The Republic of Uzbekistan

Ministry of Digital Technologies

Uzbekistan Digital Inclusion Project (P179108)

Final
STAKEHOLDER ENGAGEMENT PLAN

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ACRONYMS AND ABBREVIATIONS

ADPU	Association of Disabled People of Uzbekistan
ITES	IT enabled services
CPF	Country Partnership Framework
CWCs	Civil Work Contractors
DP	Development Partner
ECA	Europe and Central Asia
ELTCs	English Language Training Centers
ESF	Environmental and Social Framework
ESMS	Environmental and Social Management System
ESMF	Environmental and Social Management Framework
ESMP	Environment and Social Management Plan
ESS	Environmental and Social Standard
FM	Financial Management
GBV	Gender-Based Violence
GM	Grievance Mechanism
GFP	Grievance Focal Point
GOU	Government of Uzbekistan
GRC	Grievance Redress Commission
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
ICT	Information and Communication Technologies
ISP	Internet Service Provider
IT	Information Technology
ITCs	Information and Communication Centers
ITU	International Telecommunication Union
KPO	Knowledge-process outsourcing
ITP	IT Park - Limited Liability Company under the Ministry of Digital Technologies "Directorate of Technological Park of Software Products and Information Technologies"
M&E	Monitoring and Evaluation
MOEF	Ministry of Economy and Finance
MPRE	Ministry of Poverty reduction and Employment
MDT	Ministry of Digital Technologies of the Republic of Uzbekistan (formerly Ministry of Information Technology and Communications)
MNO	Mobile Network Operator
NEET	(Not in Education, Employment or Training) A generation of young people who, due to various economic, social or political factors, do not work or study
NGO	Nongovernmental Organization
NSC	National Statistics Committee
NSDS	National Sustainable Development Strategy
OIPs	Other Interested Parties
PAD	Project Appraisal Document
PAPs	Project-affected Parties
PDO	Project Development Objectives
PIU	Project Implementation Unit
POM	Project Operational Manual
PPL	Public Procurement Law
PPP	Public-Private Partnership
PwD	Persons with disabilities
SMEs	Small and Medium Enterprises
PPG	Project Procurement Strategy for Development

RAP	Resettlement Action Plan
RCM	Residents and Community Members
RFB	Request for Bids
RPF	Resettlement Policy Framework
RFP	Request for Proposals
SCFWU	State Committee for Family and Women of Uzbekistan under MPRE
SMEs	Small and Medium Enterprises
SEP	Stakeholder Engagement Plan
SEA/SH	Sexual Exploitation, Abuse and Sexual Harassment
SOE	State-owned enterprise
TOR	Terms of Reference
WB	The World Bank

1. INTRODUCTION

1.1. Project Background

The Project contributes to achieving the core strategic priorities of the WBG's Country Partnership Framework (CPF) FY22-FY26 for Uzbekistan (Report No. 170931), which was discussed by the Board of Executive Directors on May 24, 2022. The Project supports CPF High-Level Outcome (HLO) 1 (Increase Inclusive Private Sector Employment), particularly CPF Objectives 1.2 (Enable Private Sector Growth and Investment) and 1.4 (Improve the Infrastructure for Competitiveness and

The proposed Uzbekistan Digital Inclusion Project is the first operation to support the development of the digital economy in Uzbekistan in line with the GoU's "Digital Uzbekistan 2030 Strategy" and "Development Strategy of New Uzbekistan for 2022-2026". The proposed Project will focus on the fundamentals for digital inclusion, including digital jobs creation for youth and women. The priority for the Project is the creation of new digital jobs in the ITES and KPO markets, particularly targeting regional areas. The proposed Project would contribute to the larger goal of building greater economic opportunities, creating more and better jobs, and facilitating private sector-led economic growth as indicated in the NDS. The Project will include gender-disaggregated indicators in the results framework with a target of 50 percent of the project beneficiaries being women.

1.2. Project components and activities

The project development objective is to support digital inclusion by increasing access of unemployed women and youth to skills and employment opportunities in the digital economy.

PDO Level Indicators
Key results of the Uzbekistan Digital Inclusion Project will be measured in terms of the areas identified in the PDO. The proposed PDO-level indicators are:
- People from vulnerable groups that gained digital literacy and are employable (Number of people that received basic training and were presented with opportunity to apply for employment), disaggregated by target group (women, youth, and persons with disabilities).
- Number of people that gained ITES skills and were employed, disaggregated by target group (women, youth and persons with disabilities).

The Project will include a range of intermediate results indicators: (i) strategic framework for the ITES industry is strengthened; (ii) ITES Strategy adopted, (iii) number of ITES Centers in the regions established and operational; (iv) number of business promotion representative offices set up, (v) percentage of Project beneficiaries who are satisfied with the received digital skills training; (vi) number of ITES companies that entered market.

The Project is divided into two distinct phases. The first phase will be implemented during the first three years of the project and will ensure that the foundational aspects of ITES industry support have been put in place. This includes strategic framework, basic digital and language skills training of the most disadvantaged, a comprehensive market analysis, and development of a ITES strategy supported with a robust industry promotion consisting of a marketing campaign and establishment of international industry promotion representations. The pilot regional centers for ITESs will be also implemented during the first phase and the success of the pilot will drive the decisions on the type of infrastructure investments to be made down the line. During the second phase, investments will be made into regional infrastructure and incentives to the ITES companies with signed multiyear contracts (e.g., that considers employment of certain number of people from target groups by ITES companies, for instance, for 2-3 years and be eligible to receive state incentives).

The project consists of the following three components:
- **Component 1: Digital Inclusion and Enabling Environment**
  - 1.1. Digital and soft skills for the most vulnerable groups;

1.2. Modernization of the legal and institutional framework for the digital economy.

- **Component 2: Development of regional infrastructure and incentives for ITES.**

  2.1. Incentives (professional training, equipment, operational cost);
  2.2. Construction and renovation of ITES Centers.

- **Component 3: Location Attractiveness Promotion.**
  3.1. Creation of international representations to promote the brand "Digital Uzbekistan";
  3.2. Development of ITES strategy and development of IT-Park potential for ITES transactions, stimulus packages and marketing research;
  3.3. Support for the Project Implementation Unit.

1.3. Project Location

The proposed Uzbekistan Digital Inclusion Project is articulated around three main areas for intervention: policy, infrastructure, and skills and will be implemented within the all regions of Uzbekistan. These components seek to (i) enhance the enabling legal, regulatory, and institutional environment for a vibrant and inclusive ITES industry and for the broader digital economy; (ii) develop digital and language skills among youth, women and other vulnerable groups necessary for employment in digitally enabled service sectors (iii) expand infrastructure for ITES industry in the regions of Uzbekistan; and (iv) support mechanisms for location promotion.

Component 1: Digital Inclusion and Enabling Environment (up to US$5 million)

Under Component 1, the Project will mainly focus on the establishment of a solid foundation for the development of the ITES industry in Uzbekistan. The component will finance capacity building activities to produce a large pool of qualified labor equipped with necessary digital and soft skills, particularly targeting women and youth in NEET (aiming for a participation level of 50 percent women) as beneficiaries. It will support development of legal and regulatory frameworks to support ITES/ITO industry growth in the country.

Sub-component 1.1: Skills Development

This sub-component will support activities aimed at improving the digital and soft skills of unemployed youth and women, as well as persons with disabilities and returning migrant workers, with the aim of expanding the pool of human resources eligible to apply for newly created jobs. Trainings will be provided in the three main skill areas such as communications skills, computer skills and languages. According to the current ITES strategic direction the languages in demand will be English, Russian, Korean, Japanese, Turkish and Chinese. The intent is to deliver language trainings in all of these languages initiative and the adjust based on demand from ITES companies. All training delivery will take place in the IT Park Centers in the regions. More advanced skills development, linked to ITES technical skills requirements, will take place under component 2.

Sub-component 1.2: Modernization of Legal, Regulatory and Institutional Frameworks

Under this sub-component, the Project will further improve the institutional, legal, and regulatory framework to enable a favorable business environment for private investment in outsourcing services markets. It will also provide broader support for the development and modernization of the legal and regulatory frameworks for the digital economy, with a specific emphasis on inclusion and focus on ensuring modern enablers and safeguards for data management, IP protection, company registration, data protection, cybersecurity and energy efficiency.

The main investments of the sub-component 1.2 will go towards: (i) establishing legal and institutional bases for the development of the ITES sphere in Uzbekistan; (ii) creating favorable business conditions for the expansion and growth of existing ITES companies in the country, as well as an increase in the number of local ITES companies, (iii) support and stimulation of entry of local ITES/ITO companies into foreign markets, (iv) creation of conditions for the training of qualified

personnel in the field of ITES, (v) improving legal and regulatory frameworks to create favorable conditions for increasing the attractiveness of the ITES market in Uzbekistan for foreign investors.

