waste pickers (including women and children)
- As part of the Dushanbe MSW collection system modernization project, potentially affected parties include:

¹⁷ WB. 2017. Environmental and Social Framework, ESS10. <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>

- residents of the city of Dushanbe;
- Commercial enterprises and institutions that use solid waste collection services
- Unformal waste pickers
- Private enterprises operating in the field of waste recycling.

Vulnerable groups in the context of this project include the elderly, people with disabilities, single women, orphans, people with incomes below the subsistence level, etc. In addition, in the context of the landfill expansion project, displaced persons from the Rogun HPP construction area, compactly living in Teppai-Samarkandi settlement, may become a potentially vulnerable group. Their main concern is usually a possible increase in tariffs for waste collection and disposal services. Detailed consultations will be conducted to identify their specific expectations and concerns. If other vulnerable groups within the communities affected by the Project are identified, they will be added to the stakeholder list and consulted through appropriate means (for the description of engagement methods see [Section 6](#)).

An analysis of stakeholders showed that the Project to improve the waste collection system in Dushanbe could potentially affect:

- Informal waste collectors who may lose the opportunity to generate (informal) income.
- All residents of Dushanbe will be affected by the positive impact of the Project, but there may be short-term negative impacts due to the (re)construction of waste collection points. Women and children may be more vulnerable.

Table 4. Stakeholder identification and analysis. Parties potentially affected by the Project and Subprojects

Stakeholders	Role in the project / impact	Expectations and concerns in relation to the Project
DUSHANBE MUNICIPAL SOLID WASTE LANDFILL		
Boloshakhr village (Rudaki district, Guliston jamoat)	The villagers will be affected by the Project. The village borders the landfill, so the residents are directly affected by the existing solid waste landfill, may experience adverse impact of the environmental pollution, odour and noise from the landfill.	Residents' concerns relate to the environmental quality and, above all, the air quality. Detailed consultations are conducted to identify specific expectations and concerns.
Teppai-Samarkandi village (Rudaki district, Rohati Jamoat)	The villagers are affected by the Project. Village bordering on Boloshakhr settlement. This community is also directly affected by the existing landfill, and may experience adverse impact of the environmental pollution, odour and noise from the landfill.	Concerns may relate to the quality of the environment and, above all, air quality. Detailed consultations are held to identify their specific expectations and concerns.
Disadvantaged and vulnerable groups for Dushanbe municipal solid waste landfill project		
Informal waste pickers	Are engaged in recyclables retrieval at the landfill, and their livelihoods depend on waste picking. The most disadvantaged among the waste pickers are lonely women and/or women in religious marriage (without state registration), who are at the lowest social level and often do not have any housing, property or means of living.	May be concerned with possible loss of income from picking valuable recyclables. At the same time, some informal pickers will be happy to have the opportunity for permanent employment (work on waste sorting lines) at the reconstructed landfill and are ready to undergo the necessary training.
Boloshakhr and Teppai-	<ul style="list-style-type: none"> • People living in proximity to the 	Possible loss of livelihoods. This

Stakeholders	Role in the project / impact	Expectations and concerns in relation to the Project
Samarkandi villages: <ul style="list-style-type: none"> • Large families, especially those with low incomes, • Single women with young children (especially, without permanent family or financial support), • Disabled people, • Elderly people, • Resettled people from the Rogun HPP construction area • housewives 	operating Landfill may be affected by both its current activities <ul style="list-style-type: none"> • People living in proximity to the operating Landfill could be affected by the (re)construction impacts (including traffic load and road safety) and land use restrictions due to the establishment of the sanitary protection zone for the landfill 	group should be given special attention within the framework of this Project
SOLID WASTE COLLECTION SYSTEM OF DUSHANBE CITY		
Residents of the districts of the city of Dushanbe where the Project is planned to be implemented and who will use the new / improved services	Are clients of the waste collection service and beneficiaries of the Project	Potentially expect improvement of the waste collection service in the city. At the same time, part of the population believes that high tariffs do not correspond to the quality of services and/or is concerned with a possible increase in tariffs.
Commercial entities and institutions in the city that use solid waste collection services	Clients using waste collection and removal services and beneficiaries of the Project	Expect improvement of the waste collection service in the city. At the same time, may be concerned with the possible increase in tariffs.
Informal waste pickers	They are engaged in recyclables retrieval from solid waste collection points (and throughout the city as a whole), and their livelihoods (may) depend on waste picking.	May be concerned with possible loss of income from picking valuable recyclables. Detailed consultations are conducted to identify specific expectations and concerns.
Private enterprises operating in the field of waste recycling	Participate in the work of the existing waste disposal and recycling system in Dushanbe	Will be consulted regarding design decisions in waste segregation and to identify specific expectations and concerns.
Disadvantaged or vulnerable groups for Dushanbe solid waste collection system project		
Disadvantaged population groups of Dushanbe: elderly, disabled, lonely women, orphans, people with income below minimum cost of living, etc.	The most vulnerable users of waste collection and disposal services and beneficiaries of the Project.	Concerned with a possible increase in waste collection and disposal tariffs. Detailed consultations will be conducted to identify specific expectations and concerns.

