

**Republic of Uzbekistan**



**Cadaster Agency  
under  
Ministry of Economy and Finance**

**STAKEHOLDER ENGAGEMENT PLAN**

**for**

**Geospatial Infrastructure for Sustainable Territorial  
Development (P506803)  
Project**

**Draft**

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## Acronyms and abbreviations

CA	-	Cadaster Agency
CE	-	Citizen Engagement
ESCP	-	Environmental and Social Commitment Plan
ESMF	-	Environmental and Social Management Framework
ESF	-	Environment and Social Framework (ESF)
ESS	-	Environmental and Social Standards
GOU	-	Government of Uzbekistan
GRC	-	Grievance Resolution Committee
GRM	-	Grievance Redress Mechanism
GISTSP	-	Geospatial Infrastructure for Sustainable Territorial Development Project
ISR	-	Implementation Status and Results
LMP	-	Labor Management Procedures
MEF	-	Ministry of Economy and Finance
NSDI	-	National Spatial Data Infrastructure
NGO	-	Non-Governmental Organization
OIPs	-	Other interested parties
PAPs	-	Project-affected parties
PDO	-	Project Development Objectives
PIU	-	Project Implementation Unit
SEP	-	Stakeholder Engagement Plan
WMP	-	Waste Management Plan

## 1. Introduction/Project Description

The Geospatial Infrastructure for Sustainable Territorial Development Project (GISTD) aims to improve the availability and accessibility of geospatial data in Uzbekistan. The Project will support the development of a National Spatial Data Infrastructure (NSDI), which enables countries, cities, and regions to transition to digital economies and services through the development of online platforms, which enhance citizen services, inform evidence-based government decisions, and advance digital transformation initiatives. Central to this infrastructure is the capacity to spatially locate a nation's assets—land, natural resources, and infrastructure—on accessible digital platforms, enabling effective asset management critical for development planning, and enhancing resilience to climate change and disaster risk management. The development of Uzbekistan's NSDI (UZ-NSDI) will enable the national, regional, and municipal governments to improve investment planning, infrastructure development, and public service delivery through efficient geospatial data use. The project directly supports the Uzbekistan 2030 Strategy which underscores the need for resilient economic growth and regional equity, optimization of land use.

The GISTD comprises the following 3 components:

### **Component A: Support to NSDI implementation.**

*A.1.: Support to NSDI Implementation at the Central Level:* Key activities include the development of data standards and data sharing agreements; the design and implementation of the UZ-NSDI architecture, the establishment of three new data centers, including procurement of necessary software and hardware; the development of a national UZ-NSDI geoportal as well as one regional geoportal to facilitate data access and use.

*A.2.: Support to NSDI contributing institutions:* Key interventions will focus on supporting selected stakeholder institutions that provide data for and use UZ-NSDI, including the region and municipality of Samarkand, through technical assistance and the provision of IT infrastructure (hardware and software) for managing and distributing geospatial data, enabling them to effectively participate in and benefit from the UZ-NSDI.

### **Component B: Geospatial infrastructure and data enhancement.**

*B.1.: Enhancement of surveying and mapping infrastructure.* This subcomponent will focus on upgrading and updating the surveying and mapping infrastructure.

*B.2.: Information systems and data.* The subcomponent will further support the establishment of a national address register, including the revision of the regulatory framework and information system for data management, and field data collection in Samarkand city.

*B.3.: Piloting of new systems and technologies.* The subcomponent will focus on piloting new systems and technologies for data collection and management in selected areas of Samarkand city.

### **Component C. Institutional capacity enhancement and Project management.**

**Project Location.** The project will be implemented across the entire Republic of Uzbekistan (Figure 1). It focuses on the creation and use of spatial data, management of land resources, and provision of information to the e-government system.



Figure 1: Map of Uzbekistan and Neighboring Countries

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

## 2. Objective/Description of SEP

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

## 3. Stakeholder identification and analysis

### 3.1 Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach*: Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback*: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity*: Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement

methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.

- **Flexibility:** the SEP will have flexibility to cater for stakeholder engagement via online forums or phone-based communication.

### 3.2. Affected parties and other interested parties

Project stakeholders are defined as people, organizations, or other entities that may be affected by project interventions, who may have an interest or can influence its outcomes either positively or negatively. The analysis identifies the appropriate methodology for each category of stakeholders throughout project cycle. In fostering targeted and meaningful stakeholder engagement, stakeholders are categorized as follows:

- Project Affected Parties (PAPs):** these comprises of persons, groups/communities, and other entities within the Project Area of Influence (PAI) that are affected by the project or are likely to be affected by it directly or indirectly, favorably, or unfavorably.
- Other Interested Parties (OIPs):** these may have an interest in the project and include individuals or groups whose interests may be affected by the project and who have the potential to influence the project outcomes in any way.