Component 2: Development of regional infrastructure and incentives for ITES (up to US$35 million)

The Project will support demand generation through financing of a program of incentives and preparing necessary office spaces for the incoming ITES companies with the objective of creating jobs in the regions. Specifically, the incentive package will include co-financing with the ITES companies professional training, equipment, and operational costs. The co-financing will be provided for each person hired from the pool of vulnerable individuals whose skills would have previously been upgraded under Component 1 during phase 1 of the project. In order to be eligible for co-financing, ITES companies would have to retain staff for at least one year of employment. These efforts coupled with activities under Component 3, will stimulate more global ITES companies to choose Uzbekistan as a location.

Sub-component 2.1: ITES Incentives Program

International experience shows that countries that create financial and business environment incentives attract more investments into ITES/ITO industry and can position themselves as a key ITES/ITO global player. The analysis of Uzbekistan's attractiveness level showed major gaps in both infrastructure and skills available on the market. The sub-component 2.1 will finance ITES incentives schemes that will make Uzbekistan more attractive from the perspective of available labor market to prospective investors.

The incentives scheme will provide grants for training and office equipment for eligible firms under condition of full employment of candidates from the beneficiary pool. Preferences and therefore higher incentives will be given for hiring of women, youth and people with disabilities. The incentives scheme will be administered by an intermediary financial institution recruited through a competitive selection. Detailed eligibility criteria of firms and incentives offered will be further defined in the Grants Operations Manual. During the first three years of the project this approach will be piloted and adjusted based on demand. Most investments under this sub-component will be disbursed during the last three years of implementation.

Sub-component 2.2: ITES Infrastructure Development

Sub-component 2.2 will finance upgrading of physical infrastructure in the regions necessary to host the ITES companies. During the first phase, the Project will finance refurbishment of up to 5 existing Uzbektelecom facilities and based on the demand, the second phase may involve either rolling out the refurbishment of existing facilities in a larger number of locations or possibly construction of new buildings for ITES centers in which case project will be re-structured to allow this change in implementation modality.

The buildings will be rented from Uzbektelecom and administered by the IT Park. Both parties will enter into agreement for the duration of not less than 10 years allowing IT Park to manage the ITES Center facilities. The centers will be located in refurbished buildings that meet the requirements of fire safety and sanitary standards established by the legislation of the Republic of Uzbekistan and will not require additional sanitary improvements. Table 1 Below show the main buildings to be refurbished under this subcomponent.

Table 1: List of buildings where ITES centers are planned to be established under the project in the buildings belonging to JSC "Uzbektelecom" and JSC "Uzbekiston pochtasi"

№	Region and city	The building where the center is to be built	Area, (m/sq)

1.	Surkhandarya region, Termiz city	JSC "UZBEKTELEKOM" (ATS-224)	3 050 sq.m
2.	Samarkand region, Samarkand city	JSC "UZBEKTELEKOM" (234-ATS)	790 sq.m
3.	Fergana region, Fergana city	Fergana branch of JSC "UZBEKTELEKOM"	677,5 sq.m
4.	Jizzakh region, Jizzakh city	JSC "Uzbekiston pochtasi"	790 sq.m
5.	Khorezm region, Khiva city	"UZBEKTELEKOM" JSC "Khiva TTB"	374 sq.m
6.	Namangan region, Toraqorgan district	Namangan branch of JSC "UZBEKTELEKOM".	105 sq.m
7.	Republic of Karakalpakstan, Nukus city	Nukus branch of JSC "UZBEKTELEKOM"	522,61 sq.m
8.	Tashkent region, Kibrai city	JSC "Uzbekiston pochtasi"	105 sq.m

Component 3: Location Attractiveness Promotion (up to US$10 million)

The Project will support enhancement of the digital brand of Uzbekistan, including cooperation with a foreign industry promotion company and creation of a network of international representation agencies with the aim to attract local and global ITES companies and private entrepreneurs into the ITES market in Uzbekistan. This component will also finance in-depth both local and global market analysis and development of the ITES strategy that will guide strategic decisions around selection of target sectors and regions as well as fine-tuning of the incentives package and development of promotion materials. Also, this component will support IT Park capacity in handling ITES transactions, management and monitoring and evaluation of the project. Also, it will further advise on the needed skills and alignment of trainings under sub-component 1.1.

Sub-components 3.1: ITES/ITO Strategy and Institutional Development

This sub-component will finance multistakeholder ITES/ITO Strategy development activities that will do a comprehensive Strength, Weakness, Opportunity and Threat (SWOT) analysis and guide strategic decisions on target countries, ITES segments (e.g. logistics, finance, data entry and processing, etc) and needed adjustments to existing incentives and skills development initiatives. The Strategy will also advise on needed institutional structures within the IT Park in order to support effective industry promotion and negotiations with potential investors.

Sub-component 3.2: ITES/ITO Industry Promotion and Location Attractiveness

The sub-component 3.2 will finance establishing institutional capacity for working with both local ITES and investor companies and positioning Uzbekistan as an attractive location on a global business process outsourcing map. The envisioned structures would include the following: (i) a ITES marketing and negotiations team within the IT Park, and a (ii) ITES Representation offices abroad in a select number of countries (3-5). This sub-component will also finance development of a marketing strategy and development of marketing materials used for industry promotion.

1.4. Current Stage of the Project

The Digital Inclusion Uzbekistan project is currently at the preparation phase and is in the process of finalizing all required ESF documents as required by the World Bank's Environmental and Social Framework (ESF). IT park is preparing a draft of environmental and social management documents such as Environmental and Social Management Framework (ESMF), which has set out the principles,

rules, guidelines, and procedures to assess environmental and social risks and impacts, and mitigation measures. Along with a comprehensive ESMF, a Stakeholder Engagement Plan (SEP), Labor Management Procedure and Waste Management Plan is being prepared. Environmental and Social Commitment Plan (ESCP) has been prepared, cleared by the World Bank. Consistent with the objective of engaging stakeholders throughout the life cycle of the project, stakeholder engagement activities at this stage will focus on:

- Disclosing project information including alternatives;
- Informing stakeholders about the status of the Project;
- Seeking stakeholder inputs on various environmental issues, management measures and benefit enhancers; and
- Obtaining stakeholder insights that would help the evaluation of Project alternatives. Project development.

1.5. Potential environmental and social risks and management

The project is processed under the World Bank ESF and is classified as Moderate for both environmental and social risks. Six of the ten ESS are relevant for this project: ESS1 (Assessment and Management of Environmental and Social Risks and Impacts); ESS2 (Labor and Working Conditions); ESS3 (Resource Efficiency and Pollution Prevention and Management); ESS4 (Community Health and Safety); and ESS10 (Stakeholder Engagement and Information Disclosure). The project's main environmental risks are associated with the activities proposed under Component 2 that will entail civil works for establishment of and equipping ITES Centers in regional and district capitals throughout Uzbekistan, for which existing buildings will be refurbished (including minor works and supply of IT equipment, such as servers, data storage equipment, power, and air conditioning/cooling systems), but no new construction will be required. The risks and impacts are expected to be temporary and mitigable and are typical of those associated with small/medium scale construction works. As the project locations will not be known before project appraisal, the borrower will develop an Environmental and Social Management Framework (ESMF). The ESMF, once acceptable to the WB, will be shared with all stakeholders and disclosed nationally and on the WB's external website.

At this point, project activities are not expected to require the involuntary acquisition of land. As far as Component 2 is concerned new buildings will be constructed, and existing buildings will require only repair and rehabilitation. Should the need for land acquisition, however, emerge during preparation, a Resettlement Policy Framework (RPF) will be developed to enable the project to appropriately identify, address and mitigate adverse socioeconomic impacts that may occur due to the implementation of subprojects that involve the involuntary acquisition of land and the subsequent resettlement of affected families. Beyond land acquisition other social risks include the exclusion of vulnerable and marginalized groups from employment opportunities with the ITES companies and potential incidents of SEA/SH[1] during construction activities.

The proposed project recognizes the importance of environmental and social issues that are addressed within the framework of the Bank's new approach towards Environmental and Social Safeguard Standards (ESSs). ESS10 of the World Bank Environmental and Social Framework (ESF) - corresponds to engagement with stakeholders. This plan provides a detailed overview of stakeholder's identification, mapping and engagement that are related to the Project, as well as Project arrangements for identification, mapping, and engagement of relevant stakeholders in the process of project preparation and implementation.