5.2.2 Other interested parties

Other Interested Parties are individuals/groups/entities that may not experience direct impacts from the Project but who may have interest in it. The following groups are identified among such stakeholders:

- Executive bodies of state power, local self-government (jamoats) and local self-organising community assemblies (mahallas)¹⁸
- Management and operational enterprises
- Civil society structures, including:
 - educational, scientific and research organizations;
 - mass media;
 - non-governmental organizations.

Interest and/or attitude towards the Project on the part of the above stakeholder groups and their potential expectations and concerns are analysed in the table below. As the Project and the Assessment proceed, the SEP will be updated to include expectations and concerns identified via direct consultations.

Table 5. Stakeholder identification and analysis. Other stakeholders that may be interested in the project

Stakeholders	Role / interest in the project	Expectations and concerns in relation to the Project
Executive authorities of government and local self-governance		
Hukumat of Dushanbe City (Executive Body of State Authority) and its departments responsible for waste collection and transportation, and maintaining sanitary conditions at waste collection points and along transportation routes.	Sets the vision for socioeconomic development of the city and aims to accommodate its growing population, sets the waste management strategy for the city. The Hukumat of Dushanbe city is the funding recipient and the primary beneficiary of the Project.	<ul style="list-style-type: none"> • Interested in the successful implementation of the Project. • Support the project through provision of data, resources, and political will.
Committee on environment protection under the Government of Tajikistan	Will provide environmental review of the Project and control compliance with environmental legislation during operation phase	The main expectation is that any developments under the Project and the overall DSUDP will comply with national environmental legislation.
Four district hukumates of Dushanbe and their departments	Implements the city policy in the districts (including regarding waste management)	Support the Project through provision of data, resources, and political will. These entities benefit from strengthened infrastructure and improved SWM.
Executive body of Guliston Jamoat and appointed representatives in the villages	Responsible for coordinating local issues, infrastructure development, providing basic services to the population, as well as interaction with district authorities	<ul style="list-style-type: none"> • Interested in improved sanitary and environmental conditions in jamoats. • Potentially will support the project and will be interested in fair distribution of risks and advantages among affected parties.
Executive body of Rohati Jamoat and appointed representatives in the villages	Responsible for the implementation of municipal powers, development of social infrastructure, improvement, support for vulnerable categories of the population and interaction with district and national structures	<ul style="list-style-type: none"> • To be studied further.

¹⁸ As defined in the Law of January 5, 2008 No. 347 "On bodies of public self-activity" http://portali-huquqi.tj/publicadliya/view_qonunhovview.php?showdetail=&asosi_id=8897&language=ru

Stakeholders	Role / interest in the project	Expectations and concerns in relation to the Project
Community institutions / local / elected self-organising public assemblies (mahallas and mahalla councils) of affected communities		
Boloshakhr village: the chairman of the mahalla; the mullah of the mahalla Public / mahalla council of Teppai-Samarkandi village	Participate in the life of the village, decides on issues of improvement / sanitary condition of the area, assist in solving everyday problems of residents, lead initiatives to clean the streets, repair infrastructure facilities, plant greenery, etc.; provide support to low-income and vulnerable families, brings together authoritative and activists of the villages (including the mullah, chairman of the mahalla, veterans of labour and public activists); participates in organizing social events, establishes interaction with executive authorities of jamoat.	<ul style="list-style-type: none"> Interested in improved sanitary and environmental conditions in the village. Potentially will support the project and will be interested in fair distribution of risks and advantages among affected parties. To be studied further.
Economic operators directly involved in SWM operations: waste collection, removal and disposal		
SUE "Smart City"	is the Project development and implementation agency	Expects to deliver the Project as planned / in line with its objectives
Four SUEs that collect and remove solid waste in the city districts	provide waste management services in the city districts, including waste collection and removal to the landfill; collection of fees for services provided and resolution of complaints	Expect improvement of material resources and optimization of waste collection and removal process
Housing Maintenance Departments (ZHEU)	are responsible for cleaning the territory in residential areas and their surroundings; they use common temporary waste storage areas. HMDs also collect fees from the residents they serve.	Expect improvement of material resources and optimization of waste collection and removal process
Road Maintenance Departments (DEUs) in four Dushanbe city districts	In each of the four districts, they collect waste from all other areas (on streets, roads, parks, and other public places) and take it to the solid waste landfill.	Expect improvement of material resources and optimization of waste collection and removal process
SUE "Dushanbe City MSW Landfill"	Handles waste delivered to the landfill	Expects improved spatial arrangement of the landfill, material resources and optimization of waste placement and disposal process; and working conditions for landfill workers
Civil society organisations engaged in waste-related issues and capable of contributing to the Project's implementation		
Educational, scientific and research institutions:	<ul style="list-style-type: none"> Tajik National University (TNU) Tajik State Pedagogical University named after Sadridin Ayni (TSPU) Tajik Agrarian University named after Shirinsho Shotemur (TAU) Avicenna Tajik State Medical University (ATSMU) Tajik State University of Commerce (TSUC) Tajik Technical University named after academician M.S. Osimi (TTU) 	May be interested in scientific support for the Project and/or offer specific recommendations for the implementation of the Project, including design, technology and socio-economic aspects that require consideration. Specific expectations and concerns will be explored as part of ongoing consultations.