**Table 1: Identification of Stakeholders**

Party	Stakeholders
<p><b>Project Affected Parties (PAPs).</b> Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project.</p>	<ul style="list-style-type: none"> <li>• State Unitary Enterprise "Geoinnovation Center"</li> <li>• Republican Center for Airborne Geodesy</li> <li>• "Center for Computerization, Implementation and Development of Geoinformation Technologies"</li> <li>• State Fund for Geodesy-Cartography</li> <li>• State Scientific production enterprise "Kartgorafiya"</li> <li>• Professional Development Center for SDI</li> <li>• "Uzdavyerloyiha" state design institute</li> <li>• Chamber of State Cadastres and its territorial departments.</li> <li>• State Assets Management Agency</li> <li>• "O'ZGASHKLITI" Design and Survey organization</li> </ul>
<p><b>Other Interested parties.</b> The projects' stakeholders also include parties other than the directly affected communities, including:</p>	<ul style="list-style-type: none"> <li>• Ministry of Economy and Finance;</li> <li>• Ministry of Agriculture (department of implementation of Aerospace technologies);</li> <li>• Ministry of Water Resources;</li> <li>• Ministry of Construction and Housing and Communal Services;</li> <li>• Ministry of ecology, environmental protection and climate change (ICT implementation and cadaster management division)</li> <li>• Ministry of Higher Education, Science and Innovation;</li> <li>• Ministry of Employment and Poverty Reduction;</li> <li>• Ministry of Internal Affairs;</li> <li>• Tashkent cities administration;</li> <li>• Samarkand regional administration;</li> </ul>

	<ul style="list-style-type: none"> <li>• "Uzsuvtaminot" water supply Joint Stock Company;</li> <li>• "HUDUDGAZTA'MINOT" gas supply Joint Stock Company;</li> <li>• "REGIONAL ELECTRIC NETWORKS" Joint Stock Company;</li> <li>• Civil society groups and NGOs on districts, national, and local levels that pursue environmental and socio-economic interests and may become partners of the project;</li> <li>• Research Institutions;</li> <li>• Third-party service providers (e.g., exchanges, verification agencies, consulting companies);;</li> <li>• Social media platforms;</li> <li>• Representatives of contractor organizations;</li> <li>• Business partners;</li> <li>• Individual Evaluation Companies;</li> <li>• Notaries;</li> <li>• State and commercial banks;</li> </ul>
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### 3.3. Disadvantaged/vulnerable individuals or groups

Within the Project, vulnerable or disadvantaged groups may include but are not limited to the following:

- (i) **Individuals with Disabilities:** those with physical disabilities such as mobility, hearing, and visual impairments
- (ii) **Unskilled people:** Individuals who typically perform jobs that do not require specialized skills or formal education.
- (iii) **Women:** Pregnant women and women with young children are considered vulnerable due to accessibility issues and lack of knowledge.
- (iv) **Elderly Individuals:** individuals may lack knowledge and experience with accessibility, online tools, and communication channels, making it difficult for them to engage with project activities

Vulnerable groups within the communities affected by the Project may be added, further confirmed, and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

## 4. Stakeholder Engagement Program

### 4.1. Summary of stakeholder engagement done during project preparation

As part of the preparatory phase for the Project, a series of stakeholder consultations were conducted in September and November 2024 to ensure meaningful engagement and gather input from relevant stakeholders. These consultations included government agencies, local administrations, and other key entities.

- Consultation with "O'ZGASHKLITI" Design Research Organization and Tashkent City Administration (9 September 2024): Discussions focused on supporting the implementation of the utility cadaster in the pilot city and reviewing Tashkent's experience with spatial data infrastructure.
- Samarkand Regional Administration (10 September 2024): Key findings from the pilot region were presented, including an assessment of existing geospatial data for Samarkand city and region.

- Samarkand City Local Branch and Utility Providers (11 September 2024): Topics included developing policies and governance structures for geospatial activities, IT infrastructure needs, and data availability and quality.
- Ministry of Construction and Housing and Other Ministries (18 September 2024): Discussions centered on integrating existing geospatial data into the National Spatial Data Infrastructure (NSDI).
- Ministry of Ecology (19 September 2024): Focused on assessing geospatial data at the ministry level and its potential integration with the NSDI.
- Cadaster Agency (20 November 2024): Evaluated aerospace technology implementation and existing data related to utilities and infrastructure.