1.6. Objectives of Stakeholder Engagement Plan

This preliminary Stakeholder Engagement Plan (SEP) is prepared by the IT Park under the Ministry of Digital Technologies of the Republic of Uzbekistan for the Uzbekistan Digital Inclusion Project in

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[1] Sexual exploitation, abuse and Sexual harassment

accordance with the World Bank Environmental and Social Standard on Stakeholder Engagement and Information Disclosure (ESS10). It defines a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle, outlines the ways in which the project team will identify and communicate with stakeholders, and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to it.

The involvement of the local population particularly relevant stakeholders is essential to the success of the project to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. The project stakeholder engagement is key to communicating timely information of project services and scope to all stakeholders and reaching out to disadvantaged and vulnerable groups.

ESS10 of World Bank's ESF requires the government to prepare and implement a Stakeholder Engagement Plan (SEP). Stakeholder engagement is an inclusive process conducted throughout the project life cycle to ensure that consultation and communication, including grievance redress are maintain throughout the project life cycle. Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the project life cycle. The SEP outlines the ways in which the implementing agencies, and contractors will communicate with stakeholders and includes a mechanism by which people can raise concerns and provide feedback about the project activities. The SEP is a useful tool for managing communications between the   project and its stakeholders, including the beneficiaries.

The detailed objectives of the SEP can be summarized as follows:
- Outline the stakeholder engagement requirements of the Republic of Uzbekistan legislation and World Bank's E&S Standards.
- Provide guidance for stakeholder engagement, including the timing and methods of engagement with stakeholders throughout the life cycle of the project.
- Identify key stakeholders that are affected, and/or able to influence the project.
- Describe the measures that will be used to remove obstacles to participation, and how the views of differently affected groups will be captured.
- Identify effective ways and methods to disseminate project information through different venues accessible to the different types of stakeholders. as per needs of the Stakeholders.
- Guide Implementing Agencies (IAs), contractor and the supervision consultant building mutually respectful, beneficial, and lasting relationship with stakeholders.
- Establish project-level grievance redress mechanism(s).
- Define roles and responsibilities for the implementation of the SEP.

1.7. Methodology

The involvement of stakeholders throughout the Project's lifecycle is essential to its success. These same stakeholders will remain involved during project implementation and monitoring of results. Their engagement is key to contribute to the Project accountability and sustainability and the provision of feedback loop to improve implementation and results. The SEP will also help increase buy-in of the project by its stakeholders, ensure a smooth collaboration between Project staff and targeted stakeholders, and address environmental and social risks related to Project activities.

In accordance with best practice approaches, Ministry of Digital Technologies and other implementing agencies will apply the following principles to their stakeholder engagement activities:

- *Openness:* *Public consultations throughout Project preparation and implementation Project lifecycle will be carried out in an open manner, free of external manipulation, interference, coercion, or intimidation. Venues will be easily reachable, and not require long commutes, entrance fees, or preliminary access authorization.*

- *Cultural appropriateness*: *The activities, format, timing, and venue will respect local customs and norms.*

- ***Informed participation and feedback:*** *Information will be provided and widely distributed in advance to all stakeholders in an appropriate format, and provide opportunities to stakeholders to provide feedback, and will analyse and address stakeholder comments and concerns.*

- ***Inclusivity:*** *Consultations will engage all segments of the local society, including disabled persons, the elderly, and other vulnerable groups. If necessary, the implementing agencies will provide logistical assistance to enable participants with limited physical abilities and those with insufficient financial or limited transportation means to attend public meetings organized by the Project.*

- ***Gender sensitivity:*** *Consultations will be organized to ensure that both females and males have equal access to them. As necessary, the implementing agencies will organize separate meetings and focus group discussions for males and females, engage facilitators of the same gender as the participants, and provide additional support to facilitate access of facilitators.*

In addition, Ministry of Digital Technologies will ensure that consultations are meaningful as required by the ESS10. More specifically, meaningful consultation is two-way process which relays on the following principle:

- Begins early in the project planning process to gather initial views on the project proposal and inform project design.
- Encourages stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts.
- Continues an ongoing basis, as risks and impacts arise.
- Is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders.
- Considers and responds to feedback.
- Supports active and inclusive engagement with project-affected parties.
- Is free of external manipulation, interference, coercion, discrimination, and intimidation, and.
- Is documented and disclosed.

2. REGULATORY FRAMEWORK

2.1. Relevant National Laws and Regulations

The key national legislation for consultations and stakeholder engagement is the regulations relating to access to information, any legal requirements related to public consultations plus existing channels for grievances.

Constitution

The Constitution of the Republic of Uzbekistan (adopted on December 8, 1992) includes a chapter on the Economic and Social Rights of the citizens. According to it, everyone is entitled to: "Have the right, both individually and collectively, to submit applications and proposals, and to lodge complaints with competent state bodies, institutions, or public representatives. Applications, proposals, and complaints shall be considered in the procedure and within the time-limit specified by law" (Chapter VIII, Article 35).

Environment, Community Health, and Safety

The national ESA procedure is regulated by the Law "on Environmental Expertise "(2000), updated on 14.09.2017, and Cabinet of Ministers Resolution № 541 of 07.09.2020: "On Approval of the Regulation on State Environmental Expertise". The Regulation includes information on the procedure for mandatory public discussions and hearings on draft environmental impact assessments for proposed activities belonging to Environmental Impact Categories I and II prior to the State Environmental Expertise.

Public participation in the ESA process. The Constitution of the Republic of Uzbekistan (arts. 50.55) lays the foundation for the participation of citizens and public associations in environmental management. Law of the Republic of Uzbekistan of 09.12.1992. (Updated on 18.04.2018) "On nature protection" in Articles, 12-13 regulates the right of citizens to unite in public organizations for nature protection, to request and receive information about the state of the environment and measures taken for its protection, as well as the authority of NGOs established. Legislation in the field of ecology and environmental protection provides for public participation as a) an individual citizen or a group of citizens; b) through citizens' self-governance bodies and c) through non-governmental non-profit organizations.

Law of the Republic of Uzbekistan #ZRU-410 dated September 22, 2016, on the introduction of amendments and additions to the law of the Republic of Uzbekistan **"On Labor Protection"**. The purpose of this Law is to regulate relations in the field of labor protection. Labor protection legislation consists of this Law and other legislative acts. If an international treaty of the Republic of Uzbekistan establishes rules other than those provided by the legislation of the Republic of Uzbekistan on labor protection, then the rules of the international treaty are applied. This Law applies to:
- employees who are in labor relations with enterprises, institutions, and organizations (hereinafter referred to as organizations), as well as with individual employers.
- students of higher educational institutions, students of secondary specialized, vocational educational institutions, students of other educational institutions undergoing industrial practice.
- military personnel recruited to work in organizations.
- citizens doing alternative service.
- persons serving a sentence under a court sentence during the period of their work in organizations determined by institutions for the execution of punishment, as well as persons who are subject to an administrative penalty in the form of administrative arrest, persons involved in other types of work, including those organized in the interests of society and state.

Law of the Republic of Uzbekistan #ZRU-445 dated September 11, 2017 "**About appeals of individuals and legal entities**". The purpose of this Law is to regulate relations in the field of appeals

of individuals and legal entities to state bodies and state institutions, as well as to their officials. This Law also applies to organizations with state participation and citizens' self-government bodies.

Law of the Republic of Uzbekistan on guarantees and freedom of information access as of April 24, 1997, #400-I governs the relations arising in the implementation process of the constitutional right of everyone freely and to unimpeded seek, receive, research, to transfer and distribute information.

Law of the Republic of Uzbekistan on principles and warranties of freedom of information as of December 12, 2002, #439-II. The main objectives of this Law are to ensure compliance with the principles and guarantees of freedom of information, the exercise of the right of everyone to seek, receive, research, disseminate, use and store information, as well as ensure the protection of information and information security of the individual, society and the state freely and unimpededly.

Law of the Republic of Uzbekistan on the appeals of individuals and legal entities as of December 03, 2014 #378 governs grievance redress procedure in Uzbekistan. This Law obliges state authorities to deal with appeals and provides a clear framework to handle the case. The appeals can be in the form of applications, proposals, and complaints and submitted in three ways: oral, written, and digital format. The application or complaint shall be considered within fifteen days from the date of receipt in the state authority, which is obliged to resolve the issue on the merits, as well as require additional study and (or) check, a request for additional documents - up to one month. No project-specific GM is warranted under the national legislation. However, it is allowed to apply to a) conciliation commission; b) Labor Inspection under the Ministry of Employment and Labor Relations; and c) court.