Stakeholders	Role / interest in the project	Expectations and concerns in relation to the Project
	<ul style="list-style-type: none"> Russian-Tajik (Slavonic) University (RTSU) Tajik State University of Finance and Economics (TSUFE) 	
NGOs	A list of potentially interested organizations is provided in Annex 1 , however, during the implementation of the Project, other public organizations in Tajikistan may also express their interest in the Project."	Are fundamentally interested in the topic; some organizations have the potential to participate in the implementation of educational programs; may participate subject to support for this activity
Mass media	Will help disclose information about the Project	May expect information transparency and cooperation with the Project

6 PRELIMINARY STAKEHOLDER ENGAGEMENT PROGRAMME

Waste management (especially its generation, collection and transportation) is a concern of the entire community, which cannot be solved only by the efforts of specialized companies. It is necessary to involve many groups, including local authorities and the local population. Numerous examples show that in communities with better self-organization, actively involved in solving municipal problems, including waste management ones, these problems are solved much more effectively.

The preliminary Stakeholder Engagement Programme (**Table 6**) was developed to ensure the most effective engagement with all identified stakeholders, to create and maintain respectful relationships between the PIG and stakeholders, and to prevent possible conflict situations. The strategy of interaction with stakeholders is based on the step-by-step development of dialogue and cooperation at all stages of the Project life cycle.

At the design stage, it is necessary to establish a meaningful dialogue with stakeholders on E&S issues within the framework of ongoing assessments: socio-environmental assessment according to the requirements of the WB and the national EIA according to the requirements of the legislation of Tajikistan. The results of this dialogue (information received, comments and suggestions from stakeholders) should be taken into account in the design decisions.

Meaningful consultation requires various methods, which were also used in planning engagement activities at this stage, such as trainings & capacity building, public/community meetings, workshops & campaigns, social media engagement.

The information base of the meaningful dialogue will be made up of packages of E&S documents for each of the Workstreams:

- Workstream A - ESMF and its Non-Technical Summary (NTS);
- Workstream B – the ESIA of the Landfill Expansion Project and its NTS.
- Additional information materials (brochures, booklets, etc., as needed).

Within Workstream A, sub-projects will be developed, which may require independent socio-environmental assessment and public discussions.

Engagement activities in later stages are planned to maintain two-way dialogue.

Based on the results of public discussions of the documents of the socio-environmental assessment, a Consultation Report will be compiled, which will contain answers to questions from stakeholders and outline how the comments and suggestions were taken into account.

Table 6. Preliminary Stakeholder Engagement Programme

No	Activity	Stakeholder group / respondents	Information Materials	Timeframe	Responsible party	Means of communication/ location
DESIGN STAGE						
Establishment of general communication mechanisms						
1	Launch the Project page at the existing website of “Smart City”	All stakeholders	Posting of Project materials in the order specified in this SEP. Regular updates on the progress of the Project and press releases on each stakeholder engagement event	ongoing	The SUE “Smart City”	“Smart City” website
2	Create an information centre (public reception) for visitors in Dushanbe city (in the “Smart City” office) Create additional public reception rooms for residents of Boloshakhr and Teppai-Samarkandi villages (to facilitate access to information for the population of villages affected by the current activities of the landfill and its Expansion Project)	All stakeholders	Deliverables of the assignment (upon preparation)	October – November 2025	“Smart City”	Office of the “Smart City”; Administration building of Teppai-Samarkandi village; Public building in Boloshakhr (e.g., a school)
3	Maintain the grievance mechanism (which is publicly accessible and up-to-date)	All stakeholders	Announcement about the grievance mechanism resolution materials provided to the complainant	Throughout the project lifecycle	“Smart city”	Information about the grievance mechanism on the website of Smart City and in the posted / printed documents
4	Start and maintain a broad media campaign aimed at informing all stakeholders	All stakeholders	<ul style="list-style-type: none"> Regular press-releases on project implementation status and its outcomes – when 	Start- at early stage, maintain - throughout	“Smart city”	City mass media (TV, newspapers, online

No	Activity	Stakeholder group / respondents	Information Materials	Timeframe	Responsible party	Means of communication/ location
			<ul style="list-style-type: none"> significant news appear Good waste management practices for households – on a regular basis 	the project lifecycle		information agencies, etc.)
Stakeholder engagement for Dushanbe solid waste management system improvement Project						
5	Prepare and disclose the ESMF (including available subprojects).	All stakeholders in Dushanbe city	<ul style="list-style-type: none"> ESMF, Resettlement Framework, This SEP 	September-October 2025	E&S Consultant with the support of the “Smart City”	“Smart City” website and office;
6	Awareness raising events about project activities.	Affected communities	<ul style="list-style-type: none"> Community consultations training on proper waste sorting techniques for households Training on access to project Grievance Mechanism 	To be determined	SUE “Smart City”	Affected communities (location to be specified)
7	Communication with vulnerable groups	elderly, disabled, lonely women, orphans, people with income below minimum cost of living, etc	<ul style="list-style-type: none"> Questioning in order to identify specific vulnerabilities in the context of the proposed project and timely incorporate corrective measures into the project design 	To be determined	SUE “Smart City”	Vulnerable groups within project affected communities
8	Workshops on new business opportunities due to project implementation	Waste recycling companies, NGOs, all interested parties	<ul style="list-style-type: none"> Presentation of international good practice experience Discussion on applicability of the good practice to the realities of Dushanbe 	To be determined	SUE “Smart City”	Office of SUE “Smart City”
Stakeholder engagement for the ESIA of Dushanbe landfill reconstruction Project						
Stage 1. Environmental and Social Impact Assessment (ESIA) Scoping						
9	Prepare and disclose ESIA Scoping Report for the landfill reconstruction project (Preliminary ESIA Report)	All stakeholders	<ul style="list-style-type: none"> ESIA Scoping Report for the Landfill Reconstruction sub-project (Russian, English) Information leaflet on the ESIA 	September-October 2025	E&S Consultant with the support of	“Smart City” website and office; One hard copy of SEP and leaflet (Tajik) to be