During the consultations, the role of the World Bank and its Environmental and Social Framework (ESF) requirements were briefly described to ensure alignment with international standards. The consultations provided a platform for stakeholders to voice concerns, identify challenges, and discuss the alignment of data-sharing policies with project objectives. Stakeholder feedback emphasized the need for robust IT infrastructure, improved data integration, and support for local administrations to foster a geospatial ecosystem.

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

The Project will ensure a wide range of consultation workshops are conducted with all relevant stakeholders prior to launching any activity allowing for inputs and necessary adjustments to implementation, as and when the situation allows. Different engagement methods are proposed and cover different stakeholder needs as stated below:

- **Public/community meetings.** Prior to other activities, at the time of disclosure of the Social Assessment, and this SEP, Cadaster Agency will organize project launch meeting on a national level.. Meetings will be open house events where Cadaster Agency/PIU will present information, and people will be invited to make comments and express any concerns. Meeting will be organized at a place and time which is convenient to PAPs and other interested parties.
- **Communication materials.** Written information will be disclosed to the public via a variety of communication materials including brochures, flyers, posters, etc. A public relations kit will be designed specifically and distributed both in print and online form. Cadaster Agency/PIU will also update its website regularly (at least on a quarterly basis) with key project updates and reports on the project’s performance both in Uzbek, Russian and English. The website will also provide information about the grievance mechanism for the project (see next sub-section).
- **Mass/social media communication.** A community or social media expert (from Cadaster Agency/PIU staff or an external consultant) will be engaged on the Project during the project implementation to remain in close communication with stakeholders including PAPs, mahalla leaders. The regional departments will also be responsible for posting relevant information on the dedicated Cadaster Agency website, social media channels (Facebook, Telegram, etc.) and on information boards throughout the project’s lifecycle. Social media channels will be used as much as possible to disseminate information as rates of social media use (especially Telegram channels) appear to be high across users of different age and background in project-affected communities.
- **Information Desks.** Information Desks in each region and district will provide to relevant parties with information on stakeholder engagement activities, project interventions, contact details of the Focal point, etc. The focal point, in turn, will set up these information desks, either in their offices or other easily accessible places where they can meet and share information about the project with PAPs and other stakeholders. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.



- **Citizen/PAP perception survey.** A perception survey examining citizen’s experience and feedback about the project will be carried out twice during the project’s lifecycle: once around the mid-implementation phase, and once towards the end of the project’s implementation.
- **Training, workshops.** Training on a variety of social issues will be provided to Cadaster Agency, PIU and possibly relevant government or non-government service providers. Issues covered will include sensitization to inclusion/exclusion, privacy concerns related to geospatial data, labor issues, gender-based violence related risks etc.
- **Grievance redress mechanism.** In compliance with the World Bank’s ESS10, a project-specific grievance mechanism will be set up to handle complaints and issues at the project sites level, and this will be integrated into a country system on GRM that are available to all. Dedicated communication materials (specifically, a GRM brochure or pamphlet) will be developed to help local residents become familiar with the grievance redress channels and procedures. Locked suggestion/complaint boxes will be posted in each project selected sites, and PIU will maintain a grievance register in order to capture and track grievances from submission to resolution and communication with complainants. The mechanism is described in more detail in Section VI below, which includes a form that can be used to submit grievances. Grievances may be submitted anonymously, but in that case, it cannot be known if the complainant is satisfied with the resolution. Cadaster Agency’s website, posters, and leaflets will include clear information on how feedback, questions, comments, concerns, and grievances can be submitted by any stakeholder. It will also provide information on the way grievances will be handled, both in terms of process and deadlines.

As part of the Strategic Framework for Mainstreaming Citizen Engagement (CE) in World Bank Operations, the Bank made a commitment to mainstreaming CE into operations. Accordingly, the Projects Results Frameworks must include at least one beneficiary feedback indicator to monitor CE throughout project implementation (as a PDO or intermediate outcome indicator); and Projects must report on beneficiary feedback indicators in Implementation Status and Results Reports (ISRs) by the third year of implementation or demonstrate credible progress towards reporting.