The positions of Uzbekistan in international rankings, as well as the absence of the country in some of them, indicate the need for further implementation of work to modernize the institutional framework, including the improvement of legislation.

In order to identify the level of development of legislation to stimulate the development of ITES in the country and determine the scope of work to be implemented, a study of the national regulatory framework was carried out. A consolidated analysis is given in the Annex 1.

3. BRIEF SUMMARY OF STAKEHOLDER ENGAGEMENT ACTIVITIES.

3.1. Preliminary stakeholder engagement

The IT Park under the MDT actively developed feasibility study and contributed to project appraisal document of this project. Draft feasibility study completed by IT park early this year and it is under the approval stage.

Preliminary consultations with those stakeholders were conducted by the consulting company hired for development of feasibility study by the support of the IT park during the preparation of the Project's Feasibility Study. Preliminary consultation included phone conversation with preliminary identified stakeolders including, high-level management from the MDT and IT Park, ITES companies, IT and Language centers within the regions during the November -December 2022.

Preliminary stakeholder engagement consultation meeting with Language training centers included to collect information from the existing language and IT training centers in the Republic of Uzbekistan. During the consultation meetings representatives of the language training centers were asked the following questions:

1) The cost of each course for one person

2) How many classes are held to improve the 1st level of the language: months / number of times a week, number of hours per lesson

3) How many levels do you need from scratch to teach speaking and writing - intermediate level (for example, English up to B2)

4) Number of people trained at the center for each language

5) How many people in the group are trained in each language

6) Are you ready for cooperation in teaching foreign languages to the population to train personnel in the ITES direction.

The consultations were held through phone conversation and summary of the conversation shows that in regions the costs of the English language courses start from the 200 thousand sum to 500 thousand Uzbek sums whereas this costs in Tashkent region is higher in the range of from 700 thousand sum to 1.2 million Uzbek sums per month. Accordingly, the yearly number of students participating in the language courses differs in the regions from the capital city. All the interviewed language centers expressed their willingness to participate in the project activities.

The list of the interviewed language centers within the country is provided in the Table below.

Table 2: List of interviewed Language training centers in the Republic of Uzbekistan

No.	City	Language center	Teaching Languages	Contact person
1	Andijan	ILM	English, Russian, Korean, Arabic, Turkish, German	Zulaiho, manager
		English With Tim	English language	Zarnigor, manager
		INTELLIGENT Learning Center	English language	Okibatoi, manager
2	Namangan	Dombit (LangApex)	English language	Schokhrukh, manager
		RRR academy	English, Russian languages	Rakhmatillo, manager
		SPS	English, Russian languages	Temuri, manager

No.	City	Language center	Teaching Languages	Contact person
3	Fergana	Lingo Master	English, Russian languages	Honazimkhonpasha, manager
		ILM	English, Russian, Korean, Arabic, Turkish, German	Nodirbek, manager
		YES English Center	English language	Zarifa, manager
4	Tashkent	UTs Atlantis	English, French, German, Polish, Italian, Spanish, Turkish, Persian, Arabic, Korean, Chinese, Japanese	Rustam Shavkatovich, Director
		Cambridge learning centers	English language	Jahongir Pulatov, Director
		Korean Language Center of the King Sejong Institute in Tashkent	Korean	Umida, manager
5	Tashkent region	"IKnow" academy	English, Russian languages	Mohinur, manager
		HI school	English, Russian, Arabic, Korean	Javlonbek, manager
		Utmost Learning Center	English language	Mahbal, manager
6	Jizzakh	BEST O'QUV MARKAZI	English, Russian, Korean	Shorifzhon, director
		Elegant o'quv markazi	English, Russian languages	Sevara, director
		Headway Group	English language	Komila, manager
7	Gulistan	Kingston Learning Center	English language	Daler, director
		LaLingua Learning Center	English, Turkish	Dierbek, manager
		Gulistan Academy	English language	Ahror, manager
8	Samarkand	Niners Academy	English language	Zarifa, manager
		APEX	English language	Azamat, manager
		FAST DRIVING LANGUAGES SMART KNOW	English, Russian, Korean	Aziza, manager
9	Karshi	"Nasaf Ilm Maskani"	English language	Zebiniso, manager
		Global education o'quv markazi	English, Russian languages	Nozina, manager
		Oxford o'quv markazi	English, Russian languages	Zahro, manager
10	Termez	OXBRIDGE	English, Russian languages	Pulat, manager
		BUNKER LAB	English, Russian languages	Aziz, manager

No.	City	Language center	Teaching Languages	Contact person
		Kingsford	English, Russian languages	Behzod, manager
11	**Bukhara**	Richmond Learning Center	English, Russian languages	Murod, manager
		Eduvive Learning Center Group	English, Russian, Korean	Alisher, director
		smart education	English language	Feruz, manager
12	**Navoi**	New Harvard	English language	Sayera, manager
		Big Ben	English language	Ibrahim, manager
		IELTS School	English language	Farrukh, manager
13	**Nukus**	Stanford learning center	English language	Ilkhom, manager
		Success academy	English, Russian languages	Jahongir, manager
		InterActive	English language	Oydin, manager
14	**Urgench**	IELTS Imperia learning center	English, Russian languages	Mirzokhid, manager
		Leader Learning Center	English, Russian languages	Gulomjon, manager
		American House Learning Center	English language	Tohir, manager

According to studies conducted on the availability of courses in communication skills, it can be said that courses in this area are not very common in the country. Mostly they pass in a short period - 3-5 days. The cost of the course is on average 1 million UZS.

Another round of consultation meetings were held with Computer Training Centers. Computer literacy consultations included to identify the ability of the participants to work on a computer and other information devices, knowledge of basic office programs, understanding of the main terms of computer science, as well as skills in working with text, managing folders and files independently. In addition, at present, the concept of "computer literacy" also includes skills in working with Internet technologies.

The possibilities of studying computer literacy by the population of the Republic of Uzbekistan were investigated. At the moment, a wide coverage is provided by training centers to improve computer literacy among the population. The list of consulted training training centers in given in table below

Table 3: List of computer training centres

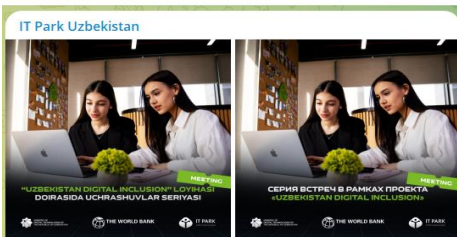| No.	Training centre (TC)	Course	Cost (UZS)	Training conditions	Source
1	TC "EKO-TUR ZIYO"	Fundamentals of computer literacy (word, excel, powerpoint)	1,000,000	1 month – 3 times a week	https//etz.uz/
2	TC "ITEA"	Fundamentals of computer literacy	1,037,600 Payment in two	Total 30 hours 2-3 times a week	https://itea.uz
3	TC "Karriera"	Computer for Offices	650,000	1 month – 12 classes	https://www.kariera.uz

| 4 | TC "Free Study" | Basics of computer literacy | 400,000 | 1 moth – 3 times a week for 1.5 hours | https://freestudy.uz |
| 5 | TC "BePro IT Academy" | Training courses on UzKSBT (Computer literacy) - Word, Excel, PowerPoint, Internet | 1,250,000 | 1 month | https://unizone.uz |

According to the conclusion of the feasibility study the planned project components of the project will not negatively impact to households and entities. Project-affected parties (including disadvantaged and vulnerable groups and individuals) and other interested parties will be affected positively, and social inclusion risk remains as the main risk during the implementation of the project.

3.2. Stakeholder engagement at appraisal stage

Next level of stakeholder consultation meetings has been conducted by IT Park during February-March 2023 with the support of the consultants developing ESF instruments as part of the process for drafting this SEP. These consultants were hired to conduct environmental and social assessment on behalf o the IT park to conduct a focused stakeholder consultation meetings per ESF instruments during the appraisal stage.

Public consultation on developed draft Stakeholder Engagement Plan (SEP) were held on during 10 March to 16 March 2023. The meetings were held in Sysdarya, Samarkand and Tashkent regions. Prior the organization of public consultations with Stakeholders IT Park issued an announcement in the Telegram platform of IT park and through Hokimiyat's youth deaprtment. information regarding the venue and topic of the meeting. Picture below is the content of the announcement.

