

REPUBLIC OF TAJIKISTAN

**SOCIAL PROTECTION MODERNIZATION AND
ECONOMIC INCLUSION PROJECT**

P178878

**Stakeholder Engagement Plan
(SEP)**

November 18, 2022

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List of Abbreviations & Acronyms

ALE	Agency for Labor and Employment under the Ministry of Labor, Migration, and Employment of the Republic of Tajikistan
ASIST	Targeted Social Information System of Tajikistan
ALC	Adult Learning Centers
ASIP	Agency of Social Insurance and Pensions under the Government of the Republic of Tajikistan
COVID-19	Coronavirus Disease 2019
CRC	Conflict Resolution Commission
CERC	Contingent Early Response Component
CSO	Civil Society Organization
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan.
ESF	Environmental and Social Framework
ESS	Environmental and Social Standard
ESB	Emergency Social Benefits/payment
GDP	Gross Domestic Product
GRM	Grievance Redress Mechanism
GFP	Grievance Focal Point
GRS	WB's Grievance Redress Service
IDA	International Development Association / World Bank
MHSP	Ministry of Health and Social Protection of the Population of the Republic of Tajikistan
MLME	Ministry of Labor, Migration, and Employment of the Republic of Tajikistan
MoF	Ministry of Finance
MS	Migration Services under the Ministry of Labor, Migration, and Employment of the Republic of Tajikistan
M&E	Monitoring and Evaluation
NRSP	National Registry for Social Protection
PAPs	Project Affected Parties
PIU	Project Implementation Unit
PDO	Project Development Objective
POM	Project Operational Manual
PSC	Project Steering Committee
RT	Republic of Tajikistan
SASP	State Agency for Social Protection under the Ministry of Health and Social Protection of the Population of the Republic of Tajikistan
SEA/SH	Sexual Exploitation and Abuse/Sexual Harrassment
SEP	Stakeholder Engagement Plan
TEC-19	Tajikistan Emergency COVID-19 Project
TSA	Targeted Social Assistance
WB	World Bank

1. INTRODUCTION

The current Russia-Ukraine crisis is putting pressure on Tajikistan GDP as the country is highly exposed to economic activity in Russia both directly and indirectly (through Kazakhstan). Workers' remittances from Russia constitute around 80 percent of total inflow of remittances in Tajikistan or nearly a third of GDP (on average), while the share of Russian imports accounts for 12 percent of GDP. This situation will lead to decreased incomes of Tajik population due to increase in costs of food, energy tariffs, and fuel prices due to higher international commodity prices and the exchange rate depreciation. Since this latest crisis follows the Covid-19 pandemic and the refugee influx from Afghanistan, the social protection system must increase its coverage while at the same time ensuring efficient deployment of scarce public resources.

In March 2022 the Government of Tajikistan has requested the Bank to support its efforts to mitigate the impact of the Russian economy downturn on labor migration as well as poor households in the country. The Government of Tajikistan is aware that a slowdown in the Russian economy will affect the most vulnerable population in the country. The Government has formulated a comprehensive plan in which social protection measures are part of it and has requested the Bank to provide support to enhance such measures and ensure that a comprehensive approach is defined and rolled out to support vulnerable groups of the Tajik population to cope with the shock, and at the same time equip the social protection delivery systems in the country to be better prepared for future shocks.

With response to the request, the World Bank has started preparation of the emergency investment operation for Tajikistan in the area of the social protection of the population. The proposed "Social Protection Modernization and Economic Inclusion Project" is aimed at supporting the Government of Tajikistan to mitigate the impact of the Russian economy downturn on poor, vulnerable, food insecure households and labor migrants, as well as strengthen the social protection delivery systems in the country.

1.1 Project Description

The Project Development Objective (PDO) is to support the Government of Tajikistan in protecting poor and vulnerable households from shocks, promoting economic inclusion, and improving social protection systems.

Project Components

Component 1: Emergency assistance to low-income families. The objective of this component is supporting extremely poor and food insecure households to cope with lower income and deteriorating purchasing power. A proportion of these households may also be impacted by returning labor migrants without a job adding pressure to household consumption.

The proposed project will support the group of poor households to prevent that they fall further into extreme poverty through the following two subcomponents:

Subcomponent 1.1. Supporting extremely poor households to cope with lower incomes. The component will support Government to assist Targeted Social Assistance (TSA) beneficiary households through a temporary compensation of about U\$59 dollars (TJS 600) in addition to the annual TSA benefit amount they regularly receive (TJS 512 in 2022). The temporary one-off additional compensation will support about 150,000 TSA households for a period equivalent to 12 months. The proposed project will support those extreme poor who become eligible for the TSA in 2023 and therefore did not receive a one-off payment

from ADB.¹ It is expected that after this period, beneficiary households will have managed to recover and return to the pre-shock income level either through the normalization of labor migration or linking to other income generating activities. The subcomponent will be implemented using the existing administrative structure, systems and procedures that govern the TSA program implemented by the SASP, following a similar approach used for the emergency cash transfers under the TEC-19 project (P173765). The TSA IT system includes an additional module to allow for additional payments in emergency situations.

Subcomponent 1.2. Outreaching and communication. The mitigation measures included in this component will be supported by a comprehensive set of outreaching and communication activities, targeting eligible households as described above in the subcomponent 1.1. Activities to achieve this goal may include, inter alia, physical visits of outreach teams to districts with high proportion of the target population, delivery of structured messages through social media, posters, infographics and booklets available in the MHSP and MLME at the regional, district and city levels, as well as institutions providing social services to the population. Subcomponent 1.2 will be implemented directly by the MHSP with support of the SASP in coordination with subnational authorities.

The implementation of this sub-component will be carried out through the following activities: (i) defining the areas in which the intensive outreaching and communication will be focused on; (ii) designing an outreaching and communication strategy, which may be either contracted to an external firm or designed in-house by the SASP under the MHSP; (iii) development of goods and materials to support messaging and communication (including printing TSA application forms and books of registration of applications), and (iv) roll out outreaching and communication activities as defined by the strategy; and (v) conducting of beneficiary perception surveys aimed to assess how the processes and results are perceived by beneficiaries of Component 1.

In sum, Component 1 will finance cash compensation grants to eligible households (including 0.8 percent of Amonat bank service charges for transfers to personal bank account of beneficiaries), consultant and non-consultant services, goods, materials necessary for components 1.2, and operational costs.

Component 2. Strengthening support to the unemployed including labor migrants. The objective of this component is to improve employability, facilitate re-entry to the labor market, and strengthen links to engage in jobs and income generating activities of unemployed individuals, including returning labor migrants. This objective will be achieved by enhancing the capacity of the MLME, ALE, Adult Learning Centers, Lyceums and employment services agencies at the national and local level (hereafter – employment services or employment agencies) to provide effective and tailored services to, and test innovative activation interventions for unemployed and labor migrants.

To achieve the objectives of this component, the project will support the MLME and the employment services agencies to enhance their capacity, operational tools and equipment to support jobseekers through the implementation of three subcomponents:

¹ The ADB is also supporting the GoT in mitigating the impact of the current economic shock and plans to provide immediate one-off cash support by the end of 2022 to 250,000 TSA beneficiaries and 250,000 vulnerable individuals (persons with disabilities, orphans and children who lost breadwinners) in the amount of 600 TJS (equivalent to US\$59) per family. Accordingly, the proposed WB project will support extreme poor families who are new eligible beneficiaries of the TSA in 2023. Since the economic situation is not expected to significantly improve in the next several months, the Government estimates that about 150,000 families will become new TSA beneficiaries in 2023.

Subcomponent 2.1. Strengthening employment services to support the unemployed:

- i. Carrying out a comprehensive functional review of services and business processes provided by the employment agencies at district level to identify the main gaps in the employment services delivery systems and the specific situation of the 73 employment agencies at district and city level. The functional review will be carried out in two stages, during year 1 and then year 4 of the project for accessing the situation before and after the interventions under the project.
- ii. Identification of the skills demand in the labor market. The project will support ALE and the Labor Research Scientific Institute under the MLME to develop and optimize a set of instruments to identify and keep updated the needs of the market regarding labor skills: developing and implementing a comprehensive survey to identify labor demand requirements, and optimizing and enhancing accessibility and linkages of the vacancies database (improvement to, inter alia, keep it updated in real time, improve information available in the database (e.g., adding the minimum job requirements of each job description), enhance access of employers and jobseekers, and facilitate its link with available labor supply).
- iii. Consolidating the registry of the unemployed. The proposed project will support ALE to strengthen the registry of unemployed individuals by developing necessary instruments to ensure that adequate information is available to provide tailored support to jobseekers and carry out basic monitoring, facilitate electronic registration, enhance accessibility of employers and jobseekers, and development necessary software (equipment, internet connections, as needed in the target employment agencies in the country).
- iv. Development and implementation of a registry of labor migrants. While in the short term the project will support the MLME to develop temporary solutions to create and consolidate a register of labor migrants, the proposed project will provide support to fully develop a comprehensive registry of labor migrants integrated to the registry of the unemployed and linked to other databases to provide adequate support to labor migrants.
- v. Streamlining referral to activation and job opportunities. The project will support district level employment agencies to develop straightforward referral mechanisms to suitable options for registered unemployed and labor migrants to enhance their skills, abilities, and expertise. Such referrals should be released electronically and based on the information provided by the registry of unemployed and labor migrants and will be focused on three sets of options: a.) available vacancies, b.) a range of options offered by employment agencies and ALE, including adult learning centers, and c.) other opportunities beyond those offered within ALE, such as agro incubators.

Subcomponent 2.2. Enhancing economic inclusion. The proposed project will provide support to enhance effectiveness and rolling out selected strategic interventions with the overall objective of closing the skills mismatch gap. This objective will be achieved by supporting unemployed individuals, including incoming labor migrants, through the implementation of an intervention combining vocational training and soft skills development provided by the adult learning centers and selected branches with income generating opportunities focused on entrepreneurship and startups. The intervention will be complemented by tailored technical support and one-off financial aid to accompany the implementation of approved business plans. In this framework, the proposed project will support the participation of about 20,000 individuals in short term (up to three months) vocational and skills development options, emphasizing incoming labor migrants.

The project will finance an average allowance of TJS 500 (US\$50) per beneficiary for their participation in the training; and a one-off benefit for selected beneficiaries difficult to employ who successfully completed their training, for up to TJS 15,000 (US\$1,500). It is expected that about 7,500 beneficiaries will be supported through this initiative. The proposed intervention will be grounded in the following principles,

which will be fully developed in the MLME Project Operational Manual (POM)²:

- i. Training and skills development options will be defined or adjusted on the basis of the demand in the productive sector.
- ii. Beneficiaries of the one-off benefit upon completion of the training course will be carefully selected following a set of criteria including not only their performance in training courses, but also their profile, experience and aptitude for entrepreneurship.
- iii. One-off grants will be awarded upon completion, evaluation and approval of realistic business plan in the areas identified as required by the market.
- iv. Beneficiaries of the one-off grant will receive tailored technical support before and during the first stages of implementation of their startup.