As such, the project has included the following Beneficiary Feedback Indicators to meet this Bank requirement (Table 2):

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

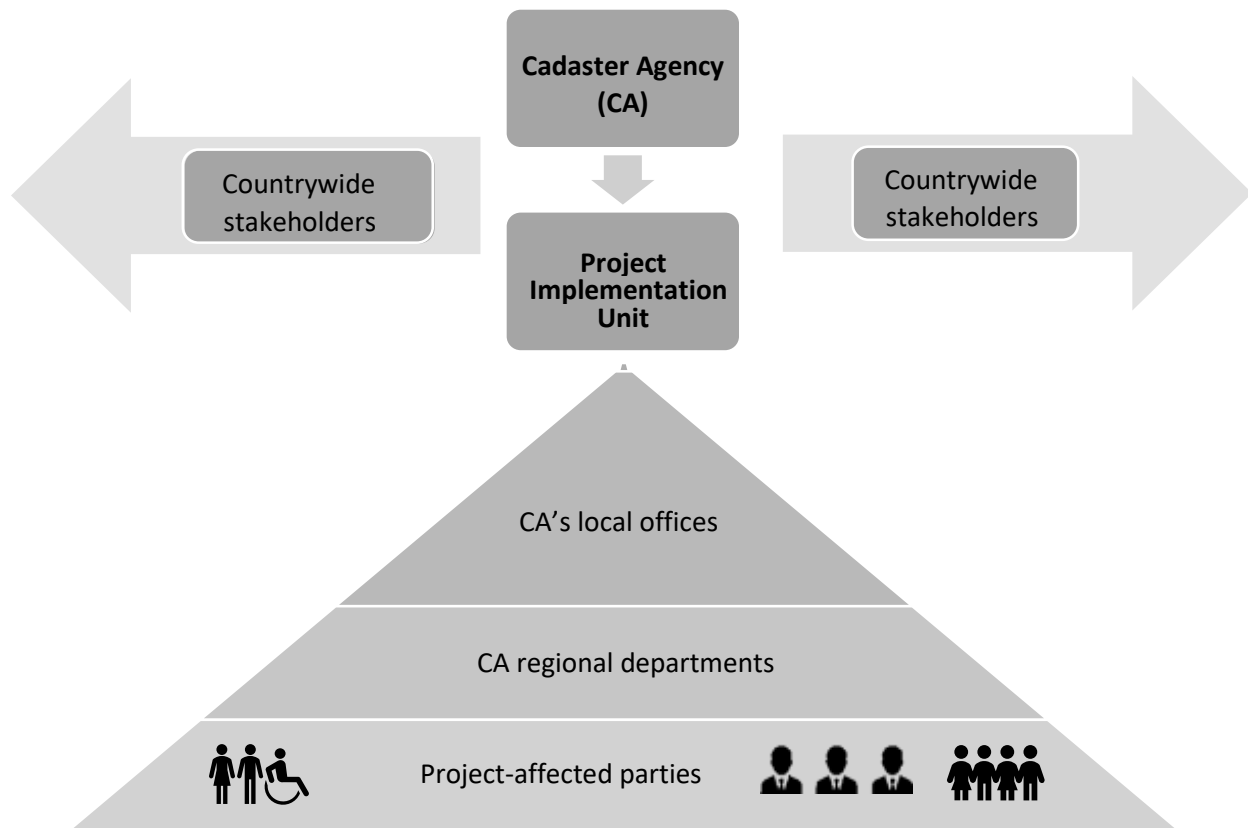
Indicator	Definition	Source
Number of beneficiaries satisfied with provided service or training (Number)	Numerator: Number of beneficiaries that report they are satisfied with the service and training offered  Denominator: Total number of beneficiaries responding to the satisfaction survey	Survey
Grievances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

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

### 4.3. Stakeholder engagement plan

The project interventions are countrywide; therefore, the project implementation unit needs to be strategic in designing the SEP. The project stakeholder engagement activities need to be streamed horizontally and vertically (Figure 2). The horizontal stream implies an engagement with stakeholders on a national level. Activities on the horizontal level are assumed to improve awareness and coordination of efforts in the Geospatial Infrastructure system of the country. Whereas vertical stream implies the application of a cascading mode which will allow the project to establish communication with project-affected parties. Furthermore, the cascading approach will be applicable for capacity building at each project engagement level (regional and district departments). Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them.

Thus, SEP provides an opportunity for all-inclusive approach in project preparation, planning, implementation and monitoring processes. It is geared toward ensuring meaningful and a wide consultative process guided by World Bank's Environmental and Social Framework (ESF), particularly ESS10.