Screen shot:	Translation of announcement:
	Under the "Uzbekistan digital inclusion" project, financed by the World Bank, a series of public meetings will be held on social and environmental safeguard. The purpose of the meetings is to discuss the following issues: - World Bank Social and Environmental Safeguard requirements and procedures. - Stakeholders engagement and project implementation. - Tasks to develop Environmental and Social Management Framework (ESMF) for project development. - Development of a Stakeholder Engagement Plan (SEP), Labour Management Procedures (LMP) and others. The meetings will be held in the Tashkent region, Syrdarya and Samarkand from March 10 to 15. The results of these meetings will be published in our official channels.

The main objective of the consultation meetings with stakeolders is to present the anticipated risk and impact categories of the project and to describe the process of Environmental and Social assessment and management according to the WB ESF standards and per national legislation and to

collect stakeholders' views of the project and their preferred means for engagement, information flow and grievance mechanism. IT park and Consultants ensured that the consultations guarantee good coverage of people impacted by or interested in the project and that the methods used reach a representative sample of the impacted communities.

For more information about the tentative dates for public consultations with key stakeholders to be held in February – March 2023 please see below Table below.

Table 4. Summary of meetings with stakeholders

Date, Venue	Targeted stakeholders	Format and objective	Issues discussed and comments from the stakeholders
December 2022	Language and Computer Literacy training centers	Phone interviews and questionnaire surveys. To introduce the proposed project's activities and objectives and to determine the level of interest of the citizens to language and training courses and affordability to pay the fees	According to studies conducted on the availability of courses in communication skills, it can be said that courses in this area are not very common in the country. Mostly they pass in a short period - 3-5 days. The cost of the course is on average 1 million UZS. Another round of consultation meetings was held with Computer Training Centers. Computer literacy consultations included to identify the ability of the participants to work on a computer and other information devices, knowledge of basic office programs, understanding of the main terms of computer science, as well as skills in working with text, managing folders and files independently. In addition, at present, the concept of "computer literacy" also includes skills in working with Internet technologies. Both Language and Computer Leteacy Training Centers expressed their willingness to participate in the program.
December 2022	Residents of the IT park in 4 areas of ITES (Data processing and placement, Transport and logistics, Digital marketing, Video editing and animation creation).	Zoom call To introduce the proposed project's activities and objectives and to determine the level of interest of the young unemployed youth in software related jobs	The main issues discussed is that unemployed youth and vulnerable groups needs skills trainings and afterward they may be employed by ITESs. Residents of IT park expressed their willingness to participate in the program
10 March 2023 Syrdarya State University	Syrdayra region deputy major on youth and sports. University students, Unemployed women, Local ITES companies. Government agencies	Face to face workshop The present the findings of the environmental and social assessment including, anticipated environmental and social risks, explain the	Questions and answers from the workshop are summarized below: - Lack of sufficient capacities in the country for teaching persons with disabilities. Currently, government's training courses provide based on old programs which were developed during Soviet period. Courses don't comply with the needs of modern conditions. - Existing commercial courses are not affordable for persons with disabilities due to high cost of fees. - Recommended to pay attention to the design of new ITES buildings so they can be accessed by persons with disabilities.

Date, Venue	Targeted stakeholders	Format and objective	Issues discussed and comments from the stakeholders
	Persons with disabilities. Syrdarya Regional Administration	principles of World Bank Environmental and Social Standards requirements and procedures, proposed Grievance Mechanism and possibility to attend the trainings.	- It was also mentioned that it is necessary to provide trained to teachers during the courses so that persons with disabilities special needs will be attended. - Sharoit Plus is ready to support the teaching components during project implementation. - Also, they showed readiness to disseminate the project information in their website and attract young persons with disabilities for the future courses under the project. - It was highlighted that local companies are reluctant to employ persons with disabilities regardless of existing stimulus provided by the Government in the form of tax benefits and etc.
13 March 2023 Office of Sharoit Plyus NGO for Disbaled Persons	NGO Sharoit Plus - Public Association of Disabled Persons Chairman of the NGO D. Yusupov and members of the NGO	Face to face Focus Group Discussion (FGD). To introduce the objective of the project and possibilities for disabled people and to identify possible challenges that needs to be taken into consideration.	In depth FGD was conducted through giving several questions to NGO and getting feedback and comments on proposed project activities. **Question from IT park:** *What are the problems in the field of education for the disabled that our project will help to solve?* **Answer:** There is a problem in acquiring persons with disabilities with modern basic knowledge, learning new professions in the IT field. This is necessary to increase their competitiveness in the labour market, easier inclusion and adaptation. In addition, there are difficulties in involving young people from the regions, since NGOs can only be active in Tashkent. In addition, job opportunities were necessary because employers did not employ persons with disabilities. **Question from IT park:** *What incentives are available to the employers?* **Answer:** According to the Law of the Republic of Uzbekistan "On the rights of persons with disabilities" in organizations with more than twenty employees, the minimum number of jobs for persons with disabilities is set at not less than 3% of the total number of employees. In this connection, the tax rate is reduced on the basis of: 1% of the tax reduction for each percentage of employed persons with disabilities (Tax Code, art. 337). In addition, adapted jobs are being created. There are soft loans. However, these measures are ineffective. It is necessary to accumulate statistics and to examine the activities of enterprises in this direction and their willingness to take these measures. **Question from IT park:** *Is there a need for assistance in involving youth with disabilities and developing training programmes?* **Answer:** Persons with disabilities can not only learn, but also be educators themselves, learn and teach others all skills. In addition, employment of persons with disabilities is provided with work support as a work companion.
15 March 2023	Samarkand regional IT	Face to face workshop	Questions and answers from the workshop are summarized below

Date, Venue	Targeted stakeholders	Format and objective	Issues discussed and comments from the stakeholders
Samarkand regional IT Park office	Park members, University students, Uneployed youth, Unemployed women, ITES companies. Samarkand Regional Administration	To present the findings of the environmental and social assessment including, anticipated environmental and social risks, explain the principles of World Bank Environmental and Social Standards requirements and procedures, proposed Grievance Mechanism and possibility to attend the trainings.	**Question from audience:** At what age do young people participate? **Answer**: Age of participants is 18 years but based on the local legal acts young people above 16 years are allowed to participate if there is available time besides his/her compulsory education at schools. **Question from audience**: What assistance will be provided to HR agencies for startup and outsourcing and to women by ITES? **Answer**: Allocation of jobs for the disabled, development of ITES and KPO, training of IT-technologies, creation of conditions for development and training of youth. **Question from audience**: List the positive and negative aspects of ITES. **Answer**: The positive aspect is the high salary in dollars. The negative aspect is the irregular working day. **Question from audience**: Is it possible to acquire funds for the start up projects under this project? The project does not provide the funds but there is a possibility after getting relevant skills to apply for such funds.
16 March 2023, Zoom platform	Regional ITES companies such as: 1. Flagmen MI - director Yuldashev Mukhammad (Digital marketing) Location: Khorezm 2. Next Level Group - director Eshchanov Inoyat (Digital marketing) Location: Khorezm 3. Codevision - director Bakhrom Siddikov (Digital marketing) Location: Samarkand 4. Maab Innovation - founder	Zoom call Workshop During the first part general information of the project was presented to the audience. Main project objectives were highlighted. Presentation materials were distributed among the participants for the reference.	20 participants in total. The zoom format workshop was conducted to familiarize ITESs and IT park residents with the new Digital Inclusion Project in Uzbekistan and to share the findings of the feasibility study in regard to providing training opportunity for unemployed youth, women and disabled persons. Workshop participants provided significant inputs and comments, reflecting practical considerations in implementing the project. Challenges pointed out by the ITESs were lack of broadband internet access in rural areas, lack of opportunities and financial resources to disseminate the training opportunities through media. Another challenges included to support with the employment after the completion of trainings by targeted groups. Additionally, stakeolders expressed their concerns on lack of sufficient capacities in the country for teaching persons with disabilities with the new IT enabled subjects., and lack of financial resources by vulnerablge groups to cover their expenses for IT and software development courses due to high cost of training fees. Regional ITESs expressed their willingness to participate in the program

Date, Venue	Targeted stakeholders	Format and objective	Issues discussed and comments from the stakeholders
	Sherzod (data entry) 5.VOICE SOLUTIONS VB - director Umid Dolmatjonov (call-center services) Location: Tashkent region		
16 March 2023 Office of Association of disabled people of Uzbekistan	Association of disabled people of Uzbekistan Chairman of the Association of Persons O. Isakov and members	Face to face Focul Group Discussion (FGD). To introduce the objective of the project and possibilities for disabled people and to identify possible challenges that needs to be taken into consideration.	Questions and answers from the discussion are summarized below **Question from IT park:** What can you offer for the implementation of the project in the field of assistance and training of the disabled? **Answer**: IT will help people with disabilities in everyday life and work. They need a variety of digital aids (programmes) as well as assistance in the use of these tools, which should be adapted to the needs of persons with disabilities and help to orient themselves in different situations. For example, an interactive map of a disabled person's city would be useful. **Question from IT park:** What would you suggest involving beneficiaries in the project? **Answer**: It would be useful to include the Tashkent University of Information Technology, since 2 per cent of students in each institution were persons with disabilities. Graduates of this university could further study and work within the project. With regard to the inclusion of persons with disabilities in the work process: in general, the analysis shows that the employment quotas of employers are not being met. That, too, is a serious problem that needs to be addressed. **Question from IT park:** Do you have the opportunity to inform the members of the Association of the Disabled about our project and to involve them in the process? **Answer**: In the regions, the Association and the Societies of Persons with Disabilities can inform persons with disabilities with the help of senior officials. **Question from IT park:** Would persons with disabilities in remote areas and those with difficulty moving be able to learn from the online platform? **Answer**: There is a problem of inadequate provision of computers, laptops and other office equipment for persons with disabilities, as well as difficulties in accessing the Internet in the regions.