Subcomponent 2.3 Capacity building and awareness raising activities. This subcomponent will work for strengthening capacity of local stakeholders and institutions aimed to better provide employment and activation services to the population, as well as raise citizens' awareness on the project Component 2 and receive their feedback. It will provide support through the following activities:

- i. Building Capacity and training activities:
 - Training of employment centers' staff (approx. 100 people) at the district and city level on the new skills needed for the work with new tools developed or strengthened under the current project, including the IT registries, client employment services, job counseling, etc.
 - Training for vocational trainers of the adult learning centers on the curricula development, adult teaching principles, support of income-generating activities, adult trainees' supervision in business plans development and implementation of entrepreneurship activities.
 - Training on how to work with the new registry of labor migrants provided to the border control services of the Republic of Tajikistan, employees of the migration service, the ALE and MHSP.
 - Information sessions for about 60 labor inspectors on enhancements of the employment services under the proposed project.
- ii. Enhancing capacity of primary vocational education:
 - Providing learning supplies and equipment to lyceums aimed to improve capacity of primary vocational education institutions in providing demanded by labor market skills for better activation process. It is suggested by the MLME to support 23 most in need lyceums with equipment for organization of educational process (e.g., computers, projectors, machines and tools for seamstress, carpenter, car repair mechanic, welder) in addition to 25 (out of 62) lyceums which already received upgrades of physical learning facilities through the ADB project. All the equipment will be on the balance of the MLME and maintained by the ministry and its respective entities.
- iii. Information sharing and awareness raising:
 - Dissemination of information about economic inclusion program and outreaching of potential beneficiaries, including development of informational materials to support communication. These activities will include those specifically targeted to reach out women and help address gender-specific constraints when trying to have access to training courses and grants for income generating activities.
 - Beneficiary perception surveys aimed to assess how the processes and results are perceived by beneficiaries of components 2. Two main beneficiary groups will be respondents of the surveys:

² The project will have two POMs – one MHSP POM for Components 1 and 3 under responsibility of the MHSP and the other one – MLME POM for Component 2 under responsibility of MLME.

(i) training participants' feedback assessment aimed to determine the level of their satisfaction from short-term training courses, and assess their attitudes and perceptions of the overall training process (gender, age, rural/urban communities disaggregated); (ii) grant beneficiaries feedback assessment aimed to determine the level of their satisfaction from business results based on the grant provided, and assess their attitudes and perceptions of the overall process of EIP support service provided in the framework of the project (gender, age, business type, rural/urban communities disaggregated). Both surveys will use quantitative analysis method with semi-structured questionnaires and may be complemented by qualitative analysis – focus groups discussions. The surveys will be designed and implanted by the external firm and/or consultants.

Under Component 2, the project will finance training, technical assistance, consultant services, goods, IT-related software and hardware, and operational costs. The project will also finance package of services for activities under component 2.2.

Component 3: Strengthening Social Protection Delivery Systems. The project will support the Government to (a) to develop and pilot an integrated case management system for the provision of social and health services to vulnerable women, children and adolescents in Tajikistan; and (b) to expand functionality and flexibility of social protection IT systems to (i) provide timely and transparently regular and emergency cash transfers to the poor and vulnerable population, (ii) keep track of the social services provision to population, and (iii) provide tailored social protection support to citizens depending on their living situations and vulnerability to shocks thanks to established inter-agency data exchange mechanisms. To achieve the objectives of this component, the project will support the MHSP through the implementation of three subcomponents:

Sub-component 3.1. Strengthening the National Registry for Social Protection. The proposed subcomponent will support modernization and development of the National Registry for Social Protection (NRSP)³ administered by the MHSP. It would lead to a NRSP that offers users up-to-date information on the status of transactions with the social assistance system and support the daily business processes of government offices involved in social protection, at the district, city, and central MHSP offices.

Under this subcomponent the following activities are proposed to be implemented:

- (i) Significant expansion of the NRSP functionality and its transferring to the upgraded modern productive platform to lay the grounds for using case management approach in the country and provide tailored social protection support to the population. The NRSP will be also upgraded with the interface and gateway for inter-agency data exchange to receive the data from and send to the other ministries.
- (ii) Refining of the existing NRSP/ASIST⁴ modules to be compatible with the updated NRSP. The project will contribute to the improvement of the following three existing modules: Targeted Social Assistance (TSA), Emergency cash payments, and Information System of Medical and Social Expertise with persons with disability. This will be done through (a) Improving the software and flexibility of the TSA module, moving it to a more modern productive platform, improving the speed, data protection and fault tolerance of the system; (b) Upgrading the other two modules,

³ The NRSP was established in 2015 with the World Bank support under the Social Safety Net Strengthening Project (P122039) with the aim of helping the Government of Tajikistan to create database of beneficiaries, to manage, monitor, and oversee social assistance payments. Registration of beneficiary of the social assistance in the NRSP system requires assigning to the person a unique Social Protection Number (SPN). Currently the Registry contains data on TSA beneficiaries and persons with disability and has 3.5 million records registered.

⁴ The ASIST (Targeted Social Information System of Tajikistan) is managed by the SASP and was developed with support of the World Bank under the SSSNP project and further improved under TEC-19.

recently developed under the TEC-19 project, to be compatible with the updated under subcomponent 3.1. NRSP; (c) Support on digitization of medical acts of persons with disabilities in order to ensure the formation of a full-fledged database on persons with disabilities and sustainability of the system. This task will support continuation of the work started under the TEC-19 project, but additional funds and efforts are needed to complete digitalization of all medical acts.

- (iii) Development of the new module on social services. The new NRSP IT module on social services will be developed under the proposed subcomponent with the aim to help register recipients of the social services in Tajikistan (both institutionalized and home-based), transmit data between the central level and other related institutions, and ensure monitoring and reporting. It is expected that the system will be multi-module, since social services program and each institution which provides social services to the population, should have specific interface and functions. The exchange of information with departments and sectors of social protection at the local level will be carried out through providing them access to the system. Each type of social services will have a software tool and a database of recipients, which will be linked to the NRSP. Overall, 124 institutions under the MHSP are providing the following types of social services to the population: rehabilitation of persons with disabilities (including children); provision of technical means of rehabilitation (prosthetic and orthopedic products) for persons with disabilities; institutionalized and home-based care for elderly and persons with disabilities; sanatorium-based treatment for persons with disabilities and labor veterans; social services for children with disabilities, and people in difficult life situations, for victims of domestic violence, for victims of human trafficking in cities and regions of the country.

Sub-component 3.2. Case management system for integrated provision of social services. The proposed sub-component will support the development and piloting of an integrated case management system for the provision of social and health services to vulnerable women, children, and adolescents in Tajikistan. The case management system is a client-centered, goal-oriented process for assessing the needs of targeted beneficiaries for particular social services and providing direct support as well as facilitating tailored access to those services. Under this subcomponent the following activities are proposed to be implemented:

- (i) Methodological package with tools and instruments to support implementation of case-management in Tajikistan, in particular, to improve service delivery and facilitate social workers' tasks. This set of activities will include: (i) developing a case management process and procedures, including the corresponding package of manuals and guidelines; (ii) a comprehensive ToRs and profiles for teams responsible for case management and intermediation services, including an assessment of activities and proposal of integration of selected health staff (family nurses) currently working on related case management activities; and (iii) institutional arrangements including roles and responsibilities at national, district and local levels. Additionally, this component will support conducting information and awareness raising campaign among population.
- (ii) Hiring and training staff. The project will support (i) the training of social workers and additional health staff (nurses) aimed to perform basic screening of vulnerable households, to deliver the package of services under the case management model, with a focus on referrals; and (ii) remuneration to social workers for the first 24 months of their work under the project.
- (iii) Case management IT tool and essential equipment. This activity will support the development, administration, and maintenance of a specific IT tool for the case-management system, including the digitalized guidance and forms for conducting screening, intermediation and referral work, and compatible with the existing NRSP and its modules.

- (iv) Casework implementation and administration of case management activities. This activity will finance (i) casework in the form of interactions between the social worker and the beneficiary to support specific treatment (an intervention plan) developed under intermediation state and its close monitoring; (ii) operating costs for administration of the case management program.

Sub-component 3.3. Capacity building and equipment. The subcomponent will be aimed at building capacity of the institutions and local stakeholders for the provision on quality social assistance to population. To ensure the data correctly filled-in and being regularly updated in the system at the local level (by personnel of the MHSP district level offices and institutions under the MHSP providing social services to the population), the project will support:

- (i) Establishing Social Protection Information and Analytical Center under the MHSP to be responsible for collecting, processing, digitalizing, and automatizing social protection programs through the NRSP, as well as providing assistance in strategic and operational planning and forecasting in the area of social protection.
- (ii) Purchasing IT and other office equipment, as well as improve connectivity for over 100 institutions providing social services, and 2 new TSA regional coordination centers.
- (iii) Carrying out capacity building activities on the use of the new information system for local civil servants and staff of institutions providing social assistance to population to ensure that data are correctly filled-in in the system at the local level.

Under component 3, the project will finance technical assistance, consultant services, goods, IT-related software and hardware, remuneration for social workers and operational costs.

Component 4. Project Management and Monitoring. The component aims to provide daily support for execution of the project coordination and management interventions to ensure implementation progresses smoothly according to the agreed plan. Activities under this component will include hiring a group of consultants for two Project Implementation Units (PIU) to be set up under the MHSP and the MLME each.

Subcomponent 4.1. Management and Monitoring of Components 1 and 3. This subcomponent will be aimed at establishing the PIU to support the MHSP in implementation of Components 1 and 3. The core of the new PIU will be formed from the team of the well-functioning PIU of the Tajikistan COVID-19 Emergency Project (P173765), which will be closed in July 2023.

Subcomponent 4.2. Management and Monitoring of Component 2. This subcomponent will support establishing a new PIU to support the MLME in implementation of Component 2.

Both PIUs will comprise experts who meet the requirements defined in each position's terms of reference satisfactory to the Bank. The component will finance: (a) project implementation support personnel (PISP); (b) external consulting services; (c) office supplies and equipment; (d) training for PIUs and all concerned parties, as needed for project implementation; (e) audits, and operating costs, including potential travel for study tours and supervision; (f) workshops and conference, as agreed with the Bank, to facilitate good practices and share lessons learned; (g) project M&E activities, project transparency and citizen feedback; and (h) costs related to a Beneficiary Feedback Mechanism, including a Grievance Redress Mechanism, as described in the Environmental and Social Commitment Plan.

Component 5: Contingent Early Response Component (CERC). The objective of this component is to support the Government's emergency response and reconstruction in the event of an eligible emergency. An eligible emergency is an event that has caused, or is likely to imminently cause, a major adverse economic and/or social impact associated with natural or man-made crises or disasters. At the request of the Government, the World Bank will reallocate uncommitted funds from other components into this

component. The mechanism for declaration of emergency would be in accordance with current legislation in Tajikistan.

1.2 Environmental and Social Risk Ratings of the Project

The project is being prepared under the World Bank's Environmental and Social Framework. The Project's environmental risk rating is Low, while social risks are assessed as Moderate, making the overall environmental and social risk rating Moderate. The following Environmental and Social Standards (ESS) are relevant to the project: ESS1, ESS2, ESS3, ESS4 and ESS10.

Social risks could arise from these project components: (i) cash transfers to extremely poor households and vulnerable households to cope with lower incomes, (ii) income generating opportunities for unemployed and returned migrants focused on entrepreneurship and startups, and (iii) development and digitalization of social protection delivery systems.

The major areas of social risks and institutional challenges are: (i) risks/ errors of exclusion/ inclusion related to cash assistance and income generating opportunities, as some groups and households will have no equal access to information and/or services provided by the project; (ii) institutional risks are associated with poor tracking and disaggregated reporting system and poor beneficiary feedback mechanisms on the social benefits and services received under the TSA and small grants/learning opportunities; and (iii) selection of beneficiaries and verification of conditionalities may create opportunities for individual project actors to sexually exploit or abuse beneficiaries, and/or inequity in selection and employment terms and conditions, and challenges in organizing favorable a working environment.

The Sexual Exploitation and Abuse/Sexual Harrassment (SEA/SH) risk is assessed as Moderate mostly due to the nature of the project activities and status of national Gender-Based Violence (GBV) legislation and gender norms.

Towards addressing the social risks and in compliance with ESS10 on Information Disclosure and Stakeholder Engagement, the Government of Tajikistan/Implementing Agencies, represented by the Ministry of Health and Social Protection of Population (MHSP) and the Ministry of Labor, Migration, and Employment (MLME) have developed the present Stakeholder Engagement Plan.