**Figure 2:** Schematic visualization of the stakeholder engagement process

Information disclosure and consultation processes will continue with affected parties, other interested parties and vulnerable groups during (i) project preparation, (ii) project implementation, and (iii) project operational phases. A variety of methods such as focus-group consultations, individual consultations, awareness raising meetings/gatherings and interviews through different offline and virtual medians such telephone calls etc. and communication through printed (newspapers, banners & posters displayed in community locations and at

government offices) and electronic & social media (Facebook, Twitter, WhatsApp Groups etc.), appropriate to the target audience, will be used for information disclosure and consultation.

During project preparation and planning, information related to project scope and schedule will be shared with project affected persons and other stakeholders during consultations.

Information about each component and phase of the Project will be provided to the public through media briefings, targeted media articles, information sessions, television/radio programs etc. The Project will also provide up-to-date information in the Ministries websites and in social media.

At the appraisal stage, ESF instruments including at least ESCP and SEP prepared for this project will be disclosed on the website of Cadaster Agency and on the World Bank's external website, after their clearance by the government and the Bank. Additionally, copies of the referenced documents will be kept at the Cadaster Agency for public reference. Any changes to the approved ESCP and SEP would have to follow the same clearance/ approval procedures and disclosure

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

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

<sup>1</sup> Date, Time and venue are subject for the updating during the project implementation stage.

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

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

Project Stage	Estimated Date/Time Period <sup>1</sup>	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
	Continuous throughout project implementation	Engagements with D/VPs. Project implementation with feedback generated from targeted stakeholders	Public meetings. Disclosure of project documentation in a culturally appropriate and accessible manner.	D/VPs including, Women, persons with disabilities (PWDs)	PIU – Social Specialist

This SEP (both in Uzbek and English languages), the Environmental and Social Commitment Plan (ESCP), Environmental and Social Management Framework (ESMF), Waste Management Plan (WMP) and Labor Management Procedures (LMP) will be publicly disclosed on the Cadaster Agency website <https://www.kadastr.uz> and the Bank's system. Project documents including updates and details about the project Grievance Mechanism will also be posted on the Cadaster Agency website. Printed material (manuals, brochures, posters, etc.) will be prepared and used based on identified needs. Uzbek and English languages will be used to disclose information on the project website.

To guarantee that the various stakeholder groups have an opportunity to engage in the project activities and gain from the interventions, it will be crucial to ensure the inclusivity and cultural sensitivity of the various activities. Where necessary, the use of local languages, verbal communication, or visuals rather than text, will be utilized. It is also important to note that face-to-face meetings may not always be possible in all cases, and other means of communication will be used to reach key stakeholders, including social media. Table 3 below presents a schedule for disclosure.

**Table 4:** Schedule of Disclosure of Project Documents

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

#### 4.4. Reporting back to stakeholders

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

### 5. Resources and Responsibilities for implementing stakeholder engagement activities

#### 5.1. Resources

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

Complete table below:

**Table 5:** Estimated Stakeholder Engagement Budget

<b>Budget Category</b>	<b>Times/Years</b>	<b>Total Costs</b>	<b>Remarks</b>
1a. [E.g., communications consultant]			



1c. [E.g., estimated salaries for Community Liaison Officers]			
<b>2. Events</b>			
2a. [E.g., organization of focus groups]			
<b>3. Communication campaigns</b>			
3a. [E.g., posters, flyers]			
3b. [E.g., social media campaign]			
<b>4. Trainings</b>			
4a. [E.g., training on social/environmental issues for PIU and contractor staff]			
4b. [E.g., training on gender-based violence (GBV) for Project Implementing Unit (PIU) and contractor staff]			
<b>5. Beneficiary surveys</b>			
5a. [E.g., mid-project perception survey]			
5b. [E.g., end-of-project perception survey]			
<b>6. Grievance Mechanism</b>			
6a. [E.g., training of GM committees]			
6b. [E.g., suggestion boxes in villages]			
6c. [E.g., GM communication materials]			
<b>7. Other expenses</b>			
7a. [insert]			

Note: \*Salary costs can be indicative.

## 5.2. Management functions and responsibilities

The Cadaster Agency (CA) is the implementing agency for the project and has overall responsibility for project implementation, including fiduciary, monitoring and evaluation, and environmental and social safeguards. Within the CA the Project Implementation Unit (PIU) will be established.

The CA is responsible for the preparation and implementation of the ESF and the requirements of the WB for Investment Project Financing (IPF) operations. Among its responsibilities are the preparation, implementation, and oversight of environmental and social instruments such as the ESCP, ESMF, SEP, LMP, Waste Management Plan and GM.