Date, Venue	Targeted stakeholders	Format and objective	Issues discussed and comments from the stakeholders
			Question from IT park: In addition, the project includes the participation of women. Is it possible to involve women with disabilities? **Answer:** This can be done through NNOs and Societies for Women and Women with Disabilities. **Question from IT park:** In What training projects involve members of the Association for the Disabled? Answer: NGO's work with persons with disabilities to teach them various skills. **Question from members PIU:** The World Bank pays attention to the environmental dimension of the project. What are the problems in this context? **Answer:** Persons with disabilities are particularly vulnerable to negative environmental impacts. In this context, there is a need for increased knowledge of the interrelationships between human health and the environment, including skills in the conscious management of all environmental parameters.

Based on the consultation meetings stakeholder mapping has been updated and completed, views and feedback of the stakeholders has been incorporated in this final SEP. This SEP is subject for public disclosure before the completion of the appraisal. Additionally, the project's ESCP, ESMF, LMP, E-waste management will be also publicly disclosed via the websites and public consulation meetings. The local disclosure of the ESMF summary content, with SEP and LMP content including the GRM, will be published on IT park's website in the local language. In this environment, a letter of invitation will be sent to conduct public consultations in February - March 2023.

Photo evidence of conducted meetings, lists of participants, and content of the presentation are given in Annexes. The document will be disclosed for public discussions to receive any comments, suggestions and questions from all interested parties, an e-mail and dedicated window will also be available at the website of IT Park.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

4.1. Introduction

ESS10 recognizes two broad categories of stakeholders: "Project-affected parties" and "Other interested parties". The latter includes "*those likely to be affected by the project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, wellbeing, or livelihoods. These stakeholders may include individuals or groups, including local communities*". They are the individuals or households most likely to observe changes from the environmental and social impacts of the project. Project affected parties are described below.

- **Project-affected parties (PAPs)** – persons, groups, and other entities within the project area of influence that is directly or indirectly, positively, or adversely affected (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.

- **Disadvantaged/Vulnerable Individuals or 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(s).

- **Other interested parties (OIPs)** – individuals/groups/entities who consider or perceive their interests as being affected by the project and/or who have the potential to influence the project outcomes and the process of its implementation in some way.

4.2. Stakeholder identification: project-affected parties

One of the primary goals of the SEP is to identify stakeholders on which the project interventions can have positive and negative impacts on people's lives and the sustainability of livelihoods. Thus, a list of key stakeholder groups has been identified by the MOF in the following levels as:

- Ministry of Digital Technologies (MDT)
- Limited Liability Company under the Ministry of Digital Technologies "Directorate of Technological Park of Software Products and Information Technologies" (IT Park)
- Business process outsourcing (ITES) and knowledge process outsourcing (KPO) service companies who will receive grants from the project
- Civil society organizations and NGOs interested in monitoring the employment of disabled people such as Sharoit Plyus, Association of Disabled People of Uzbekistan (ADPU) and other CSOs
- Civil Work Contractors who will be engaged in Rehabilitation / Construction of ITES Centers
- State Committee for Family and Women of Uzbekistan (SCFWU) under Ministry of Poverty Reduction and Employment (MPRE) who will monitor the involvement of unemployed women's involvement in the project
- Ministry of Youth Policy and Sports who will monitor the involvement of youth who are Not in Education, Employment or Training (NEET) in the project
- Residents and community members who may be inconvenienced by construction works (e.g., by noise, dust, vibration, accidental damages); - RCMs
- Business entities who may be inconvenienced and/or financially impacted by reconstruction/construction works - BEs ;

4.3. Stakeholder identification: other interested parties

"Other interested parties" (OIPs) refers to individuals, groups, or organizations with an interest in the project, which maybe because of the project location, its characteristics, its impacts, or matters related to the public interest. These parties may include numerous government ministries and agencies as MOF operates with many different government bodies and the given project will affect them directly or indirectly.

The project's OIPs include:
- Ministry of Economy and Finance (MoEF)
- Educational Institutions, Schools, Universities, IT Centers (ITCs), Language Training Centers (LTCs) who will be involved in training of the vulnerable groups within the project
- Local and foreign investors interested in investing in Uzbekistan - Investors
- Mass media and associated interest groups, including local and national printed and broadcast media, digital/web-based entities, and their associations - MEDIA.
- Consulting Companies
- Private Investors for the deployment of broadband in rural areas under PPP.
- Ministry of Nature Resources (MNR)
- GBV service providers NGOs, CSOs
- Providers and users of digital services (citizens/businesses)

4.4. Disadvantaged/Vulnerable Individuals or Groups

Disadvantaged/ vulnerable individuals or groups are potentially disproportionately affected and less able to benefit from opportunities offered by the project due to specific difficulties to access and/or understand information about the project and its environmental and social impacts and mitigation strategies. The vulnerability may stem from a person's origin, gender, age, health condition, economic deficiency, and financial insecurity. These groups may not be aware of the stakeholder engagement activities and the GM process.

4.5. Stakeholder Mapping and Segmentation

In order to define a communication process with the stakeholders, several groups that may be interested and/or affected by the grant project preparation have been identified. There are a number of groups of people and social groups who are interested in the project on different levels. Project recognizes that stakeholders are not only diverse and heterogeneous but also are housed both vertical and horizontal space. Accordingly, stakeholder mapping is done vertically (across the administrative space) and horizontally (within an individual space). The first step involves in the preparation of a universal mapping. Each stakeholder / group is rated for the relative importance- starting from rating from 'Low' to 'High'. This helps in assigning interest and importance for further analysis. The stakeholder mapping and the relative importance in the project preparation grant implementation are presented below.

Table 5. Tabular view of the Initial Stakeholder Segmentation

Stakeholder	Description	Area of influence	Interest	Influence level
Ministry of Digital Technologies (MDT)	It is the central body implementing, within the limits of its powers, State policy and regulatory legal regulation in the of IT Industry and new technologies sphere.	Will serve as the implementation agency for the Project. The overall implementation capacity of MDT has been assessed as adequate but will need further strengthening in relation to World Bank policies and procedures, since this is the first time the World Bank is financing a project to be implemented by the MDT	High	High
IT Park	The IT Park (founded by the MDT in 2019 with has 100% share) will serve as the executing entity (based on a project agreement)	A Project Implementation Unit (PIU) will be established within the IT Park based on a Cabinet of Ministers resolution, it will provide overall project coordination and implementation support, including implementation planning, technical supervision, fiduciary management (financial management, procurement), environmental and social safeguards implementation and monitoring and evaluation.	High	High
Ministry of Economy and Finance (MoEF)	It is the central executive authority responsible for development and implementation of fiscal policy, what includes strategic planning, state budget preparation and execution, internal audit and accounting and reporting.	Will serve as the Borrower for the Project.	Substantial	High
ITESs and KPOs	Business process outsourcing (ITES)	ITESs is the delegation of one or more IT-intensive business processes to an external provider that, in turn, owns, administrates and manages the selected processes based on defined and measurable performance metrics.	High	Medium
PPPs	Private Investors who will be involved for the deployment of broadband in rural areas	Potentially contribute to improved access to digital connectivity in rural areas public schools and other public entities in selected rural areas	Moderate	Low
Providers and users of digital services (citizens/businesses)	There are a number of content providers, web studios, domain name registrars and other ICT-oriented companies and NGOs. There are a huge number of young people, including women, willing to engage in digital innovation and entrepreneurship.	Will engage in change management activities including strategic communications, citizen engagement, capacity building, training, and skills development initiatives.	Substantial	Low
Ministry of Nature Resources (MNR)	It is the central government authority, responsible for implementation of a unified state policy in the field of environmental protection,	Will provide environmental expertise for civil works.	Moderate	Moderate