1.3 Purpose of the SEP

As per the ESS 10 Stakeholders 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 and intimidation.

The Stakeholder Engagement Plan (SEP) outlines the ways in which the PIUs teams will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project.

Overall, SEP serves the following purposes: (i) stakeholder identification and analysis; (ii) planning engagement modalities viz., effective communication tool for consultations and disclosure; and (iii) enabling platforms for influencing decisions; (iv) defining roles and responsibilities of different actors in implementing the Plan; and (v) grievance redress mechanism (GRM).

2. ADMINISTRATIVE, POLICY AND REGULATORY FRAMEWORK

This chapter provides details on the social policies, laws, regulations as well as guidelines that are relevant to the activities proposed under the project. It also provides an assessment of the adequacy of the coverage on social aspects in the legislative and regulatory framework. Lastly, WB Environmental and Social Standard 10 on Information Disclosure and Stakeholder Engagement is described below.

2.1 Key National Sector Specific and Citizen Engagement Legal Provisions

The Constitution of the Republic of Tajikistan establishes that being social oriented state Tajikistan shall provide relevant living conditions for every person (Article 1).

Social Protection Sphere:

- Health Code of the Republic of Tajikistan from May 30, 2017 No.1413;
- Law of the Republic of Tajikistan “On Social Protection of Persons with Disabilities” of December 29, 2010, No.675;
- Law of the Republic of Tajikistan “On social services” from January 5, 2008, No.359;
- Law of the Republic of Tajikistan “On State Social Standards” of May 19, 2009, No.528;

Resolutions of the Government of the Republic of Tajikistan on Social Protection:

- “Concept of development of social service system in the Republic of Tajikistan” from October 4, 2013, 4446;
- “On the Procedure and Volume of Provision of Free Social Services” dated December 13, 2012, 24724;
- “Introduction of the mechanism of appointment and payment of targeted social benefits in the Republic of Tajikistan” from May 14, 2020, №271

Law of Republic of Tajikistan “On promoting employment of the population” (August 2003/ last update 25.06.21 г., №1789) Article 3 of the law provides that citizens (15 y.o. and above) have the exclusive right to dispose of their abilities for productive, creative work and may carry out any activity not prohibited by law. No one can be involved in forced labor, except in cases provided for by law.

In order to implement the Decree of the Government of the Republic of Tajikistan dated December 30, 2011 No. 675 “On amendments and additions to the Decree of the Government of the Republic of Tajikistan dated April 2, 2009 No. 181, “On approval of the Rules for establishing quotas for employment of certain groups of the population” in enterprises, organizations and institutions, regardless of the form of ownership and management (if the number of economic units is at least 20), the quota is set at 6 (six) percent of the total number of economic units.

Citizen Engagement

Law on Freedom of Information is underpinned by Article 25 of the Constitution, which states that governmental agencies, social associations and officials are required to provide each person with the possibility of receiving and becoming acquainted with documents that affect her or his rights and interests, except in cases anticipated by law.

Per the *Law on Public Associations*, a public association may be formed in one of the following organizational and legal forms: public organization, public movement, or a body of public initiative. Article 4 of this law establishes the right of citizens to found associations for the protection of common interests and the achievement of common goals. It outlines the voluntary nature of associations and defines

citizens' rights to restrain from joining and withdrawing from an organization. August 2015 amendments to this legislation require NGOs to notify the Ministry of Justice about all funds received from international sources prior to using the funds.

The 2014 *Law on Public Meetings, Demonstrations and Rallies* (Article 10) bans persons with a record of administrative offenses (i.e., non-criminal infractions) under Articles 106, 460, 479 and 480 of the Code for Administrative Offences from organizing gatherings⁵. Article 12 of the Law establishes that the gathering organizers must obtain permission from local administration fifteen days prior to organizing a mass gathering.

Law on Local Governments (2004) assigns a district or city chairman the authority to control over the natural resource management, construction and reconstruction of natural protection areas, to oversee the local structures in sanitary epidemiological surveillance, waste management, health and social protection of population within the administrative territory. No public gathering is implemented without official notification of local government (district *khukumat*).

Law of Republic of Tajikistan on Appeals of Physical and Legal Entities (2016) contains legal provisions on established information channels for citizens to file their complaints, requests and grievances. Article 14 of the Law sets the timeframes for handling grievances, which is 15 days from the date of receipt that do not require additional study and research, and 30 days for the appeals that need additional study. These legal provisions will be taken into account by the project-based Grievance Redress Mechanism.

List of International Treaties and Conventions related to Social Issues ratified by Tajikistan:

- Rotterdam Convention on Prior Informed Consent (PIC) procedure (1998);
- International Covenant on Economic, Social and Cultural Rights;
- Convention on the Elimination of all forms of Discrimination Against Women;
- Tripartite Consultation (International Labor Standards) Convention, (2014).

The legal and regulatory framework at the national and local levels provides an adequate and appropriate enabling framework for implementing the key activities to be supported under the Project. Responsiveness to complainants' inquiries/questions, and public accountability are adequately covered by the legal framework at different levels. The legislation highlights the importance of state's commitment to serving and ensuring citizen protection, in general, and people to be affected by the project in particular. The laws on access to information, consumer rights; grievance redress; and ethics codes in place stipulate rules governing fair services; and the investments in strengthening the agricultural resilience systems to be applied during the project implementation.

2.2 World Bank Environmental and Social Standard on Stakeholder Engagement

The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice" (World Bank, 2017: 97). Specifically, the requirements set out by ESS10 are the following:

- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables

⁵ These provisions concern the hampering of gatherings (Article 106); disorderly conduct (Article 460); disobedience to police (Article 479); and violation of rules of conducting gatherings (Article 480).

meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.

- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will 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 and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not.” (World Bank, 2017: 98).

A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100).

For more details on the WB Environmental and Social Standards, please follow the below links:

www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards and <http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>

3. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

3.1. Key stakeholder meetings and consultations

Details about the previous stakeholder meetings and consultations held are presented in Table 1 below.

Table 1. Stakeholder Consultations

Method	Date and Place	Participants	Key points raised
Meetings with the national level stakeholders and a World Bank (WB) team on the new Project design	May 2-11, 2022 Dushanbe	<ul style="list-style-type: none"> - Ms. Matlyubakhon Sattoriyon, Deputy Prime Minister, Government of the RT; - Mr. Faiziddin Qahhorzoda, Minister, MoF of RT; - Mr. Jamoliddin Abdullozoda, Minister of Health and Social Protection of the RT; - Ms. Shirin Amonzoda, Minister of Labor, Migration and Employment; - Mr. Yusuf Majidi, Deputy Minister of Finance; - Mr. Shodikhon Jamshed, Deputy Minister of Health and Social Protection; - Ms. Shahnoza Nodiri, Deputy Minister of Labor, Migration and Employment; - Mr. Mahmadullozoda Nurullo, Deputy Minister of Labor, Migration and Employment; and their technical teams. 	<ul style="list-style-type: none"> • discuss and finalize the project objectives, components, and results framework; • confirm the Government's readiness to implement the project (the institutional arrangements for project implementation, including the fiduciary as well as social and environmental aspects); and • confirm the final preparation schedule
Interviews with rural key informants	May 10-11, 2022 Hissor district	<ul style="list-style-type: none"> - Department of social protection of the population of the executive body of state power of Hissor district - TSA sector of Hissor district - Employment support center in Hissor 	<ul style="list-style-type: none"> • Study existing practice and performance of social protection agencies in the field, discuss existing challenges and ways to address them
Phone and email exchange	May 19 – June 2, 2022 Dushanbe	Representatives of MHSP, State Agency of Social Protection (SASP), TEC-19 PIU, MLME, Agency of Labor and Employment (ALE)	Development of Stakeholders Engagement Plan for a new project
Meeting to discuss ESF instruments	July 1, 2022 Dushanbe	Representatives of MHSP, TEC-19 PIU, MLME,	Finalization of the Stakeholder Engagement Plan and Environmental and Social Commitment Plan, other WB requirements on E&S, GRM for the project
Survey (phone and F2F interviews) among 360 beneficiaries of TSA program	July 6 and August 22, 2022 30 jamoats/rural/urban settlements distributed over 5 regions (GBAO, Dushanbe, Khatlon, Soghd, Districts of republic subordination)	360 (including 112 female) beneficiaries and 30 local government representatives from social protection departments in 30 jamoats/urban settlements distributed over 5 regions under the TEC-19 project as part of the third-party monitoring activities held by the CSO consortium	Problems faced during cash transfer processing and payments, efficiency of the local feedback mechanism within the TSA program

Method	Date and Place	Participants	Key points raised
Place and Method	Date	Participants	Key points raised
Interviews with key informants and unemployed	August 20, 2022	Two managerial staff and three trainers from the State Institution “Adult Education Center of Tajikistan”, Dushanbe A group of 12 (4 f) trainees – unemployed adults and youth currently enrolled in vocational training courses	Existing challenges in unemployed education courses and ways to address them Concerns and expectations of a new project
Public consultations on Components 1 and 3 of the project	September 15, 2022	Representatives of MHSP, TEC-19 PIU, SASP, departments and centers at the local level responsible for provision of social services, NGOs	Public feedback for the design of Project Components 1 and 3, Stakeholder Engagement Plan and GRM
Public consultations on Component 2 of the project	September 29, 2022	Representatives of MLME, ALE, Employers’ Association, Adult learning centers, Institute for labor and employment, Federation of Independent Trade Unions, Migration Services, potential beneficiaries (unemployed and students of adult learning centers, lyceums)	Public feedback for the design of Project Component 2, Stakeholders’ Engagement, project beneficiaries, monitoring and GRM
Public consultations on the project with beneficiaries, including vulnerable groups	TBD, during development of the project POMs	Poor, labor migrants, unemployed, youth, women (heads of households), disabled, elderly	Expectations, concerns and recommendations on the project to be reflected in the POMs

3.2 Lessons Learned in Engaging Communities / Stakeholders from Previous Projects

During implementation of the **Tajikistan Emergency COVID-19 Project (TEC-19)**, three main channels are being used by citizens for complaints:

- **24-hour hotline 511** - since September 2021, 6203 appeals were received from cities and regions of the country (3846 - 62% of men and 2357 - 38% of women) on the issues of healthcare services, symptoms, diagnosis, treatment and prevention of COVID-19, nutrition during illness, testing for antibodies and laboratory locations, signs after illness and vaccination. There were no complaints about the activities of medical institutions supported by the Project.
- Direct verbal appeals to the Social Protection Agency. As of now, 217 appeals on various social issues were received, of which 97 appeals on one-time Emergency Social Benefits/payment (ESB) issues (with questions and with a request for an appeal). All applications (100%) were considered, and the applicants received answers to their questions verbally (who can receive an ESB, where forms, procedures, etc. are filled out). So, during this period, 38 households, after reviewing their applications, were included as the recipient and received the ESP.
- In-person appeal to Medical Institutions - since the beginning of the implementation of the Project 1945 appeals / questions and gratitude registered in the registration books (of which 579 from men, 1366 from women).