The PIU of the CA will prepare semiannual E&S Progress report per ESCP and submit them to the WB within the stipulated timelines. All stakeholder engagements will be documented through the Project progress reporting requirements, tracked and managed by the PIU's Social Specialist as indicated in the project ESCP.

## 6. Grievance Mechanism

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

According to the Law of the Republic of Uzbekistan "On Appeals of Individuals and Legal Entities" No: ZRU-445 dated September 11, 2017, appeals (applications, proposals, complaints, anonymous appeals) of individuals and legal entities shall be considered in accordance with the law, ensuring the timely and full consideration of appeals, adherence to equal requirements for appeals, realization of the rights, freedoms, and legal interests of individuals and legal entities, avoidance of bureaucratic and formalism in the consideration of appeals, and adherence to the principles of transparency in the activities of state bodies, organizations, and their responsible officials when dealing with appeals. Each state organization shall establish direct contact with the population in accepting appeals, ensure the protection of their rights, freedoms, and legal interests, ensure the effective functioning of the system for dealing with appeals, create conditions for the unconditional implementation of constitutional rights in the consideration of appeals, organize systematic monitoring and supervision over the consideration of appeals, establish procedures for registering, summarizing, systematizing, monitoring, and supervising appeals through the establishment of an electronic information system, and widely use modern information and communication technologies in working with appeals. State bodies, organizations, and their responsible officials shall comply with the Constitution and laws of the Republic of Uzbekistan, seek solutions to ensure compliance with the requirements of full, comprehensive, and timely consideration of appeals, respect the violated rights and freedoms of individuals and legal entities, and protect their legal interests. When considering appeals, information about the personal life of individuals, the activities of legal entities, confidential information, and other information that may violate the rights, freedoms, and legal interests of

individuals and legal entities, as well as other information that may be classified as state secrets or protected by law, shall not be requested or collected. State bodies, organizations, and their responsible officials shall not disclose additional information requested from individuals, legal entities, or other responsible officials of state bodies, organizations, or other persons, if the requested information does not contain state secrets or other classified information protected by law, does not harm the rights, freedoms, and legal interests of individuals and legal entities, and does not contradict social and state interests. If the requested information does not contain state secrets or other classified information protected by law and does not harm the rights, freedoms, and legal interests of individuals and legal entities, and does not contradict social and state interests, state bodies, organizations, and responsible officials shall provide the requested information within one day. Annex 2.

### 6.1. Description of GM

The PIU’s GM will provide a channel for dispute resolution during the implementation of the project. However, the GM serves to complement and **NOT** replace the existing legal channels, such as Courts, Tribunals and other resource mechanisms for addressing grievances.

The GM is designed to improve project outcomes by creating public awareness about the project and its objectives, deterring fraud and corruption, mitigating socio-economic, environmental and personal privacy related risks and providing the PIU with practical solutions and feedback during project implementation.

The GM will apply to **ALL** project areas.

The targeted audience for the GRM will range from the following:

- Funding Agencies – World Bank’s Tashkent Office and Grievance Redress Service (GRS)
- Project Workers – Direct and Indirect ones
- Contractors and Subcontractors
- Project beneficiaries and their related institutions
- The General Public and affected communities

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

### 6.2. Structure of GM

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

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

### 6.3. Grievance Procedure.

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

Table 6: Grievance Procedure

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	Grievance Mechanism Structure: 1. PIU, working office of Contractor, local makhalla committee, and district khokimiyats; 2. PIU secretariat in Tashkent; 3. Economic Court.	Regularly	PIU Social Specialist/GRM focal point