No	Activity	Stakeholder group / respondents	Information Materials	Timeframe	Responsible party	Means of communication/ location
			Scoping results (Russian, Tajik); • The Project's SEP (Russian, Tajik, English)		the "Smart City"	placed in administrative building of Teppai-Samarkandi and in Balashakhr (e.g., at school)
10	Scoping consultations on ESIA Scoping Report for the landfill reconstruction project (Round-table meetings)	Affected settlements (Boloshakhr, Teppai-Samarkandi)		October-December 2025	Jointly E&S Consultant and Smart City	<ul style="list-style-type: none"> Meeting of all stakeholders (Teppai-Samarkandi village); Round table in Dushanbe ("Smart city" or "Peshsaf" office)
Stage 2. Full-scale Environmental and Social Impact Assessment (ESIA)						
11	Preparation and disclosure of a full-scale ESIA	<ul style="list-style-type: none"> Affected settlements (Boloshakhr and Teppai-Samarkandi); Executive state authorities and local governments 	<ul style="list-style-type: none"> Full-Scale ESIA Report for the Landfill Reconstruction sub-project (Russian, English) Information leaflet on the results of the full-scale ESIA (Russian, Tajik); 	TBD	E&S Consultant with the support of the "Smart City"	"Smart City" website and office;
12	ESIA consultations (public meetings)	<ul style="list-style-type: none"> Interested activists, NGOs, other civil society structures 	<ul style="list-style-type: none"> SEP (Russian, Tajik, English) Non-technical summary (Russian, Tajik, English) 	TBD	E&S Consultant with the support of the "Smart City"	<ul style="list-style-type: none"> Meeting of all stakeholders (Teppai-Samarkandi village); Round table in Dushanbe ("Smart city" or "Peshsaf" office)
13	Preparation and disclosure of the Resettlement Action Plan	Parties affected by the landfill reconstruction project	Resettlement Action Plan (Russian, Tajik and English)	TBD	Consultant with the support of	<ul style="list-style-type: none"> "Smart City" website and office

No	Activity	Stakeholder group / respondents	Information Materials	Timeframe	Responsible party	Means of communication/ location
					the “Smart City”	<ul style="list-style-type: none"> One hard copy in: administrative centres of Guliston Jamoat (Shakhriston) and Rohati Jamoat (Teppai Samarkandi), and Balashakhr (e.g., at school)
14	Introduction of resettlement grievance mechanism	<ul style="list-style-type: none"> Boloshahn and Teppai-Samarkandi villages Other stakeholders 	Resettlement Action Plan, Grievance Mechanism	TBD	Consultant with the support of the “Smart City”	
15	Awareness raising events about project activities.	Communities affected by the landfill expansion project	<ul style="list-style-type: none"> Community consultations training on risks identification and mitigation for the community Training on access to project Grievance Mechanism 	TBD	“Smart City”	Affected communities (location to be specified)
CONSTRUCTION STAGE						
Dushanbe solid waste management system improvement Project						
16	Placement of information boards containing information about the purpose, timing of construction, impacts and construction-related restrictions on each object under construction	Population affected by the construction of the facility	Information boards	During the entire construction period	Construction contractor. Control - Smart City	Each facility under construction
17	Conducting information work with housing and utilities employees about separate waste collection and other Project elements	Housing and utilities employees	Informational booklets, presentations	Several training meetings,	Smart City	Office of Smart City
18	Information work with the population of Dushanbe city on the importance of separate	Dushanbe city population	Information posters and announcements in public places, information campaign in the city	During the construction period	Smart City	Dushanbe City

No	Activity	Stakeholder group / respondents	Information Materials	Timeframe	Responsible party	Means of communication/ location
	waste collection		media			
19	Information meetings with schoolchildren on the risks associated with construction works and rules for safe behaviour near these works	Schools in communities,	Information booklets, interactive meetings	Before the start of construction are placed in which facilities under construction are located	Smart City	Communities where construction is held
20	Thematic meetings on <ul style="list-style-type: none"> Any environmental or social issue of the project Opportunities for cooperation with the project Employment Etc. 	Will be determined	Will be determined	be determined If stakeholders have any questions	Smart City	Will be determined
21	Maintain public visitor centres	All stakeholders	Grievance mechanism in place	Ongoing	Smart City	As noted above
22	Maintenance of the grievance mechanism	All stakeholders	Announcement of the mechanism, materials for resolving complaints provided to the applicant	Throughout the entire life cycle of the project	Smart City	Smart City website and office, disclosed reports
23	Continue broad media campaign aimed at informing all stakeholders	All stakeholders	<ul style="list-style-type: none"> Regular press-releases on project implementation status and its outcomes – when significant news appear Good waste management practices for households – on a regular basis 	Regularly	Smart City with support of city mass media	City mass media (TV, newspapers, online information agencies, etc.)
24	Workshops on new business opportunities due to project implementation: follow-up on the earlier discussions	Waste recycling companies, NGOs, all interested parties	<ul style="list-style-type: none"> Presentation of good practices incorporated into the project Discussion 	TBD	Smart City	Office of SUE “Smart City”