Based on the TEC-19 Project experience the following should be considered when implementing the new

Project:

- The existing GRM review revealed that the most used channel for the complaints' uptake is a hotline. So, within the TEC-19 Project, a Social Development Specialist opened an e-mail: social@tec-19.com to receive appeals and complaints of project beneficiaries, however, no complaints or appeals have been received at this address so far. The reason might be that poor families don't have access to computer or/and Internet locally and prefer direct in-person visit or call.
- To improve the work of 511 hotline, it is necessary to improve its electronic database so that all calls are entered into the software, and it would be easy to receive (sort) information about incoming calls by age, gender and by region. The operators currently do it manually. Also, taking into account the tasks of the new project, to expand this base for registering calls for the new project as well and train the operators accordingly.
- The World Bank supported the development and operation of the GRM TEC-19 project on the basis of the State Supervision Service for Health and Social Protection of the Population launched in August 2022 - www.grm.tj. This channel can be expanded for the new project as well.
- Although there are opportunities to uptake complaints/appeals on district and jamoat levels, this GRM doesn't work for few reasons – this is unpaid additional burden for appointed staff members. The district and jamoats staff members are overloaded with their routine work and have no motivation to handle additional work.
- The TSA Information System has the function of registrations of the TSA applicants and beneficiaries' complaints and appeals, which would allow immediate entering their content into the system, as well as track the timing and results of the consideration of complaints and appeals. However, in previous years, complaints and appeals were recorded only in handwritten journals, making it difficult to report and analyze the results. The TSA applicants and beneficiaries can submit their appeals to any level TSA staff (appeal means the applicant's disagreement with reject of his/her application), and a complaint about the actions or omissions of the TSA employees or local authorities can be filed one level above the object of the complaint.
- During information campaigns, all GRM channels, especially the hotline 511 should be widely advertised among the population.

Within WB' Health Services Improvement Project (HSIP), the www.grm.tj website has been created for virtual reception and consideration of appeals, suggestions or complaints from citizens of the country on various issues of a personal or public nature for the health sector. The appeals submission form contains a function for segregating the subject/sphere of the appeal, such as health, pharmacy, social protection, general issues and currently implemented projects - Health Services Improvement Project (HSIP) and COVID-19 Rapid Response Project (TEC-19). According to the MHSP' Resolution dated August 12, 2022, <http://www.grm.tj> has been operational. The State Medical Supervision and Pharmaceutical Activity Service is responsible for the website administration. The TEC-19 PIU included a new project module to the system as one of the project's GRM channels.

In 2011-2013, the Ministry of Labor and the former State Agency for Social Protection, Employment and Migration served as a Project Implementing Agency of the World Bank project "Targeted Social Assistance to Poor Families". During the implementation of the project, the Agency's staff introduced indicators to identify the poor families based on their property, together with the local authorities, local self-government and representatives of the World Bank. Based on the experience of the previous projects and existing practices it is recommended to include in the Project design a competition to select potential grantees among unemployed adults and youth, graduates of short-term vocational courses, will be supported by necessary equipment for business development from the World Bank-financed project.

4. STAKEHOLDER MAPPING, SEGMENTATION AND ANALYSIS

For the purposes of effective and tailored engagement, stakeholders of the project can be divided into the following core categories:

- (i) **Project Affected Parties** – persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the project and/or have been identified as most susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures; This group also includes separately considered **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the project.
- (ii) **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way.

4.1 Stakeholder Mapping

The mapping implies identifying various sub-groups of beneficiaries/actors/functionaries, soliciting their expectations (from the project) and ascertaining the issues and concerns. Results emanating from these enquiries will have to be adjudicated against the existing ‘system’ – policies, programs, legislation, institutions and service deliveries. Table 2 below describes the mapping of the Project stakeholders.

Table 2. Project Stakeholders

PROJECT AFFECTED PARTIES (PAP)		
Poor and vulnerable families		
150,000 families under the TSA program		
Unemployed individuals, including Returning labor migrants		
Disadvantaged and vulnerable groups		
Retired elderly	Persons with disabilities, who may be physically challenged or handicapped in other ways	Female headed households
Subdivisions of the Ministry of Health and Social Protection of Population (MHSP)⁶		
State Agency for Social Protection (SASP)	124 institutions providing social services	
Regional Social Protection Coordination Centers	Departments of social protection under district Khukumats	Medical and labor expert commission
Subdivisions of the Ministry of Labor, Migration, and Employment (MLME)⁵		
	Adult Learning Centers	

⁶ The subdivisions of both implementing ministries were included in the PAPs as the project envisions capacity building of the personnel and provision of new equipment to enhance the structures capacity and efficiency of work.

Agency for Labor and Employment	Lyceums (primary vocational education institutions)	73 employment agencies at district and city level	
OTHER INTERESTED PARTIES			
Enabling Ministries, Agencies, Entities			
Ministry of Health and Social Protection of Population	Ministry of Labor, Migration, and Employment	Ministry of Finance	Agency for the Procurement of Goods, Works and Services
TEC-19 Project Implementation Unit	Labor Research Scientific Institute	District Administrations	Jamoats and mahalla committees
Border control services, Migration Service	State Investments Committee and Immovable Property Management	Committee on Women, and Family Affairs	Amonatbank
International Financing Institutions, International NGOs and Interstate Partnerships			
UN Women	Asian Development Bank	UNICEF	European Union
National and Local CSO			
Media			
Print and broadcast – newspapers, TV channels, radio programs	Electronic Media – web sites, news agencies		Social media – Facebook, Instagram etc.

4.2 Stakeholder Analysis.

Consultations were held that covered a variety of stakeholders in order to identify gaps, risks, and potential actions. The results are reflected in the table below.

Table 3. Expectations, Issues, and Concerns

Project Affected Parties (PAPs)

1. Group/ Subgroup	2. Expectations from the project	3. Current Status	4. Concerns and issues	5. Significance of Risks	6. Enabling Conditions required
Poor and vulnerable families covered by TSA	Within the Component 1 of the Project 150,000 families that are under the TSA program will receive temporary one-off additional compensation of about U\$59 dollars (TJS 600) for a period equivalent to 12 months.	Currently only about 250,000 poor families receive annual TSA benefit at amount of TJS 512 in 2022. Every year, families must go through the registration process again to receive the TSA.	The amount of the TSA compensation is small and does not cover people needs. For instance, a 50-kg bag of first grade Kazakh flour costs 400 TJS in the markets. Tajik flour of the same weight ranges from 375 to 380 TJS. Given the situation with higher market prices for food and less job opportunities, the provided compensation, although not covering all needs, is in a big demand. People spend plenty time and efforts to be registered and get this one-time benefit.	Substantial	Wide dissemination of the information on the Project. Ongoing consultations on the poor and vulnerable households' needs and challenges. Engage local communities in approving the lists of recipients of compensation (rather than determine it). The lists should be automatically generated by the information system, based on the eligible beneficiaries of TSA accessed based on PMT formula.
Unemployed individuals, including returning labor migrants	Interested in improving their skills and getting a new job with reasonable salaries to support their families. Some would prefer to open their own business, after successful completion of the	Due to Russian-Ukrainian crisis, migrants have a risk to return back home, which may exacerbate the unemployment situation in the country.	<ul style="list-style-type: none"> Limited labor market and low wages that cannot cover family's primary food needs Not all households in need can be covered by the project benefits 	Substantial	Market research to determine demand for goods and services. Ongoing consulting \assistance\coaching from training providers (ALC and employment services

1. Group/ Subgroup	2. Expectations from the project	3. Current Status	4. Concerns and issues	5. Significance of Risks	6. Enabling Conditions required
	vocational training and receiving start up benefit in the amount of US\$1,500(about TJS 15,000).		<ul style="list-style-type: none"> • Low demand for the services and goods offered by the trained participants • Possibility of corruption from controlling entities • Fear of the taxes and registration process 		agencies) to the beneficiaries received financial one-off support to launch their business.
Disadvantaged and vulnerable groups	Categories of persons who are not competitive in the labor market, including the persons with disabilities, orphans, single women, families without breadwinners, have a priority right for employment in accordance with the country employment law. Therefore, these categories of persons should be covered by the project in the first place.	Government of Tajikistan supports poor and vulnerable families through the Targeted Social Assistance program (TSA). Since 2020, TSA annually supports near 250,000 households in need by about \$40-\$50 per family per year. The persons with disabilities people receive pension at amount depending on the disability group.	<ul style="list-style-type: none"> • Low amount of the TSA • Limited labor market in the country • Lack of start-up funds to establish own business • Need for specific conditions in some cases • Biased attitude of society and employers 	Substantial	Wide information campaign, application of specific measures and assistance to ensure the group participation in the project-related decision making and interventions including trainings.
State Agency for Social Protection (SASP) under MHSP	Modernization and development of the National Register of Social Protection; Assistance to 150,000 TSA beneficiary households. Expanding the functionality and flexibility of social protection IT systems / developing an NRSP social	The Agency within the framework of the TSA Project implementation, performs the functions of coordinating the activities of social protection bodies of the population of local executive bodies of state power, financial management and monitoring compliance with the procedure for	<ul style="list-style-type: none"> • Limited capacity of the existing equipment/systems • Lack of specialists in the regions • Slow communication flow due to bad internet in regions • Delays in information collection and submitting from mahallas re poor families 	Substantial	Capacity building of the personnel for the new system operation, on central and local departments, new equipment that will enhance the structure capacity and efficiency of work Upgrading the TSA IT system for the new project

1. Group/ Subgroup	2. Expectations from the project	3. Current Status	4. Concerns and issues	5. Significance of Risks	6. Enabling Conditions required
<p>Target institutions providing social services</p> <p>Medical and labor expert commission</p> <p>Departments of social protection under district Hukumats</p>	<p>services IT module (multi-module)</p> <p>Modernization of server, computer and other office equipment for 124 institutions providing social services under Component 3 of the project so that they can use the new digital module on social services of the National Registry for Social Protection</p> <p>The project will support the Service of Medical and Social Expertise on Digitization of Medical Acts of Persons with Disabilities.</p> <p>Capacity building activities for specialists of the sphere at all levels.</p>	<p>appointing, paying TSA, and is responsible for the targeted expenditure of budgetary funds allocated for these purposes.</p>			
<p>The Agency for Labor and Employment of the Population</p>	<p>Improving the living standards of the unemployed, reducing the official unemployment rate by involving them in vocational training, creating additional jobs and improving the material and technical base of educational institutions.</p>	<p>The Agency for Labor and Employment of the Population is an executive body of state power that performs the functions of providing public services in the sphere of employment and labor relations under the direct supervision of the Ministry of Labor, Migration and Employment</p>	<ul style="list-style-type: none"> • Lack of funds to support unemployed people and provide start up grants • Lack of specialists in the field due to low salary • Poor technical base in educational entities 	<p>Substantial</p>	<p>Capacity building of the sphere employees at all levels Hiring experienced and dedicated specialists for the PIU to be created for the project Component 2 activities implementation under MLME</p>

1. Group/ Subgroup	2. Expectations from the project	3. Current Status	4. Concerns and issues	5. Significance of Risks	6. Enabling Conditions required
		of the Republic of Tajikistan			
Adult Learning Centers	Enhancing the staff capacity, new equipment, access to internet, refurbished workplace for better provision of services to the project beneficiaries provide effective and tailored services to, and test innovative activation interventions for unemployed and labor migrants	ALCs function on the districts level and provide a wide range of short-term training courses such as plumbing, welding, car service, sewing, baking, computer courses. hairdressing courses and etc.	<ul style="list-style-type: none">• Low salaries• Lack of equipment• Limited job market to apply gained skills• Lack of specialists and capacity	Substantial	Timely implementation of the planned activities Capacity building of the ALC and employment agencies personnel
District and city’ employment agencies		The agencies register migrants, maintain available job database, provide support to unemployed in finding a proper job		Substantial	
Other Interested Parties					
1. Group/ Subgroup	2. Expectations from the project	3. Current Status	4. Concerns and Issues	5. Significance of Risks	6. Enabling Conditions required
Ministry of Health and Social Protection	Strengthening the system of social assistance provision to the population	The existing TSA system technically works well, it just needs to be upgraded.	<ul style="list-style-type: none">• Lack of specialists in the regions	Moderate	Signing a contract with comprehensive roles and responsibilities.