Step	Description of Process	Time Frame	Responsibility
Grievance uptake	<p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> <li>• telephone hotline: 1097</li> <li>• social media channels:  <a href="https://t.me/uz_kadastr">https://t.me/uz_kadastr</a>,  <a href="https://www.instagram.com/uz_kadastr/">https://www.instagram.com/uz_kadastr/</a>  <a href="https://www.facebook.com/kadastr.uz">https://www.facebook.com/kadastr.uz</a>  <a href="https://www.youtube.com/channel/UC_FQsn1YYyrIrf4i7nbk12Q">https://www.youtube.com/channel/UC_FQsn1YYyrIrf4i7nbk12Q</a>  <a href="https://my.gov.uz">https://my.gov.uz</a></li> <li>• E-mail: info@kadastr.uz</li> <li>• Letter to Grievance focal points at local facilities: Toshkent, 100097, Chilonzor S, Cho'ponota street.</li> </ul> <p>Complaint form to be lodged via any of the above channels:</p> <ul style="list-style-type: none"> <li>• Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box: In CA offices in the project areas.</li> </ul>	Regularly	<p>PIU Social Specialist/GRM focal point</p> <p>Department of Organizational Control and Appeals</p>
Sorting, processing	<p>Any complaint received is forwarded to PIU Social Specialist/GRM focal point receiving and registering complaints from affected parties; Logged in Grievance Register or a written submission may send to the Project Coordinator via email or in written, and categorized according to the following complaint types:</p> <ul style="list-style-type: none"> <li>- Complaints relating to performance or quality of deliverables</li> <li>- Relating to infringement/ encroachment of land</li> <li>- Physical injury to persons</li> <li>- Relating to emoluments and payments</li> <li>- Sexual harassment</li> <li>- Privacy concerns due to collection of geospatial data</li> </ul>	Upon receipt of complaint	Local grievance focal points
Acknowledgment and follow-up	Receipt of the grievance is acknowledged to the complainant by PIU manager	Within 2 days of receipt	Local grievance focal points
Verification, investigation, action	Investigation of the complaint is led by PIU Focal Point. A proposed resolution is formulated by complaints and communicated to the complainant by PIU manager	Within 10 working days	Complaint Committee composed of PIU manager, and Social Specialist/GRM Focal points
Monitoring and evaluation	Data on complaints are collected in a logbook and electronic database and reported to PIU manager every quarterly	Quarterly	PIU Social Specialist/GRM focal point
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected weekly as and when complaints are resolved	Weekly	PIU Social Specialist/GRM focal point
Training	Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are consolidated and a Training Plan is drawn as is necessary	Semi-annual/Annual	PIU Social Specialist
If relevant, payment of reparations following complaint resolution	Complaints may be submitted to the PIU at any time after concerns have been brought directly to the attention of PIU Management and after Management has been given an opportunity to respond.	Regularly	Complaint Committee composed of responsible executant

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

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

- No identifiable information on the survivor shall be stored in the Grievance Mechanism (GM)
- The GM should not ask for, or record, information on more than the following related to the SEA/SH allegation:
  - The nature of the complaint (what the complainant says in her/his own words without direct questioning);
  - If, to the best of the survivor’s knowledge, the perpetrator was associated with the project; If possible, the age and sex of the survivor; and if possible, information on whether the survivor was referred to services.
- The SEA/ SH services provider will use its own case management system to respond to the case.
- The above services will be offered even if a survivor does not wish to file a formal complaint or if the complaint is not related to the project before closing the case.

In addition, Labor GM mechanism will be adopted and will allow workers to raise concerns and grievances related to their employment conditions and ensures that these issues are addressed promptly and fairly. The Labor GM will be accessible to all project workers and provides multiple channels for submitting grievances, including anonymous complaints. The Labor GM is described in detail in the Labor Management Procedures.

**The World Bank and the CA do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.**

## 7. Monitoring and Reporting

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

Monitoring reports documenting the implementation of the SEP, and other E&S measures and requirements, will be prepared by the PIU’s E&S specialists hired under the project for submission to the Cadaster Agency. These reports will also include a section regarding the management of grievances.

During the Project implementation phase, the prepared semi-annual and annual reports on the management of E&S issues; these reports will include an update on the implementation of the stakeholder engagement activities and include indicators in Table 4. Semi-annual reports will be used to develop the annual reports reviewed by the PIU project manager. These reports will be shared with the World Bank.

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

<b>Engagement with Affected parties</b>	Number and location of different meetings with affected parties conducted when the situation allows
	Number of men and women that attended each of the meetings above
	Minutes of meetings, summarizing the views and comments of attendees, actions agreed upon with them, and the status of those actions, will be annexed to the reports
<b>Engagement with other stakeholders</b>	Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, private sector, UN agencies, CBOs)

	Issues raised by stakeholders, actions agreed upon with them, and the status of those actions
	Minutes of meetings will be annexed to the semi-annual and annual reports
<b>Grievance Mechanism</b>	Number of grievances received from affected people, workers, external stakeholders etc
	Number of grievances that have been (i) filed, (ii) resolved, (iii) closed, and (iv) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.
	Average time of complaint resolution process, disaggregated by gender of complainants and categories of complaints.