No	Activity	Stakeholder group / respondents	Information Materials	Timeframe	Responsible party	Means of communication/ location
25	Workshop on health and safety requirements and proper working conditions	Waste pickers	<ul style="list-style-type: none"> • Presentation of Good OHS practices applicable for the profession • Trainings • Discussion 	TBD	SUE "Smart City"	Landfill administration building
MSW landfill reconstruction project						
26	Placement of information boards containing information about the purpose, timing of construction, impacts and restrictions related to construction	Population affected by the construction of the object	Information boards	During the entire construction period	Construction contractor. Control-Smart City	Landfill Facilities under Construction
27	Information meetings with schoolchildren on the risks associated with construction works and rules for safe behaviour near these works	Schools in affected communities	Information booklets, interactive meetings	Before the construction	construction starts Construction Contractor. Control-Smart City	Schools in affected communities
28	Maintenance of the grievance mechanism	All interested parties	Announcement of the mechanism, complaint resolution materials provided to the applicant	Throughout the entire life cycle of the Project	the Smart City	Smart City's website and office; grievance mechanism
29	Thematic meetings on <ul style="list-style-type: none"> • Any environmental or social issue of the project • Opportunities for cooperation with the project • Employment, etc. 	Will be determined	Will be determined	If stakeholders have any questions from	Smart City	will be determined
OPERATIONAL STAGE						
30	Providing the stakeholders with annual project reporting	All stakeholders	Annual E&S Report	Annually	Smart City	Smart City website
31	Actively informing residents of affected communities about the	Residents of affected communities	Information booklets, publications in local media and on bulletin boards in	At least once a month	Smart City	Local media, information boards,

No	Activity	Stakeholder group / respondents	Information Materials	Timeframe	Responsible party	Means of communication/ location
	current situation, E&S aspects of the operation of MSW collection and transshipment points (Dushanbe) and landfill (nearest communities)		local administrations, informational meetings in public reception			public visitor centres
32	Maintenance of the grievance mechanism	All interested parties	Announcement of the mechanism, materials for resolving complaints provided to the applicant	On the website during the life cycle of the Project	Smart City	Smart City's website and office; disclosed reports
33	Thematic meetings on <ul style="list-style-type: none"> Any environmental or social issue of the project Opportunities for cooperation with the project Employment, etc. 	Will be determined	Will be determined	If stakeholders have any questions	Smart City	Will be determined
34	Continue broad media campaign aimed at informing all stakeholders	All stakeholders	<ul style="list-style-type: none"> Regular press-releases on project implementation status and its outcomes – when significant news appear Good waste management practices for households – on a regular basis 	Regularly	Smart City with support of city mass media	City mass media (TV, newspapers, online information agencies, etc.)
35	Providing the stakeholders with annual project reporting	All stakeholders	Annual E&S Report	Annually	Smart City	Smart City website
36	Workshops on new business opportunities due to project implementation: regular follow-ups	Waste recycling companies, NGOs, all interested parties	<ul style="list-style-type: none"> Revision of good practices implemented by the project Discussion on achievements of operating entities due to new opportunities created by the project Discussion on actual E&S improvements due to the project implementation 	Regularly (annually)	Smart City	Office of SUE "Smart City"

7 GRIEVANCE MECHANISM

Throughout its life cycle, the project will respond in a timely manner to the concerns and complaints of the parties affected by the project related to the E&S indicators of the project. To this end, a grievance mechanism will be proposed and implemented to receive and facilitate the resolution of such concerns and complaints. The grievance mechanism will operate throughout the project lifecycle.

The SEP for DSUDP (2023) included a Grievance Mechanism (GM) to address concerns and grievances related to the DSUDP E&S performance. The mechanism is designed to be accessible, transparent, and responsive to the needs of all stakeholders, including affected communities, government agencies, private sector entities, civil society, and the public. This GM will be used for the Project with some adjustments, as explained below.

The GM is based on the WB's ESS10 and is developed in line with existing Tajik laws, including the Law on Appeals of Individuals and Legal Entities and the Law on Civil Service, as well as government instructions on handling citizen appeals. The GM is accessible to all stakeholders, including those who may wish to submit anonymous complaints.

Stakeholders can submit grievances through multiple channels, including:

- In-person: By visiting the SUE "Smart City" office or the SUE engaged in waste disposal in the applicant's area of residence.
- Phone: Calling the designated telephone numbers.
- Email: Sending an email to the provided addresses.
- Postal Mail: Sending a written letter to the SUE "Smart City" office or the SUE engaged in waste disposal in the applicant's area of residence.
- Online: Submitting grievances through the "Smart City" website.