1. Group/ Subgroup	2. Expectations from the project	3. Current Status	4. Concerns and issues	5. Significance of Risks	6. Enabling Conditions required
of Population (MHSP)		Case management system for provision of tailored social services to vulnerable population does not exist.	<ul style="list-style-type: none"> • Delays in information collection and submitting from mahallas re poor families • Need of capacity building for social workers and development of design and business processes for the case management approach 		Technical assistance from the Work Bank team on methodology of case management and assessment of pilot results for further scale up.
TEC-19 Project Implementation Unit	Successful implementation of the Project components 1 and 3 upon completion of the TEC-19 Project in 2023. Smooth transfer from one project to another	This team consists of: Project Manager, Financial Management Specialist, Procurement Specialist, 4 IT Specialists, Procurement Administrative Assistant, Payments Specialist, Translator, Administrative Assistant, Environmental and Social Affairs Officer, Specialist for monitoring and evaluation. These employees will be contracted on a non-competitive/sole source basis (initially 50% or more as feasible and appropriate, and 100% after TEC -19 completion).	While drafting the project budget and allocation cost of per-diem for PIU staff members, consider real cost of accommodation in the regions	Substantial	In addition, the PIU needs to be strengthened with additional specialized technical staff, such as in the field of social services for the population.
Ministry of Labor, Employment and Migration	Timely implementation of the Component 2 interventions. Improved	The Ministry of Labor is responsible in providing policy and legal regulation in the field of labor,	<ul style="list-style-type: none"> • lack of specialists and staff turnover • lack of funds to support unemployed 	Moderate	Establishment of qualified PIU to ensure efficient implementation of the Component 2 interventions

1. Group/ Subgroup	2. Expectations from the project	3. Current Status	4. Concerns and issues	5. Significance of Risks	6. Enabling Conditions required
	services provision to labor migrants and unemployed.	employment, migration, adult education, social insurance and social protection of the population.			
National and local CSO	<ul style="list-style-type: none"> - Cooperate in terms of timely raising awareness of the project beneficiaries and capacity building interventions; - Facilitate feedback mechanisms to strengthen relationships with project beneficiaries and PIUs. -Voice the challenges faced by vulnerable families, women and disabled 	There are wide range of service CSOs, that have sufficient capacity to facilitate the project activities in rural areas as appropriate, including 54 NGOs supporting local governments in the provision of social assistance services	<ul style="list-style-type: none"> • Limited donor and state funding; • Beneficiary surveys results are not publicized and not used to enhance services; • All gatherings and activities should be agreed prior implementation with local governments; • Constant monitoring of CSO activities and funding received from donor organizations by the justice authorities; • Poor engagement of CSO in public consultations 	Moderate	Partnership agreements with CSOs/firms to provide outreach and capacity building services
Media	Cooperate in terms of timely raising awareness of ongoing reforms and project accomplishments	Wide range of national and local media outputs are available, especially popular in rural areas where the internet access is limited.	<ul style="list-style-type: none"> • Information is not widely disseminated; • High censorship on behalf of the state authorities; • Blocked public access to online resources of some media institutions. 	Moderate	Partnership agreements with state establishments to provide outreach and capacity building services on development and implementation of a public education campaign using multiple communication channels including new media (social media, mobile)

1. Group/ Subgroup	2. Expectations from the project	3. Current Status	4. Concerns and issues	5. Significance of Risks	6. Enabling Conditions required
					and mass media; updating and enhancing PIUs websites

4.3 Disadvantaged and Vulnerable Groups

As per ESS10, it is particularly important to understand project impact and whether it create equitable opportunities accessible to the vulnerable and disadvantaged groups or disproportionately fall on them. These groups often do not have a voice to express their concerns or understand the impact of a project. The vulnerability may stem from person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc. Engagement with the vulnerable groups and individuals often requires the application of specific measures and assistance aimed at the facilitation of their participation in the project-related decision making so that their awareness of and input to the overall process are commensurate to those of the other stakeholders

Despite equal access to primary education and increasing access to secondary and tertiary education in Tajikistan women's access to economic opportunities and political empowerment remain significantly lower than those of men.⁷ Labor force participation of women in Tajikistan is low at around 69 percent of working-age female not working for pay⁸ (vs. approximately 50 percent of working-age men) and the share of employed female is declining. For those women who are working the wage gap remains very significant with female-to-male wage ratio of 60 percent. In the domestic live women in Tajikistan have little decision-making power and it is reducing even further stemming from the social norms and gender stereotypes which traditionally see women as primarily wives and mothers.

Women face more barriers when engaging in entrepreneurship activities than men. Access to finance, knowledge of markets etc. is a universal barrier in the country for the prospect entrepreneurs. However, women report that they have significantly fewer opportunities to develop skills required to manage a business. Highlighting those stronger skills could have improved their situation the most, together with self-esteem and self-confidence more than external issues such as access to finance.⁹

The project will address the entrepreneurship gender gap by reducing barriers women face when trying to access funds for start-ups as well as addressing by addressing the skills gap. To do this, the project will establish take-up quotas for women, and communication campaigns will target females. There will be entrepreneurship, business plan development, and financial literacy trainings which will include a module on ICT education to help address the knowledge gap women report facing. The mentorship component of the program will be developed with a gender awareness lens to ensure that female beneficiaries are comfortable to participate in the follow up interventions. When procuring the equipment for the learning centers the project will make sure that at least half training equipment will be for the learning course traditionally preferred by women to ensure they have access to the trainings they prefer. The project is supporting the skills demand analysis which will ensure to have gender focus to it, as well as the dissemination plan for these results targeting women to address the gap in access to information.

When implementing activities under Component 2, the MLME PIU will follow the State Employment Program, which provides for a gender breakdown - 50 to 50 where applicable.

Other disadvantaged groups include persons with disabilities, who may be physically challenged or handicapped in other ways. They would not be able to benefit from the project without assistance. They will be reached, consulted and engaged in project activities through NGOs promoting rights and interests of people with disabilities.

⁷ World Bank. 2021. "Tajikistan. Country Gender Assessment" World Bank, Washington, D.C.

⁸ Ibid, data for 2016

⁹ United Nations Development Programme (UNDP). 2016. *Women Empowerment in Tajikistan: Stories of Change*.

5. STAKEHOLDER ENGAGEMENT PROGRAM

5.1 Purpose and timing of stakeholder engagement program

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 stakeholders' feedback, 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 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, including women, people with disabilities, elderly, and other disadvantage groups.

The initial SEP to be developed and disclosed prior to project appraisal as the starting point of an iterative process, to develop a more comprehensive stakeholder engagement strategy and plan. It will be updated during early implementation and then periodically as necessary by the Ministry of Health and Social Protection and the Ministry of Labor, Migration and Employment. The local offices of both Ministries will conduct further consultations with the public and project affected stakeholders.

5.2 Proposed strategy for information disclosure

Website coverage

The final SEP and Environment and Social Commitment Plan (ESCP) will be redisclosed at the World Bank portal and the websites of the Ministry of Health and Social Protection (<http://www.moh.tj>) and the Ministry of Labor, Migration and Employment (www.mehnat.tj) by November 28, 2022. They are currently being used to disclose draft E&S instruments and project related information in Tajik and Russian. Both ministries will create project webpages on their existing websites. All future project-related monitoring reports will be disclosed on the webpages. Project updates will also be posted on the project webpage of the websites.

Mass/social media communication

The project PIUs responsible specialists will maintain close communication with stakeholders. They will be responsible for posting relevant information on the dedicated IA websites, social media channels and on information boards at the employment and social protection departments throughout the project's lifecycle. The PIUs will also inform citizens about the project progress through radio & TV programs.

Communication materials

Written information will be disclosed to the public via a variety of communication materials including articles in newspapers, brochures, flyers, posters, etc. A public relations kit will be designed specifically and distributed both in print and online form. The websites will also provide information about the grievance mechanism for the project.

Information Desks

Information Desks in target regions and districts will provide 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 (*medical points, ALC, local markets, TSA offices, employment centers, migration centers, jamoats administrations*) 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.

5.3 Proposed Strategy for Consultation

Beneficiary Perceptions Surveys

The project PIUs will carry out in-depth mid-term and completion assessments where the achievement of outcomes and other project impacts will be assessed, including beneficiary satisfaction and environmental and social impacts. The mid-term review will also assess the overall implementation progress and identify and propose solutions for any key issues affecting implementation. A final evaluation will also be carried out at the end of the project as an input to the World Bank Implementation Completion and Results Report (ICRR) to evaluate end results, assess overall performance, and capture key lessons.

Focus Group Discussions

Focus group discussions will be primarily conducted with the women on the ground, to gather their perspective on their specific needs and issues that women encounter as they navigate the work environment. In a well-facilitated FGD, a discussion between participants is possible that enables to record voices expressing the risks, barriers and needs from their perspective. This forum will provide a more dynamic environment for women to express their viewpoints on the relevant issues. The results of the FGD will form part of a gender gap analysis to promote equal opportunities and help increase female participation in all levels.

Grievance Redress Mechanism

In compliance with the World Bank's ESS10, a project-specific grievance redress mechanism will be set up to handle complaints and issues, and this will be integrated into the GRM country system that are available to citizens. Dedicated communication materials (specifically, a GRM brochure or leaflet) will be developed to help residents become familiar with the grievance redress channels and procedures. Locked suggestion/complaint boxes will be posted in local PIUs offices and responsible specialists will maintain a grievance register in order to capture and track grievances from submission to resolution and communication with complainants.

Also, details about the Project Grievance Mechanism will be posted on the MHSP and MLME websites, including contact details of the PIU/MHSP and PIU/MLME focal points. An online feedback mechanism will also function as a grievances redress mechanism, allowing data-users to provide comments or lodge complaints. On local level the GRM information will be distributed through different channels, including public consultations, meetings and distribution of leaflets among target households, local media, information boards in public places, through mahalla committee leaders and activists. Intensive outreaching and communication activities will be conducted within Component 1 (Subcomponent 1.3), the informational materials to be developed and distributed within the component will also include information on the GRM.

5.4 Proposed strategy to incorporate the view of vulnerable groups

In terms of gender, the project will contribute to WBG Gender Strategy, particularly to Objective 2 'Removing Constraints for More and Better Jobs', Objective 3 'Removing Barriers to Women's Ownership of and Control over Assets', and Objective 4 'Enhancing Women's Voice and Agency and Engaging Men and Boys'. The project will contribute to reducing gender biases by incorporating in capacity building messages that do not confine women to defined gender roles and social expectations. The new project will undertake stakeholder engagement activities to ensure that vulnerable groups are covered by the project and have equal opportunity in partaking in project benefits through:

- awareness and information campaigns including targeting women and mahalla-level meetings which community members of all backgrounds can join;
- distributing information materials through multiple channels such as media, social media, and mahalla leaders and activists,
- emphasizing the rules and principles of equity and non-discrimination for example in relation to employment opportunities in all training and consultation activities.
- where ethnic and linguistic minorities are present, the project will ensure that information materials and consultations are accessible in the simple language common to the local groups.
- where gender balanced consultations cannot be ensured, the project will undertake separate consultations with women in order to record and consider their feedback, questions, and concerns.

The PIU Social Development Specialists in cooperation with jamoats and mahalla committees will identify, map, and ensure tailored outreach to women, disabled, socially or spatially isolated communities to ensure that they are aware and able to participate in project-related activities. stakeholder engagement practices, as well as explain the project grievance redress mechanism to raise awareness on the above among vulnerable groups and their communities.