	hydrometeorology, rational use of natural resources and carries out state control over environmental protection and environmental management.			
State Committee for Family and Women of Uzbekistan (SCFWU)	It is the central government authority under MPRE, responsible for the implementation of public policies for the protection and promotion of the rights and interests of women and the family, the creation of equal conditions for the exercise of their rights and interests and the achievement of gender equality, the expansion of their participation in solving socio-economic problems, in the management of the affairs of the State and society	Will support activities related to monitoring of the involvement of unemployed women's involvement in the project and reducing the gender gap in the access to and use of digital technologies.	Moderate	Moderate
CSOs: Sharoit Plyus, ADPU	Wide range of CSOs and networks interested in digital agenda promotion	Facilitate digital reform discussion to secure citizen engagement, participatory planning, and implementation	High	Moderate
Ministry of Youth Policy and Sports (Youth NEET)	It is the central government authority resposnsible for development of gradual full digitization of the sphere, expansion of the network of non-state sports facilities and institutions, their support from the state and managing youth policy	Facilitate to develop mitigation measures to decrease the unemployment rate among youth and to provide employment, job security, social insurance, protection, and pay for youth who are not in employment and not in education or in training (commonly referred as "NEETs")	High	Moderate
Disadvantaged and vulnerable individuals or groups and other project parties	Individuals/groups who may have less opportunities to benefit from project activities	Participate in stakeholder meetings to highlight special needs of vulnerable groups.	Low	Low

Figure 1 below represents the schematic view of the initial Stakeholder Mapping and Segmentation. This diagram will be updated per stakeholder consultation meetings and per World Bank 's comments and feedbacks.

Figure 1. Schematic view of Initial Stakeholder Mapping and Segmentation
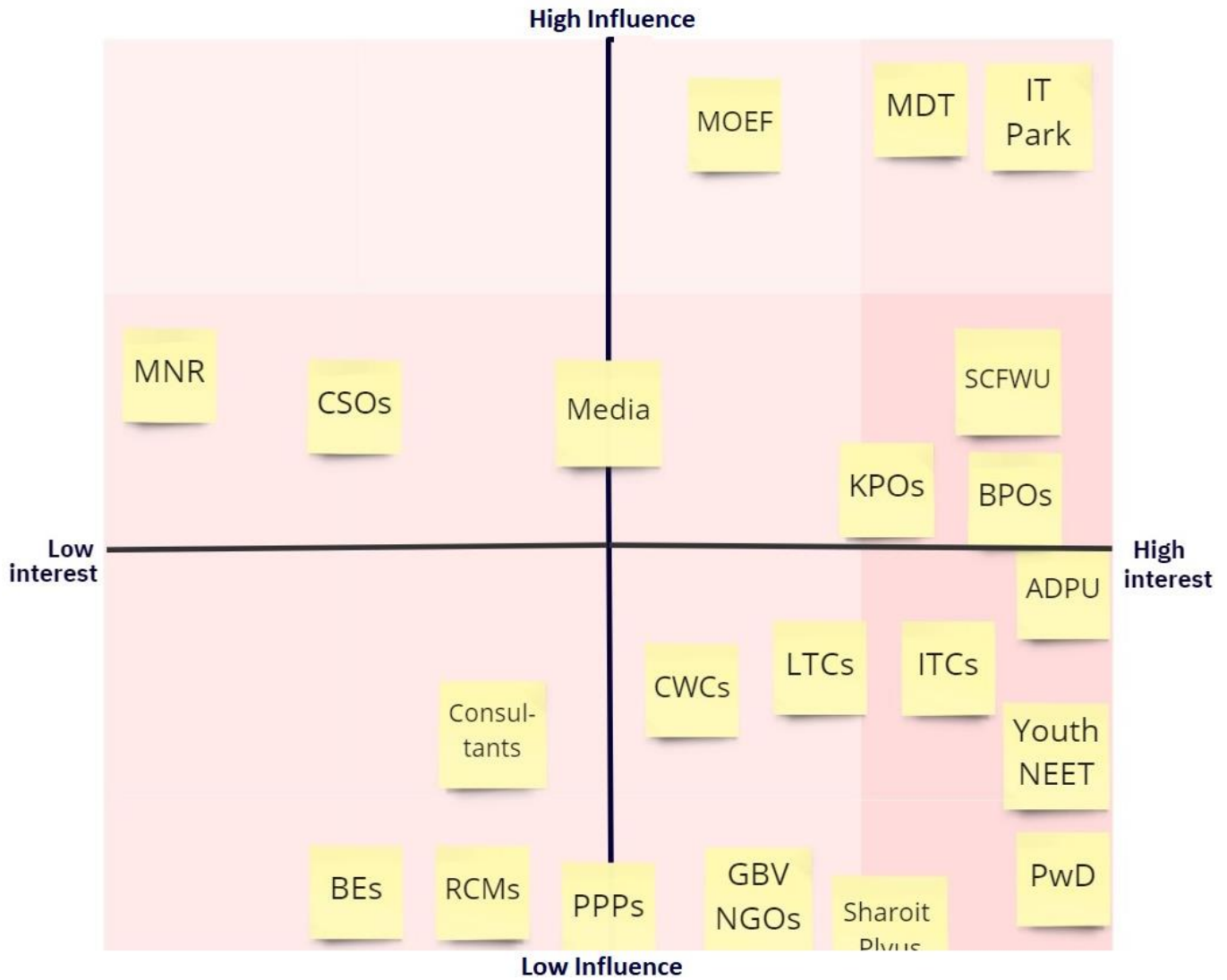
5. STAKEHOLDER ENGAGEMENT PROGRAM

5.1. Purpose of Stakeholder Engagement Program

IT Park will apply the following approach to engage stakeholders:

- Identify and liaise with the relevant local actors including authorities and inform them about the project and its specific implemented components, thereby gaining acceptance and support to ensure an enabling environment for project implementation within the selected target sites.
- Strengthen links with the local actors by initiating and sustaining dialogue to receive their support in gaining project acceptance and facilitation of access, communicating project goals and rules within their communities or relevant audiences including the targeted beneficiaries and any other stakeholders.
- Inform the relevant actors, including but not limited to beneficiaries and communities, about the Project
- Identify vulnerable groups of beneficiaries with socio-cultural barriers that prevent them from benefiting from the Project, and support them with differentiated measures, such as outreach home visits.

5.2. SEP Scope and Structure

This document constitutes the Stakeholder Engagement Plan (SEP) to be implemented throughout the life of the proposed Project. The SEP identifies project stakeholders and describes how these stakeholders will be engaged through meaningful consultations throughout the project lifecycle. Also, the contractors and consultants employed during the implementation of a project are important stakeholders in a project. As they are not identified during the preparation of a project-specific SEP, they are not consulted. It is important to consider SEP a living document and include the contractors and other workers in stakeholders' engagement process once they are identified This SEP might also be further revised during the project implementation if deemed necessary, any changes should be officially communicated between the client (MDT) and the World Bank, and the revised version of the SEP should be publicly disclosed.

The process of stakeholder engagement will follow the following steps as set out in this SEP:
(i)   stakeholder identification and analysis.
(ii)   planning the strategy, timing, and how the engagement with stakeholders will take place.
(iii) Timely disclosure and dissemination of project related information.
(iv)   consultation with stakeholders through different available platforms.
(v)   addressing and responding to grievances; and
(vi)   incorporating the views and concerns of stakeholders into the project design

5.3. Planned activities on stakeholder engagement

Following the identification and analysis of the project stakeholders, the project will design and implement a comprehensive plan for stakeholder engagement, as outlined in table 5.1. The table presented below describes the three stages of engagement and the relevant activities and targeted stakeholders. This table should be read together with suggested considerations for adapting engagement activities to the COVID-19 context.

Table 5.1 below describes the proposed stakeholder engagement program throughout the project cycle including the pre-implementation and implementation phase and post-implementation phase. The MoF is in the process of recruiting a Social Officer (SO) who will oversee implementing the SEP, coordinating with the project's beneficiaries, and managing the GM database. The project aims

to ensure that the project's various stakeholders have full access to the project's information and can voice their concerns about topics that matter to them at any time.