Residents of settlements affected by the E&S aspects of the current activities of the landfill (Boloshakhr village of Guliston Jamoat and Teppai-Samarkandi village of Rohati Jamoat) will have access to information and the opportunity to file a complaint in Guliston and Rohati jamoats, respectively.

The recommended Sample Public Grievance Form is suggested in **Annex 2**. All complaints and appeals will be consolidated, reviewed, and a response containing information about the measures taken will be sent to the applicant through the feedback channel indicated by him. If the feedback channel is not specified, the response will be published on the Project page on the Smart City website and on the information board of the relevant SUE.

Contact details:

Address of the Smart city office:	SUE "Smart City", M. Kurbonov 25 street, Dushanbe city, Republic of Tajikistan.
Telephone:	(+992 37) 227 47 45.
Email:	info@dsc.tj .
Web-platform:	http://www.dsc.tj .
Address in Guliston Jamoat	Shakhrinav village
Telephone	557 00 20 02
Contact Person	Chairperson of Jamoat
Address in Rohati Jamoat	Teppai-Samarkandi
Telephone	909 18 44 11
Contact Person	Chairperson of Jamoat

A designated Grievance Focal Point (GFP) will receive and register grievances in the **Grievance Log (Annex 4)**. The GFP will inform the **Grievance Management Group (GMG)**, which includes the Project Coordinator and E&S specialists, to address and resolve the grievances.

The following timeline is envisaged:

- Acknowledgment: Grievances must be acknowledged within 3 working days of receipt.
- Resolution:
 - 15 days for grievances that do not require additional study.
 - 30 days for grievances that need further investigation.
 - If unresolved within 30 days, the complainant will receive an update on the status and an estimated resolution time.
 - All grievances must be resolved within 45 days of receipt.

The GM will handle complaints, especially those related to sexual exploitation and abuse or sexual harassment, with confidentiality and sensitivity. If a grievance is not resolved to the complainant's satisfaction, they can escalate the issue to the appropriate court of law in Tajikistan.

The SUE "Smart City" will allocate all necessary resources and staff to implement the SEP and the GM.

The PIG will monitor the grievance resolution process, ensuring that agreed resolutions are implemented. SUE "Smart City" will maintain a record of all grievances received and their resolutions, ensuring transparency and accountability. A special log-book will be maintained by the person responsible at the PIG (e.g., as proposed in **Annex 4**).

Details of complainant will never be disclosed or made public. Also, the grievance mechanism includes an option for anonymity. This means that those complainants who do not wish to disclose their personal data or contact details will be provided with feedback via alternative channels, namely SUE "Smart City" website and/or information desk.

The grievance mechanism will be widely disseminated to stakeholders through various communication channels, including the "Smart City" website.

Stakeholders who believe they are adversely affected by the project can also submit complaints directly to the **World Bank's Grievance Redress Service (GRS)**. Complaints can be submitted in English, Tajik, or Russian through:

- Email: grievances@worldbank.org.
- Fax: +1.202.614.7313.
- Mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington DC 20433 USA.
- World Bank Tajikistan Country Office: 48 Ayni Street, Sozidanie Business Center, 3rd floor, Dushanbe, Tajikistan.

Stakeholders can also submit complaints to the **World Bank's independent Inspection Panel** if they believe the Bank has not complied with its policies and procedures. Complaints can be submitted at any time after concerns have been raised with the Bank.