5.5 Timeline of SEP

Keeping the above in mind, following is the tentative work plan and timeline:

Table 4. Proposed tentative strategy for stakeholder engagement activities

Activity	Purpose	Stakeholders	Method of engagement	Responsible	Timeline/ Frequency
Project Steering Committee (PSC) Meetings	(i) support smooth implementation of the project, (ii) provide guidance to implementing agencies on issues related to the integration of activities, as appropriate, (iii) support coordination between implementing agencies, (iv) review and validate reports related to the project, and (v) help bringing key issues to the attention of the GoT and facilitate the resolution of the issues.	Representative of relevant ministries, agencies and representatives. The PSC will be chaired by the Deputy Prime Minister responsible for Social Sector	Meetings	MHSP/MLME	bi-annually
Information and consultative meetings with relevant stakeholders at the local levels: share and consult with the relevant stakeholders on matters related to the planned project activities, provide them with regular briefs, and	The objective is to strengthen effective public consultations, incorporate the board's views into the project design, and thereby ensuring a proper implementation of the project Components.	Rural communities, poor and vulnerable households, respective NGOs and associations	Public consultations\meetings, focus groups	PIU/MHSP PIU/MLME	Quarterly, on needed basis

Activity	Purpose	Stakeholders	Method of engagement	Responsible	Timeline/ Frequency
solicit their views on future envisioned actions.					
Outreaching and communication activities within Subcomponent 1.2.	Objectives: <ul style="list-style-type: none"> - to raise awareness of the program for both targeted households and subnational authorities to ensure that potential beneficiaries are reached and receive necessary information about the options the program offers and procedures to access it. - Provide information on an ongoing basis before and during the emergency period to ensure that beneficiaries are fully aware that the cash compensation is strictly temporary and that they are not permanently registered in the TSA. 	Poor and near-poor families with particular emphasis to those not currently supported by the TSA program; local authorities, jamoats, mahala committees	Physical visits of outreach teams to districts with high proportion of the target population, delivery of structured messages through social media, posters, infographics and booklets	MHSP with support of the SASP in coordination with local authorities.	Ongoing
Trainings for unemployed individuals, including incoming labor migrants	Short term (up to three months) vocational training and soft skills development provided by the adult learning centers and selected branches with income generating opportunities focused on entrepreneurship and startups. The training provided will be focused on enhancing skills and capacity to either find a job or engage in an income-generating activity.	about 20,000 individuals	Trainings up to 3 months	PIU/MLME	Throughout the project
Development and implementation of public awareness campaigns at the national and local levels	Raise awareness and address the social exclusion risk to ensure that all PAPs, including vulnerable groups are covered by the project.	All stakeholders at national and local level	Consultations, households and mahalla-level meetings; distributing information materials in common to the local groups' language; applying rules and principles of equity and non-discrimination (including trainings and job opportunities)	PIU/MHSP PIU/MLME	Continuously throughout project implementation
Beneficiary satisfaction surveys	Facilitate independent feedback from a wide range of stakeholders on the project interventions progress and effectiveness.	All stakeholders (disaggregated	Interviews	PIU/MHSP PIU/MLME	Mid-term and end of the project

Activity	Purpose	Stakeholders	Method of engagement	Responsible	Timeline/ Frequency
		by gender to better tailor interventions)			
Focus groups with vulnerable groups	To reach women and people with special needs to ensure they are aware of the project benefits and have access to it	Women heads of households, and people with special needs	Focus groups	PIU/MHSP PIU/MLME	Continuously throughout project implementation
Visibility materials, including maintaining the project pages at the PIUs websites	Raise public awareness on the project plans and accomplishments	All stakeholders at national and local level	PIU websites, booklets, info boards at jamoats, social and employment departments	PIU/MHSP PIU/MLME	Continuously throughout project implementation
Public consultations and disclosure of an Electronic Waste Management Checklist and site specific ESMP checklists	Consult upon potential negative E&S risks and mitigation measures and to provide public access to the E&S instruments	Stakeholders at the national and local levels, site specific areas	PIU websites, public consultations at the sites, info boards at the rehabilitation sites	PIU/MHSP PIU/MLME	Prior to the bidding package preparation, prior and during rehabilitation works
Public consultations and disclosure of the POMs	Consult and raise public awareness on institutional arrangements for managing and implementing the Project, as well as processes and procedures for planning, budgeting, accounting, procurement, internal controls, reporting, monitoring and evaluation.	All stakeholders on national and local level	MHSP and MLME websites	MHSP MLME	Within 30 days after Project effectiveness
Capacity building of Stakeholders	Improve knowledge and skills of all involved project implementers and beneficiaries aimed in effective implementation of the project components	All stakeholders at the national, district and	Trainings	PIU/MHSP PIU/MLME	Based on annual plans timelines

Activity	Purpose	Stakeholders	Method of engagement	Responsible	Timeline/ Frequency
		community levels			
Grievance Redress Mechanism	Provide avenues for making a complaint or resolving any dispute that may arise during the project implementation Assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.	PAPs and other interested parties	Websites, hotline, letters, email, in-person visits	PIU/MHSP PIU/MLME	Continuously
SEA/SH trainings for hotline operators and GM focal points	Train how to manage SEA/SH related grievances based on the principles of a victim-centricity, anonymity and safety and inform of local referral mechanisms in case of GBV cases	hotline operators and GM focal points	F2F training workshops	PIU/MHSP PIU/MLME	Within 60 days of project effectiveness
Operational meetings	Facilitate project implementation at the local level	District level departments of MHSP/MLME	Staff meetings	PIU/MHSP PIU/MLME	Quarterly

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

6.1 Resources

The MHSP and MLME carry out its activities directly or through its territorial bodies (at district levels) in cooperation with other central and local public authorities, enterprises, institutions, organizations regardless of their forms of ownership and organizational and legal form. The SEP activities will be implemented under the Subcomponents 1.2 and 2.3, 3.3 and Component 4 of the Project.

The PIU/MHSP and PIU/MLME will be responsible for the SEP implementation and update, if needed. The MHSP/PIU have Social Development Specialists with a clear role, responsibilities, and authority for the implementation and monitoring of stakeholder engagement activities and compliance with the ESS10. Based on the needs of the SEP, the stakeholder engagement budget (to be funded from Components 1.2, 2.3, 3.3 and 4) will cover the following activities: travel, development of communication strategy, beneficiary surveys, recruitment of NGOs, media coverage expenditures; printed outreach materials; workshops/sessions/events, training, GRM, etc.

6.2 Implementation Arrangements

The project will be implemented by the Ministry of Health and Social Protection, and the Ministry of Labor, Migration and Employment through two separate designated accounts. Both line ministries responsible for the social protection and jobs agenda will be the lead implementing agencies with the overall responsibility for coordinating the implementation of project components they are responsible for. Close collaboration between the two-line ministries will be required to ensure harmonized implementation, avoidance of overlap, and to improve an integrated approach to providing services for vulnerable families and their members hit by the crisis. The main responsibilities of the MHSP and MLME will include project components oversight, coordination, planning, technical support, financial management, procurement support, citizen engagement, environmental and social aspects compliance, and monitoring and evaluation (M&E). Two ministries will be accountable for authorizing and verifying all project transactions and will work closely with the World Bank's Task Team during the project implementation.

The MHSP as the central government agency responsible for social assistance policies and programs, will be the implementing agency for Components 1 and 3, using the existing institutional arrangements and supported by a PIU. Given that the TEC-19 project under implementation involves a key social protection component implemented through the TSA, the same PIU will be strengthened to support the implementation of all activities under components 1 and 3. To ensure the adequate implementation of both the proposed project and the TEC-19, the PIU will be enlarged as necessary while both projects are under implementation. The proposed project will gradually cover an increasing share of the staff time on a single source basis (after proven satisfactory performance) as well as all PIU costs related to the project. Subcomponent 1.1 will use the TSA administrative and delivery systems. Activities related to the information campaign will be also under the responsibility of the MHSP and implemented with the support of the Agency. Component 3 will be implemented directly by the MHSP. The PIU under the MHSP will report to the Deputy Minister of Health and Social Protection in charge of social protection area, including through SASP (similar to the current arrangements for TEC-19). A MHSP POM clearly describing the roles, responsibilities, and processes for implementing Components 1 and 3 will be prepared and adopted by the MHSP within sixty (60) days after the Effectiveness Date.

Component 2 will be under the responsibility of the Ministry of Labor, Migration and Employment. The Ministry of Labor is the central government agency responsible for the implementation of activation programs to support jobseekers (including labor migrants) to enhance their employability and link them to available job vacancies. The Ministry carry out these activities through both the Agency for Labor and Employment and the district level employment agencies, and the adult learning centers and their branches. The actual implementation of the activities under this component will be carried out by the employment services at the district level under the

guidance and coordination of the MLME and the ALE. To support the implementation of the activities under the Component 2 a PIU will be created under the ministry with responsibility to directly report to the Deputy Ministry responsible for the employment and labor. A chapter on implementation of Component 2 in the MLME POM clearly describing the roles, responsibilities, and processes will be prepared and adopted by the MLME within sixty (60) days after the Effectiveness Date.

The implementation of Subcomponent 2.1 will be under the responsibility of the Agency for Labor and Employment and directly executed by the district level employment agencies. The development of the tools under Subcomponent 2.1. will be under the responsibility of the ALE. The activities to enhance the Ministry capacity to identify the demand for skills labor will be implemented in coordination with the Labor Scientific Research Institute of the MLME. The registry of labor migrants will be developed in coordination with the Deputy Ministry responsible for Migration, as appropriate. Subcomponent 2.2. will be under the responsibility of the ALE and implemented through the adult learning centers and selected branches. The specific center and branches where subcomponent 2.2. will be implemented is to be defined and included in the operational manual for component 2. Component 2.3 will be under the responsibility of the Deputy Ministry for employment and labor and carried out with the support of the ALE.

6.3 Management functions and responsibilities

The PIU/MHSP and PIU/MLME will facilitate stakeholder/citizen engagement if needed through recruiting local NGOs and community-based organizations. The purpose is to strengthen public consultations and secure the buy-in of stakeholders to ensure smooth and proper project implementation. The roles and responsibilities of main actors are summarized in the Table 5 below.

Table 5. Responsibilities of key actors/stakeholders in SEP Implementation

Stakeholder	Responsibilities
The PIU/MHSP and PIU/MLME	<ul style="list-style-type: none"> • Plan, coordinate implementation and report on SEP activities; • Lead stakeholder engagement activities; • Redress grievances and manage grievance database; • Monitor and report on ESF performance to the World Bank. • Facilitate and implement the stakeholder awareness, education and consultations campaigns at the national level; • Consult, disclosure and implement site specific ESF instruments, if needed.
MHSP and MLME regional departments	<ul style="list-style-type: none"> • Forward all Project relevant complaints to appropriate district GRM Focal Point or PIU/MHSP and PIU/MLME;
MHSP/MLME district departments	<ul style="list-style-type: none"> • Participate in implementation of assigned activities in the SEP; • Provide report on all complaints to the district GRM Focal Point; • Establish and facilitate the work of the Local Grievance Redress Group; • Make available the disclosed SEP and GRM procedures.
NGOs/CBOs (if requested)	<ul style="list-style-type: none"> • Facilitate and implement the stakeholder awareness, educational and consultation campaigns at the local level
Project affected parties	<ul style="list-style-type: none"> • Lodge their grievances using the Grievance Mechanism defined in the SEP; • Help the Project to define mitigation measures.

7. GRIEVANCE REDRESS MECHANISM

7.1 Overview of Grievance Redress Mechanism

The main objective of a Grievance Redress Mechanism (GRM) is to assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. Specifically, the GRM:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings.

The MHSP/PIU and MLME/PIU will set up a project specific GRM to address all citizen complaints and requests related to the project. Day-to-day implementation of the GRM and reporting to the World Bank will be the responsibility of the PIUs. The Social Development Specialists will be the key nodal officers for GRM in the PIUs' central offices. Project would encourage receiving complaints by a variety of channels, *including anonymous complaints*, at different levels. The system and requirements (including staffing) for the grievance redress chain of action – from registration, sorting and processing, and acknowledgement and follow-up, to verification and action, and finally feedback – are incorporated in the GRM. To ensure management oversight of grievance handling, the MHSP/PIU and MLME/PIU M&E specialists will be responsible for monitoring the overall process, including verification that agreed resolutions are implemented. The GM also will have a *special window or uptake channel to address SEA/SH complaints* such as to ensure privacy and dignity of the affected persons.