## **7.2. Reporting back to stakeholder groups**

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

## Annexes

### Annex 1. Summary of the public consultations

**Table 5. Summary of Consultations with Stakeholders**

Stakeholder (Group or Individual)	Dates of Consultations	Summary of consultations
“O‘ZGASHKLITI” Design Research Organization and Tashkent city administration	9 September 2024	Facilitating the implementation of a utility cadaster in the pilot city while leveraging Tashkent's experience in developing spatial data infrastructure. During the consultations, the role of the World Bank and its Environmental and Social Framework (ESF) requirements was briefly outlined to ensure adherence to international standards and best practices during project implementation.
Samarkand regional administration	10 September 2024	An in-depth presentation was delivered on the key findings from the pilot region, highlighting the current state of geospatial data for the Samarkand region and city. The discussion covered data availability, quality, and integration challenges, emphasizing the region's potential to enhance spatial data infrastructure. Additionally, the role of the World Bank and its Environmental and Social policy requirements was explained.
Samarkand city local branch of Ministry of construction and housing and communal services, Ministry of transport, Ministry of preschool and school education, "Uzsuvtaminot" water supply Joint Stock Company, "HUDUDGAZTA'MINOT" gas supply Joint Stock Company, "REGIONAL ELECTRIC NETWORKS" Joint Stock Company	11 September 2024	"The discussions highlighted the need for the city to develop and sustain formal policies and governance structures to support geospatial activities effectively. Emphasis was placed on the role of city administration in fostering the growth of a broader geospatial ecosystem. The consultations also explored the requirements for software, hardware, and physical IT infrastructure necessary to support the Municipal Spatial Data Infrastructure (MSDI). Additionally, the current state of data availability, quality, and policies related to formats, analysis, and geospatial information sharing at regional and city levels was reviewed. The role of the World Bank and its Environmental and Social policy was briefly explained.
“O‘ZGASHKLITI” Design Research Organization	11 September 2024	The consultations included a detailed review of existing data related to utilities and infrastructure, focusing on its availability, quality, and potential for integration into broader geospatial systems. The discussion underscored the importance of utilizing this data to enhance infrastructure planning and management. Additionally, the role of the World Bank and its Environmental and Social Framework policy was highlighted.
Ministry of construction and housing and communal services Ministry of agricultural resources, department of implementation of agospace technologies	18 September 2024	"The consultations focused on assessing the existing geospatial data held by the Ministry of Construction and exploring strategies for its integration into the National Spatial Data Infrastructure (NSDI). Similarly, the geospatial data managed by the Ministry of Agriculture was evaluated to determine its compatibility and potential contribution to the NSDI. These discussions emphasized the critical importance

		of aligning data integration efforts with international best practices. The role of the World Bank and its Environmental and Social Policy was highlighted briefly.
Ministry of ecology, environmental protection and climate change (ICT implementation and cadaster management division)	19 September 2024	The consultations included an evaluation of the existing geospatial data managed by the Ministry of Ecology, focusing on its current state, quality, and applicability. Strategies were discussed for integrating this data into broader geospatial frameworks to enhance its utility and impact. The role of the World Bank and its Environmental and Social Policy was also emphasized.
Cadaster Agency department of implementation of aerospace technologies	20 November 2024	<p>On November 20, 2024, a meeting of the Coordinating Council for the Development of the National Spatial Data Infrastructure (NSDI) was held.</p> <p>The meeting focused on reviewing the progress and challenges of activities conducted in the field of spatial data during 2024. Participants discussed the current status of providing cadastral data to the Unified State Cadastre System and outlined necessary future steps to improve the system.</p> <p>The session also featured presentations sharing the successful application of Geographic Information Systems (GIS) and related technologies by various ministries and organizations:</p> <ul style="list-style-type: none"> <li>• <b>Hududgazta'minot JSC</b> highlighted the importance of GIS in the gas supply system and shared achievements in its application.</li> <li>• <b>The Ministry of Ecology, Environmental Protection, and Climate Change</b> presented the role of GIS in environmental protection.</li> <li>• <b>The Ministry of Agriculture</b> showcased the integration of GIS in agriculture.</li> </ul> <p>These presentations and insights were highly valued by the participants for their practical relevance. Additionally, discussions were held on standardizing the spatial data sector and implementing standards in practice.</p>

**Annex 2:** Photo evidence from the past stakeholder engagement meetings from (Tashkent City Administration, 9 September 2024)



Photo evidence from the past stakeholder engagement meetings from (Cadaster Agency department of implementation of aerospace technologies, Tashkent, 20 November 2024)







### Annex 3. Example Grievance Submission Form

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