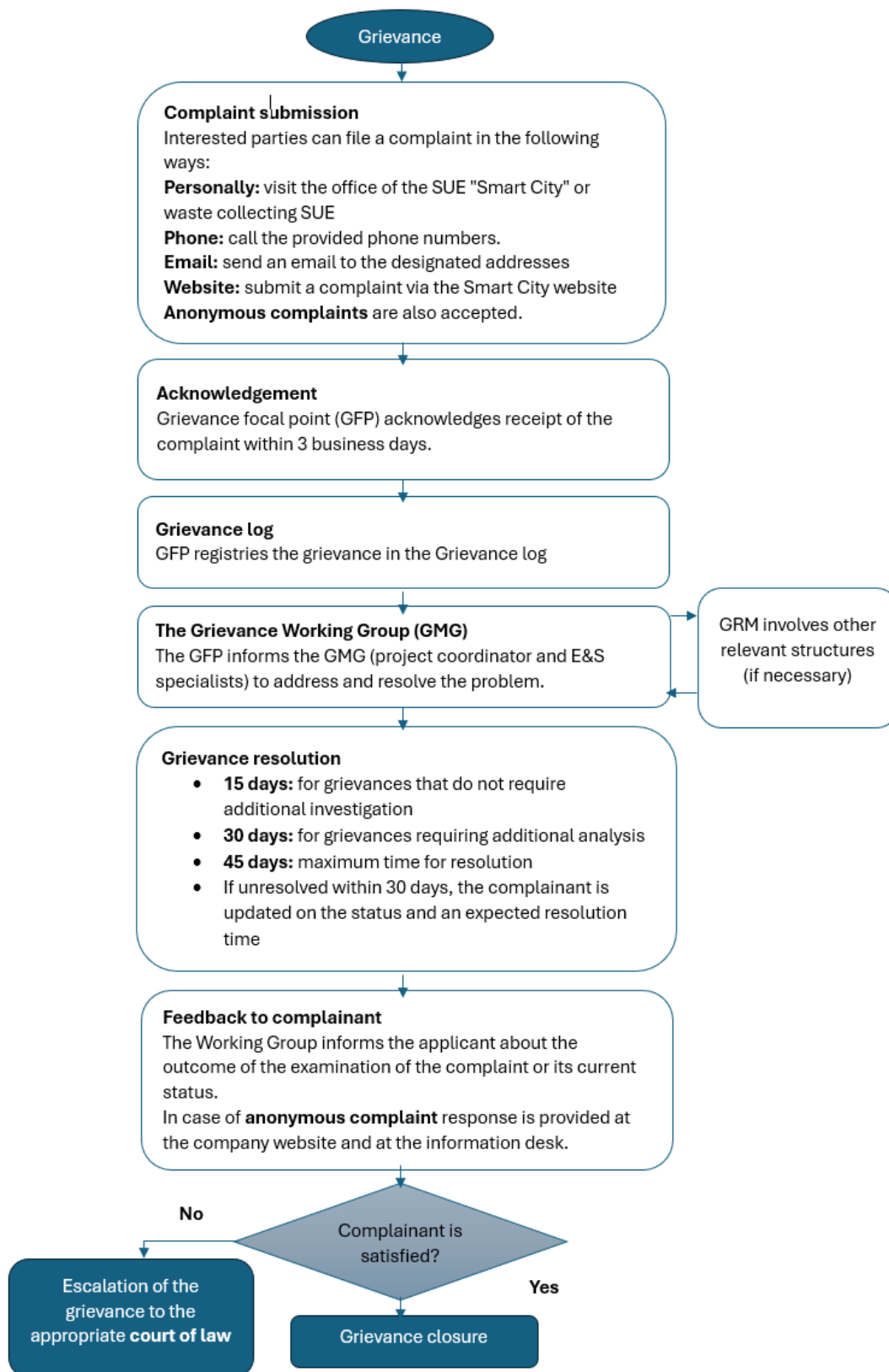


Figure 5. GM flowchart

Source: Developed by the E&S Consultant based on the information of the SEP 2023 (Smart City)

8 MONITORING, EVALUATION AND REPORTING

The successful stakeholder engagement depends on continuous effort, performance monitoring and evaluation, and adapting to changed conditions and stakeholder information needs.

The **PIG Social Development Specialist** will be responsible for monitoring and reporting on the SEP activities, including grievance handling and provision of SEP analysis inputs in monitoring reports to the WB and to the public.

The following indicators will be used to monitor and evaluate stakeholder engagement:

1. The SEP is kept up-to-date and available to the public for review/commenting;
2. Actions listed in the SEP are completed in full and as scheduled (delays or changes to be explained);
3. Number and types of consultation meetings, split per stakeholder group (the stakeholder engagement activities should be recorded in a special log (**Annex 3**);
4. Availability of a meeting summary for each event (documenting the key issues discussed);
5. Number of publications on the Project implementation process in the media and on the website of Smart City;
6. Number of stakeholders' comments and suggestions about the Project received by Smart City through various feedback channels (disaggregated data by gender and location);
7. Number of stakeholders' grievances and claims received by Smart City in relation to the Project (disaggregated data by gender and location);
8. Key categories of grievances received by Smart City or its contractors in relation to the Project (employment, permanent or temporary land use, environmental issues, labour relations, etc.);
9. Number of grievances resolved within the maximum established timeline;
10. Number of grievances remaining unresolved;
11. Average time (in days) taken to propose a resolution, compared against the set timeframe;
12. Changes in the number of grievances per category compared to previous reporting periods (e.g., monthly, quarterly, or annually).
13. Total number of anonymous grievances received in the reporting period (disaggregated data by gender and location, if possible);
14. Trend in the number of anonymous grievances compared to previous reporting periods (e.g., increase/decrease in percentage or raw numbers).
15. Sufficiently of budget / financial means for the implementation of the SEP.

The SEP should be periodically revisited by the PIG in order to identify activities that might need any corrective and/or preventative measures with the purpose to improve the efficiency of its implementation. In such cases the SEP should be updated and shared with the public with the notification of amendments made.

The outcomes of the stakeholder engagement process will be analysed monthly and quarterly, the detailed analysis will be included in the Annual E&S Reports for the WB and a summary of the analysis will be provided to the public.