7.2 GRM Structure

The project specific GRM will be based on the Laws of the Republic of Tajikistan “Appeals of Individuals and Legal Entities” (2016) and “On Civil Service”, as well as Decree of the GoRT dated June 1, 2017, No. 276 “On the procedure for office work and statistical records of individuals and legal entities appeals”. The GRM’s functions will be based on the principles of transparency, accessibility, inclusiveness, fairness and impartiality and responsiveness.

Grievances will be handled *at the district, regional and national levels*, including via dedicated hotline to be established.

The MHSP PIU will use the GRM established for TEC-19 Project that includes:

24/7 Hotline. Project stakeholders and citizens can submit complaints on any issues by addressing the hotline 511 established by the MHSP at the national level. The hotline operator will accept and register all complaints and grievances received through phone calls, letters, SMS and e-mail messages. The hotline center will forward all grievances for further consideration to the Grievance Management Group at the MHSP PIU.

The existing 511 Hotline mechanism will be modernized and institutionalized to address the new project needs. The Hotline’ Regulation is currently being updated, so it can work not only on COVID-19 issues, but also other, such as communicable and non-communicable diseases, as well as targeted social assistance (TSA). Sorting of appeals in the database of the Hotline 511 will be carried out and analyzed according to the electronic journal.

Regional Level. Complaint can be submitted to the regional coordinating centers located in the cities of Dushanbe, Khujand, Kulob and in Rasht region. These Centers provide support for the implementation of emergency social assistance at the regional (several districts) level. They are created and managed by SASP and coordinate the implementation of social protection programs in the regions. If a situation arises that cannot be resolved or the response does not satisfy the complainant, in this case, he can write directly to the MOHSP PIU at the email address: social@tec-19.com. In the MOHSP PIU, the social development specialist is responsible for registering and forwarding all complaints and appeals.

TSA Information System. The specialists of the social protection sectors at khukumat level or at SASP will enter complaints and appeals into the information system and regularly generate reports on the number and composition of complaints, the timing of their consideration, the decisions taken and the degree of satisfaction of the complainants

National Level. If there is a situation in which there is no response from the regional level GFP, or if the response is not satisfactory then complainants and feedback providers have an option to contact the MoHSP PIU directly to follow up on the issue. The MoHSP PIU will establish a Grievance Management Group (comprising social professionals, including women (at least 30% of the group members), M&E, E&S specialists) and will assign a GFP to be responsible for complaints and issues related to all districts and components. The MoHSP PIU Head will make a final decision after a thorough review of the investigation and verification findings. The timeline for complaint resolution at the central level will be 30 days upon receipt of the complaint. The complainant will be informed of the outcome immediately and at the latest within 5 days of the decision. The GRM will establish clearly defined timelines for acknowledgment, update and final feedback to the complainant. To enhance accountability, these timelines will be disseminated widely to the project stakeholders. If an issue is still pending by the end of 30 days, the complainant will be provided with an update regarding the status of the grievance and the estimated time by which it will be resolved.

In addition to the hotline (511), the project stakeholders/beneficiaries can file a complaint through: the SASP phone +992 (44) 6100057. Citizens can also file complaints through the MHSP website www.moh.tj, the newly launched website of www.grm.tj, as well as through the official MHSP Facebook page <https://www.facebook.com/watch/?v=1611893929165986>.

The MHSP project PIU will appoint a Social Development Specialist, responsible for complaints related to components 1 and 3.

The MLME PIU will use the GRM at the following two levels:

Local level: Local bodies of labor and employment will be responsible to uptake and process the project specific grievances according to the established procedures.

National level: MLME central office responsible department and PIU (to be established within the Project). Social Development Specialist will be hired to handle the work. Detailed description of the project specific GRM will be described in the POMs.

MLME:

Tel: (+992 37) 236-22-45, 235-03-84, 236-22-15

website: www.mehnat.tj

fax: 235-18-18

email: info@mehnat.tj

Agency of Labor and Employment:

Tel: (+992 37) 2368422

websites - www.kor.tj , www.shugl.tj и www.kasb.tj

If, after receiving a response from the MLME PIU the complaint is not satisfied, the Conflict Resolution Commission (CRC) to be established by PIU or local labor department at the PAP request. The PIU will appoint a responsible specialist to function as the CRC Secretary at the local level. The CRC will consist of at least 5 members, including 2 staff members of PIU, representatives of recognized local NGOs / CSOs, reputable individuals (for example, a respected lawyer or professor), if available, and representatives of the participating site. At least 30% of the commission members must be women. Decisions made by the commission and agreed between all parties are legalized in the form of an order of the participating khukumats.

The PIU's Social Development Specialist will function as the CRC Secretary and serve as national Grievance Focal Point (GFP) to file the grievances and appeals. S/he will be responsible for summarizing the number and types of all the complaints and issues received by the districts and possibly regions.

The PAPs also can submit their complaints on the project issues through jamoats and mahalla committees.

Appeal Mechanism. If the complaint is still not resolved to the satisfaction of the complainant, then s/he can submit his/her complaint to the appropriate court of law.

SEA/SH related grievances

Under the new project existing uptake mechanisms will be used for SEA/SH related grievances. From available channels, the most convenient uptake for SEA/SH related grievances is the hotline (511), The female operators of the hotline will be trained to manage SEA/SH related grievances based on the principles of a victim-centricity, anonymity and safety and informed of local referral mechanisms in case of GBV cases. Public awareness on SEA/SH uptake mechanism will be also implemented at the community and contractor levels. Other alternative channels for the SEA/SH grievances uptake in the target districts' level might be Departments of Women and Family Affairs, local NGOs focused on gender issues, active women members of mahalla committees. After receiving the complaint, they will transmit information via one of the GRM channels to respective Social Development Specialist.

7.3Grievance Resolution Process

Information about the GRM will be publicized as part of the public awareness campaigns. Brochures and leaflets will be displayed in the target district MHSP and MLME departments, targeted jamoats, if appropriate, and local governments information boards, etc. GRM leaflets will also be posted online on the MHSP/MLME websites and social media webpages. The overall process for the GRM will be comprised of six steps, as described below.

Step 1: Uptake. Project stakeholders will be able to provide feedback and report complaints through several channels: contacting PIUs by mail, telephone, email, social media and messaging.

Step 2: Sorting and processing. Complaints and feedbacks will be compiled by the Social Specialists at the PIUs at central or regional offices and recorded in a register. These are assigned to the respective individuals / agencies to address. They are expected to discuss/ deliberate with the complainant and arrive at a resolution, within 15 working days of receipt.

Step 3: Acknowledgement and follow-up. Within five (5) working days of the date a complaint is submitted, the responsible person/ agency will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint. If complaints are not resolved within 15 days, the responsible person will provide an update about the status of the complaint/question to the complainant and again provide an estimate of how long it will take to resolve the issue.

Step 4: Verification, investigation and action. This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint's validity, and then developing a proposed

resolution, which could include changes of decisions concerning eligibility for mitigation, assistance, changes in the program itself, other actions, or no actions. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue. It is expected that many or most grievances would be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register.

Step 5: Monitoring and evaluation. Monitoring refers to the process of tracking grievances and assessing the progress that has been toward resolution. The respective PIU will be responsible for consolidating, monitoring, and reporting on complaints, enquiries and other feedback that have been received, resolved, or pending. This will be accomplished by maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions.

Step 6: Providing Feedback. This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person (communicating by telephone or other means).

If the complainant is not satisfied with the resolution, s/he will be informed of further options, which would include pursuing remedies through the World Bank, as described below, or through avenues afforded by the Republic of Tajikistan legal system. *On a quarterly basis*, the respective PIU will report to MHSP/MLME on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 30 days. Data on grievances and/or original grievance logs will be made available to World Bank missions on request, and summaries of grievances and resolutions will be included in semiannual reports to the World Bank.

Grievance Logs will include at least the following information:

- Individual reference number
- Name of the person submitting the complaint, question, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously)
- Details of the complaint, feedback, or question/her location and details of his / her complaint.
- Date of the complaint.
- Name of person assigned to deal with the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.)
- Details of proposed resolution, including person(s) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution
- Date when proposed resolution was communicated to the complainant (unless anonymous)
- Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution
- Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out
- Date when the resolution is implemented (if any).

7.4 Monitoring and Reporting on Grievances

The PIUs will be responsible for:

- Analyzing the qualitative data on the number, substance and status of complaints and uploading them into the project databases established by PIUs;
- Monitoring outstanding issues and proposing measures to resolve them;
- Preparing quarterly reports on GRM to be shared with the WB.

Semiannual reports to be submitted to the WB shall include section related to GRM which provides updated information on the following:

- Status of GRM implementation (procedures, training, public awareness campaigns, budgeting etc.);

- Qualitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback), highlighting number of resolved grievances;
- Quantitative data on the type of grievances and responses, issues provided and grievances that remain unresolved;
- Level of satisfaction by the measures (response) taken;
- Any correction measures taken.

7.5 World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org. A complaint may be submitted in English, Tajik or Russian, although additional processing time will be needed for complaints that are not in English. A complaint can be submitted to the Bank GRS through the following email: grievances@worldbank.org

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complaints directly to the Bank through the Bank's Country Office through the following channels.

By phone: +992 48 701-5810

By mail: 48 Ayni Street, Business Center "Sozidanie", 3rd floor, Dushanbe, Tajikistan

By email: tajikistan@worldbank.org

The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the complaint. Finally, the complaint should identify the complainant(s) or assigned representative/s and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

8. MONITORING and REPORTING of the SEP

The MHSP and MLME is responsible for the preparation and implementation of the M&E framework. The M&E Plan will allow for ongoing learning and feedback through the planning and implementation stages. The project Results Framework will guide day-to-day M&E, as well as evaluation analysis and reporting at midterm and completion.

The respective PIUs will support monitoring and evaluation (M&E) activities to track, document, and communicate the progress and results of the project, including monitoring of the Stakeholder Engagement Plan. M&E Specialist supported by the Social Development Specialists will be responsible for overall compilation of SEP implementation progress reports and results and summarizing them in *semiannual reports* to be submitted to the WB. Feedback and grievances received through the GRM focal points will also be included in the semiannual reporting. The M&E Specialist supported by the PIUs Social Development Specialists will collate and analyze these outcome assessments and perception-based results and include them in semiannual reports to be submitted to the WB.

9. PUBLIC CONSULTATIONS MINUTES

A. Minutes of consultations for Components 1 and 3 (under MHSP)

Unofficial translation from Russian into English

MINUTES
of the Consultations with stakeholders under the project
Social Protection Modernization And Economic Inclusion Project (P178878)

September 15, 2022

Dushanbe

Participants:

1) TEC-19 PIU representatives:

1. Jamshed Karimov - Project Manager;
2. Zulfiya Abdurakhmanova - Project Social Development Specialist;
3. Lola Yadgarova - Project Environmental Specialist;
4. Siyovush Bobokhonzoda - Project Monitoring and Evaluation Specialist;
5. Suhrob Tadjiddinov - Project Software Development Specialist.

2) Representatives of the State Agency for Social Protection of the Population (SASPP):

1. Nazarhudo Dilshodov - Deputy Director;
2. Nabijon Dzhuraev - Head of the Department of Social Service Organizations;
3. Ruzabegim Mamadnazarova - Head of the Social Services Division of the Social Services Department;

3) Representatives of departments, centers, and institutions providing that provide social services at the local level:

1. F. Avezova - Deputy Head of the Department of Home Social Services, Hukumat of Ismoili Somoni district, Dushanbe;
2. F. Kholova - Representative of the department of Home Social Services, Hukumat of Firdavsi district, Dushanbe;
3. L. Alidodova - Head of the Department of Home Social Services, Hukumat of Firdavsi district, Dushanbe;
4. I. Moisenko. - Representative of Tursunzade Residential Center for Elderly People;
5. I. Nazarova - Representative of the Tursunzade Residential Center for Elderly People;
6. F. Egamzoda - Representative of Territorial Center of Social Services for Elderly and Disabled People, Dushanbe;
7. B. Abdurahimov - Representative of the Hissar Psychoneurological Boarding School.