ANNEX 1. LIST OF PUBLIC ORGANIZATIONS POTENTIALLY INTERESTED IN THE PROJECT**Public organizations with an environmental focus**

No.	Organization	Key directions	Area of activity
	NGO "Little Earth"	climate change, protected areas, eco-education	Republic of Tajikistan; field projects - Rasht, Zeravshan, GBAO
	Youth Group on Protection of Environment (YGPE)	youth eco-clubs, waste sorting	Sogd region: Khukhand, Konibodom, Asht
	"Sayorai Sabz" NGO	youth work, urban ecology	Kulob and neighboring areas of Khatlon
	"Ganqi Tabiat" NGO	nature conservation, ecotourism	Kulyab district, Khatlon
	"Zan va Zamin" NGO	sustainable rural development, gender, soils	Republic of Tajikistan; pilots - Muminobod, Shurobod, GBAO
	Fauna & Flora International (FFI) – TJ program	snow leopard, arkar, protected area	Mountain Badakhshan, ridge. Pamir, Zorkul, Taj National Park
	Geres Tajikistan	energy efficient housing, solar greenhouses	Republic of Tajikistan; recent projects - Rasht valley, mountain villages of the Central Regional Development District
	"Bargi Sabz" NGO	RES, NRM, climate	Republic of Tajikistan; departures – Darvaz, GBAO and other regions
	Aga Khan Agency for Habitat (AKAH) TJ	climate-DRR, water supply, housing	GBAO (Khorog), Rasht Valley and other mountainous regions
	"HELVETAS Intercooperation gGmbH dar ҶТ" NGO	IWRM, WASH, climate resilience	Bass. Syr Darya (Sogd) and Kulyab / Khatlon
	"Sazovor" NGO	Environmental education, environmental documentation	Republic of Tajikistan
	"Iktidor" NGO	Working with the population in the field of environmental education	Republic of Tajikistan
	ACTED Tajikistan	landscape management, DRR, climate	Zeravshan Valley, Kofarnikhon and other watersheds of the Republic of Tajikistan
	"Peshsaf" NGO	cleaning of polluted sites, green campaigns	Republic of Tajikistan
	"Tabiatdust" NGO	environmental education of schoolchildren	Kulyab district, Khatlon (youth eco-initiatives)
	Shuroi about sanitation in Gulakandoz	drinking water & sanitation	Sogd region
	Association of Water Users "Zarafshon"	VUS/IVU, irrigation	River pool Zerafshan (Ayni – Panjakent), Sughd region
	"Obi tozai shakhri Pankhakent"	city WASH service	Panjakent city, Sughd region
	"Rushdi iktisodi sabz va innovation" NGO	research, green economy	Republic of Tajikistan
	"Obi Nushokii Obburdon" NGO	rural water supply	D. Obburdon, n. Mastcho, Sughd region.

Social organizations with a pronounced gender agenda

No.	Organization	Key directions	Area of activity
1	"Zanho ziddi zurovari" NGO	assistance to women victims of domestic violence	Republic of Tajikistan
2	GEID – "Gender Equality for Inclusive Development"	promoting gender equality and inclusive development	Republic of Tajikistan
3	"Zan va Zamin" NGO	sustainable rural development of women, agrobiodiversity	Rural areas of the Republic of Tajikistan
4	"Zancho huukukshinos bahri tarakkiyot" NGO	legal support, women lawyers network	Dushanbe; projects throughout the Republic of Tajikistan
5	"Zan va Homea" Association	participation of women in public and economic life	Republic of Tajikistan
7	Markazi omuzishii bonuvon " Zam-Zam "	vocational training for girls, OSCE resource center	Republic of Tajikistan including Khatlon
8	"Modar" NGO ("Ogushi modar")	Women's rights, gender and education	Republic of Tajikistan
9	"Shabakai Toqikistoni zanoni mubtaloi VNMO"	support and rights for HIV-positive women	Republic of Tajikistan
10	"Nuri Niso" NGO	social support for women and girls	Sogd region (Asht) + enlightenment shares
11	Center for social and legal support "Femida"	Legal, psychological and social assistance to women who are victims of violence	Dushanbe + hotline in RT

ANNEX 2. SAMPLE PUBLIC GRIEVANCE FORM

Reference No. (for internal purpose)	
Full name (if desired):	First name _____ Last name _____ <input type="checkbox"/> I request not to disclose my identity and contact details without my consent <input type="checkbox"/> I wish to raise an anonymous complaint (Note: if you select this box, no personal response can be provided)
Contact information Please mark how you wish to be contacted (mail, telephone, e-mail) (if desired)	<input type="checkbox"/> By Post: Please provide mailing address: _____ <input type="checkbox"/> By telephone: _____ <input type="checkbox"/> By e-mail: _____
If your grievance is anonymous, where would you like to see the response? Please tick the preferred option	<input type="checkbox"/> at the website of SUE «Smart City» <input type="checkbox"/> at the information desk in Guliston <input type="checkbox"/> at the information desk in Teppai-Samarquandi
Preferred Language for communication	<input type="checkbox"/> Tajik <input type="checkbox"/> Russian <input type="checkbox"/> Other, please specify _____
Description of Grievance	_____ _____ _____
Date of Incident/Grievance	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times?) _____ <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see to resolve the problem?	_____ _____ _____
Signature (if desired):	_____
Date:	_____

ANNEX 3. SAMPLE PUBLIC ENGAGEMENT LOGBOOK

Note: the log can be maintained in the Excel format.

ID/No	Engagement Activity	Participants	Stakeholder Category	Date	Locations	Initiated by	Number of participants (women/men)	Purpose of Engagement	Topics discussed and issues raised	Minutes of Meeting
1										
2										
3										
...										

ANNEX 4. SAMPLE GRIEVANCE LOGBOOK

N	Name of complainant	Contacts of complainant	Date of complaint	Complaint	Category	Planned corrective actions	Responsible party	Date of response	Corrective actions taken	Relevant documents	Status
1											
2											
3											
...											