4) Representatives of Public Organizations (PO)

1. J. Rizev - NGO "Dilkhoh Kushoda";
2. G. Ergasheva - NGO "Iroda".

The previous consultation meeting on the Tajikistan Social Protection Modernization and Economic Inclusion Project (P178878) was held on July 1, 2022, with the participation of representatives of two ministries: MHSPP and MoLME.

In order to get feedback from representatives of all the stakeholders, public consultations were held with representatives of departments, centers, and institutions providing social services.

Issues for discussion:

- ✓ Presentation of the Tajikistan Social Protection Systems Modernization and Emergency Response (J. Karimov):
 - goals and objectives, components and beneficiaries of the project;
 - SEP: goals and objectives, stakeholders, project-affected persons, strategies, and information disclosure channels;
 - case management in social protection, current situation, goals of the case management implementation, legal framework;
- ✓ GRM for the Tajikistan Social Protection Systems Modernization and Emergency Response (Abdurakhmanova Z.):

Statements, suggestions, and feedback of the participants of the discussion:

- **N. Dzhuraev:** after meeting with the TEC-19 Project Manager and getting acquainted with the description of the new project, we have studied and evaluated the existing situation of the boarding houses and home social service departments under Hukumats. We have monitored staff composition and staff capacity, salary levels, funding levels, availability of equipment and office equipment, office furniture, internet, and so on. This monitoring showed that funding and salaries provided by Hukumats of cities and districts have not been reviewed for decades and are frustrating. Office furniture and equipment are in short supply and very worn out. For instance, there are only 4 chairs for 16 people, and there is no more furniture or equipment, only one office is allocated. There is no sense in mentioning the Internet and other new technologies and conditions;
- **N. Dzhuraev:** Within the framework of the implementation of the National Social Protection Concept, Social Service Centers should be established in every city/town and district. However, only a few cities/towns and districts have created them, and this issue of their capacity building remains open. Speaking about social protection, it is necessary to create a mechanism for staff training and retraining with the issuance of certificates. This trained/retrained staff should be able to use new technologies. Many international organizations work in the field of social protection, but the only project that has shown real results is the former Tajikistan Social Safety Net Strengthening Project, which was funded by the World Bank. This Project supported the Targeted Social Assistance Program aimed at low-income families and citizens. Implementation of this work significantly strengthened local capacity, starting from the Jamoat level and up to the central Agency. Study tours were arranged under this Project; the Project has created the national social protection register, which is still successfully functioning and is convenient for obtaining information;
- **N. Djuraev:** I disagree when Bank documents say that there is no coordination between “Social Protection” and “Health” within one Ministry. There is coordination at the national level and it is very close;
- **G. Ergasheva:** We need touch therapy equipment because children with autism break everything and the equipment breaks down quickly. We have an opportunity to conduct trainings for teachers, educators, social workers, and family members on early intervention and support for children with autism and other disorders.
- **N. Dilshodov:** It is necessary to integrate Project GRM with the incoming complaints of our Agency so that we can cover all complaints and appeals of citizens related to the Project. It is also necessary to raise public awareness about social protection to minimize the costs (travel, time) of vulnerable people to get reliable information.

- **L. Alidodova:** Our employees work in difficult conditions, and the workplace, office furniture, and equipment do not contribute to the establishment of a productive environment and adequate work process. Our division needs the following: an ambulance, modern office equipment, Internet, and office furniture.
- **I. Moisenko:** we have weak communication, we need the Internet, and we provide information through the telephone. Also, we need a car to transport our elderly people to the medical facility in case of health deterioration.
- **F. Egamzoda:** Our patients need exercise equipment to restore their health. We also need office equipment and Internet for our work.
- **B. Abdurahimov:** Rather than find and train a new staff member, it is better to send our staff, even if it is unprofessional and inexperienced to other countries to gain experience or arrange online training.
- **F. Avezova:** Our target audience is interested in financial incentives for employees of home social services departments.
- **F. Holova:** We approach different organizations (banks, funds, entrepreneurs, etc.) with the request to provide equipment for persons with disabilities;
- **J. Rizoiev:** Our staff needs capacity building, training, computers, and internet. Also, there is a need for special equipment for people with disabilities, i.e. assistive technologies;
- **I. Nazarova:** We are in urgent need of a vehicle to get our patients to the medical facilities and provide assistance, assistive technologies for rehabilitation, internet, and equipment. We need to train and increase the capacity of our specialists and not recruit new ones as the current staff has the skills to work with our audience;
- **F. Avezova:** I would like to add that we need equipment, e.g. the nursing home in the Vose district has only two computers (one in the HR department and one in the accounting department but they both are outdated). We need separate computers to create and improve the social protection system.
- **R. Mamadnazarova:** The most important thing for us is to create the social services database, as it is difficult for us to collect reliable data when we need to determine any target groups and criteria. We refer to the archives, and it takes more time, to correct the data. Sincere there is no database, there is a need to create one, where we can find, correct, filter data, and do other operations. The statement about the lack of coordination between “Social Protection” and “Health” is justified because we do not have access to the database and access to certain information. Also, we do not know whether or not the citizens we place in residential homes receive TSA.
- **At the end of the discussion, there were questions and answers: for example**
 - what complaint resolution processes will be considered as part of the Project? (Answer: *full information was provided about all the steps from the moment of the submission of a grievance or appeal*).
 - Can our beneficiaries (children with autism) be part of the new Project?
 - Has the case management changed? (Answer: *we cannot say whether the approach has changed, but we will take into account your recommendations and analysis, we will work it out, and distribute it to everyone for review*).

Minutes are prepared by
 Siyovush Bobokhonzoda
 Project Monitoring and Evaluation Specialist
 20.09.2022

B. Minutes of consultations for Component 2 (under MLME)

MINUTES of the Consultations with stakeholders under the project Social Protection Modernization And Economic Inclusion Project (P178878)

29.09.2022

Venue: Ministry of Labor, Migration, and Employment of the Republic of Tajikistan

Participants:

MoLME:

1. N. Makhmadullozoda - Deputy Minister of Labor, Migration, and Employment of the Republic of Tajikistan.
2. N Kurbonov. - Department of Labor Market and Employment of Population.
3. F. Kurbonzoda - Department of primary vocational education, adult training, and craft development.
4. B. Samadov - Department of Migration.
5. Sh. Ibroimov - Chief Specialist of the Department of Finance, Analysis, and Forecasting.
6. N. Lashkarova - Senior Consultant, Donors and Development Partners Coordination Council.
7. N. Khatamova - Junior Consultant, Donors and Development Partners Coordination Council.

Stakeholders:

1. M. Amirbekzoda - Deputy Director, Labor, and Employment Agency.
2. A. Akramov - Deputy Head of the Association of Employers of the Republic of Tajikistan.
3. U. Berdiev - Deputy Director of the State Institution “Adult Education Center of Tajikistan.”
4. M. Makhmadbekzoda - Director of the Institute of Labor and Employment
5. F. Nazurdinov - Representative of the Federation of Independent Trade Unions of Tajikistan.
6. D. Sharipov - Head of Division of the Association of Employers of the Republic of Tajikistan.
7. N. Kahhorov - Representative of the Association of Employers of the Republic of Tajikistan.
8. F. Amirzoda - Head of the Labor Market Department, Labor and Employment Agency of the Republic of Tajikistan.
9. B. Rajabov - Representative of Migration Service of the Ministry of Labor, Migration, and Employment of the Republic of Tajikistan.
10. S. Khudoyonazarzoda - Potential beneficiaries, unemployed citizens studying in vocational lyceums.
11. M. Tosheva - Potential beneficiaries, unemployed citizens studying in vocational lyceums.
12. S. Akhmadzoda - Potential beneficiaries, unemployed citizens studying in vocational lyceums.
13. Sh. Khojaev - Potential beneficiaries, unemployed citizens studying in vocational lyceums.

Several issues were raised to actively engage project-affected individuals and other stakeholders through the provision of information and consultation, and to provide an opportunity for the exchange of views among potential beneficiaries, including:

1. Brief information about the Tajikistan Social Protection Systems Modernization and Emergency Response Project.
2. identification and analysis of stakeholders.
3. Project beneficiaries (selection, criteria, focus groups).

4. Monitoring and Grievance Redress Mechanism.

Mr. Mahmadullozoda has presented brief information about Component 2 and Component 4.2 which will be under the Ministry of Labor, Migration, and Employment. Ministry of Labor, being the central government agency responsible for the implementation of activation programs to support job seekers (including labor migrants), will coordinate all necessary activities to improve employment opportunities and provide access to available vacancies following the labor market needs. It was noted that these activities will be implemented both through the Labor and Employment Agency (ALE) and through the District Employment Services, as well as Adult Learning Center and its branches. The actual implementation of the activities under this component will be carried out by the District Employment Services under the guidance and coordination of MoLME and ALE.

After the brief information about the Tajikistan Social Protection Modernization and Economic Inclusion Project, Mr. Makhmadullozoda has described the main selection to support unemployed people, including labor migrants. It was noted that poor and vulnerable families will be the main project beneficiaries as they need regular remittances for daily consumption, including returning unemployed migrant workers.

The Focus group will focus on unemployed women, disabled people, and orphans to expand the employment opportunities for unemployed citizens and returning labor migrants, creating favorable conditions for their return to the labor market.

At the same time, Mr. Makhmadullozoda informed the participants that the needs of employment centers, vocational training lyceums, and Adult Training Centers were taken into account as much as possible within the framework of Component 2 budget development, including:

- Cash stipends for participants of short-term courses (20,000 people) and startup grants (7,500 people)

Potential project beneficiaries demonstrated great interest in technical assistance for the startup development, which will be carried out within the framework of the project. Assistance with entrepreneurial startups for unemployed citizens allows using the resources for the intended purpose. For example, a self-employed citizen can use these funds to purchase equipment and materials necessary for production or rent premises and create and equip additional workplaces.

Representatives of the Association of Employers of the Republic of Tajikistan and Trade Union proposed to consider the possibility of assisting self-employed people through tax benefits for the renting of premises and payment of utilities at the very beginning of their activities.

The beneficiaries also noted that given poor financial literacy in the regions, including among vulnerable segments of the population, it is recommended to provide for holding seminars to improve the financial literacy of citizens in the future phases of the project.

Taking into account the multifaceted nature of the labor market and the opportunity to get a decent job, project beneficiaries requested to pay special attention to the organization of the foreign language courses, including Russian and English languages.

- Development and implementation of the register of migrants

Mr. Amirbekzoda M. noted that the practice of the Unified Electronic Visa System, with the creation of the smoothly functioning system of permanent electronic registration of labor migrants, entry/exit to/from Tajikistan will improve the staff capacity of the Migration Service, Labor, and Employment Agency of the Ministry of Labor, Migration, and Employment of the Republic of Tajikistan and its 74 local branches, as well as Ministry of Health and Social Protection of the Republic of Tajikistan.

- Development of programs on 20 new professions and training for 46 Adult Training Centers

Noting the importance of the concern of the Government of the Republic of Tajikistan about the impact of COVID-19 on national development and the negative impact of the current Russian-Ukrainian conflict on the

economy of the Republic of Tajikistan, Mr. F. Amirzoda noted that the World Bank's support in developing programs for new professions is very timely. Improving the quality of training and mastering new professions in lyceums following the labor market requirements will attract people to learn new professions and crafts which will contribute to the employment of citizens, especially young people, women, and girls.

Minutes prepared by
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