Table 5: Stakeholder Engagement Program

Project Stage	Target Stakeholders	Topic (s) of Engagement	Method(s) used	Location/ frequency	Responsibility
Preparation; Detailed Design and Pre-Implementation phase	Project Affected Parties (PAPs)	Project information disclosure i.e., Project scope and rationale Project E&S principles. Receive feedback on the project's potential impact, expectations, and concerns Receive Feedback on specific needs (capacity needs, future staff, trainings) Grievance Mechanism (GM) provision SEP disclosure. Introduction of project activities, information about time, date, venue of trainings	Formal meetings (Formal and/ or bilateral) Official letters (correspondence) Email	Via Zoom, In-person, (as needed) IT park website website	IT park PIU Consultants
Implementation Phase	Project Affected Parties (PAPs)	Project Status Update on project-specific activities (time, date, venue) Information on specific capacity building trainings, Disclose project GM E&S aspects Reports; including a number of grievances received within the reporting period (monthly, quarterly, or annually) and the number of those resolved Satisfaction with project activities	Formal meetings (Formal and/ or bilateral) Official letters (correspondence) Emails Satisfaction surveys	Monthly meetings with all Stakeholders (in person or via Zoom) MoF website Reports to be submitted on monthly basis or periodically (as agreed) throughout the implementation phase Disclosure of project information to public to take place according to MoF citizen budget calendar Feedback and satisfaction with project activities including	IT park PIU Specialist on PR and Stakeholder Engagement And Social Specialist

				capacity building trainings to take place at the end of each activity/ Feedback to be used for future activities	
	Other Interested Parties (OIPs)	Announcement of employment opportunities (consultants, trainers) GM mechanism	Public announcements in accordance with official recruitment and/ or procurements guidelines	Official newspapers, MoF website and social media platforms (Facebook) Stakeholders' websites Recruitment websites	IT park PIU Specialist on PR and Stakeholder Engagement And Social Specialist
Post Implementation Phase	**Project Affected Parties (PAPs)** Other Ministries are indirectly affected by the project.	Project's outcomes, overall progress, and major achievements Satisfaction with SEP activities and Grievance mechanism process. Satisfaction with project activities	Formal meetings Reports (including the Number of public grievances received within the reporting period and number of those resolved within the prescribed timeline	In-person or via Zoom (bilateral or group) Six months after project stability	IT park PIU Specialist on PR and Stakeholder Engagement And Social Specialist
	Other Interested Parties (OIPs)	Project activities, outcomes, GRM process including a number of received grievances and number of resolved ones,	Formal meetings Mass/Social Media Communication	Press releases Disclosure of project information in accordance with MoF citizen budget calendar and World Bank requirements	IT park PIU Specialist on PR and Stakeholder Engagement And Social Specialist

5.4. Proposed strategy to incorporate the views of vulnerable groups

The project will carry out targeted stakeholder engagement with vulnerable groups to understand concerns/needs in terms of accessing information, facilities and services and other challenges they face at home, at workplaces and in their communities. Special attention will be paid to engage with women, disable persons and unemployed youth. The details of strategies that will be adopted to effectively engage and communicate to vulnerable group will be considered during project implementation.

5.5. Reporting back to stakeholders

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

During the implementation stage, the Project will engage citizens and project beneficiaries via several mechanisms, including i) inclusive awareness campaign and outreach on the various project interventions, to inform the population, especially women and youth, on the availability and benefits of digital and soft skills development, employment opportunities that utilize these skills, as well as the GoU's broader digital economy development agenda. These will be carried out in close collaboration with the Makhalla Citizen Assemblies and local Citizen Service Centers in project areas; ii) ensuring bottom-up approach through consultations with broad range of stakeholders, including public, business groups and civil society organizations during the preparation of various important documents and frameworks (e.g., ITES strategy, normative legal acts related to data security or telecommuting, innovative financial mechanisms for private investment into rural broadband development); iii) regularly tracking beneficiaries' (including vulnerable populations) satisfaction with the trainings provided and getting feedback which will be used to improve future rounds of trainings and adapting them to specific needs of beneficiaries using digital platforms and standardized tools, such as GEMS and the KOBO toolbox; iv) proactive communication and engagement with the targeted groups and institutions to gauge the level of demand and need for skills development in close collaboration with the Makhalla Citizen Assemblies and local Citizen Service Centers in project areas.

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

6.1. Implementation Arrangements

The Borrower for the project will be the Ministry of Finance. Given the focus of the project on digitally enabled job creation, it was agreed that the implementing agency for the project will be the Ministry of Digital Technologies -MDT (www.mitc.uz). The IT Park (founded by the MDT in 2019 who has 100% share) will serve as the executing entity (based on a project agreement) . A Project Implementation Unit (PIU) will be established within the IT Park based on a Cabinet of Ministers resolution, it will provide overall project coordination and implementation support, including implementation planning, technical supervision, fiduciary management (financial management, procurement), environmental and social safeguards implementation and monitoring and evaluation. The PIU will comprise a dedicated team to be hired by IT Park. It will be responsible for project preparation and drafting key project preparation documents, including Feasibility Study, Project Procurement Strategy (PPSD), Procurement Plan (PP), Project Operational Manual (POM), and other corresponding documents to comply with the environmental and social framework. Some of the key team members have already been hired by the IT Park to perform the above functions and currently operate as a working group, pending formal establishment of the PIU.

6.2. Roles and Responsibilities

The PIU under IT Park will be responsible for carrying out stakeholder engagement activities, while working closely together with other entities, such as local government units, media outlets, individual farmers, etc. The stakeholder engagement activities will be documented through biannual progress reports, to be shared with the World Bank. The nature of the project requires partnership and coordination mechanisms between national and local stakeholders.

Table 6. Responsibilities of key actors/stakeholders in SEP Implementation

Actor	Stakeholder Responsibilities
PIU with support of IT park and MDT	• Planning and implementation of the SEP and other relevant plans. • Leading stakeholder engagement and public consultations activities. • Management and resolution of grievances. • Coordination/supervision of contractors (if any) on Environmental and Social Commitment Plan (ESCP) and SEP activities. • Monitoring of and reporting on social performance to the Government and the World Bank.
IT park territorial departments	• Inform PIU of any issues related to their engagement with stakeholders. • Inform about complaints to the PIU Grievance Mechanism Focal Point. • Transmit and resolve complaints caused by the project interventions in close collaboration with and as directed by PIU and by participating in the local Grievance Resolution Committee. • Informational support to the implementation of various plans (e.g. SEP, Labor Management Plan, etc.).
Project-affected parties	• Invited to engage and ask questions about the Project at public consultations meetings and through discussions where it is of interest or of relevance to them. • Lodge their grievances using the Grievance Mechanism defined in the SEP. • Help the Project to define mitigation measures;
Other project stakeholders	• Engage with PIU regarding project design. • Raise concerns to help the project to be inclusive.

6.3. Stakeholder Engagement Methods to be used

Public/community meetings

PIU under the IT park will organize project launch meeting on a national level as well as organize meetings in each district/city for mahalla leaders, PAPs, and other interested parties. Meetings will be open house events where PIU will present information and people will be invited to make comments and express any concerns. In locations where the project will make specific investment, for example, training opportunities for targeted groups, a range of consultations with different stakeholders such as local government officials and NGOs. Mahalla level meetings will also be conducted with men and women (including vulnerable households) to better understand needs, expectations, and concerns of these population groups in relation to the project. The feedback received at these meetings will be documented along with measures that the project will take to address the feedback received. Meetings in each of the district/city will also be organized on a quarterly basis.

Communication materials
Written information will be disclosed to the public via a variety of communication materials including brochures, flyers, posters, etc. A public relations kit will be designed specifically and distributed both in print and online form. PIU unde the IT will also update project website regularly (at least on a quarterly basis) with key project updates and reports on the project's performance both in Uzbek, Russian and English. The website will also provide information about the conducted stakeolde engagement activities and grievance mechanism for the project.

Mass/social media communication

Stakeholder engagement specialist of the PIU will be engaged on the Project during the project implementation in order to remain in close communication with stakeholders including PAPs, mahalla leaders. Stakeholder engagement specialist will also be responsible for posting relevant information on the project's and IT park's websites, social media channels (Facebook, Telegram, etc.) and on information boards throughout the project's lifecycle. Social media channels will be used as much as possible to disseminate information as rates of social media use (especially Telegram channels) appear to be high across users of different age and background in project-affected communities.

Information Desks
Information Desks in each region and district will provide local residents with information on stakeholder engagement activities, project interventions, contact details of the Focal point, etc. The focal point, in turn, will set up these information desks, either in their offices or other easily accessible places where they can meet and share information about the project with PAPs and other stakeholders. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.

Citizen/Beneficiary feedback survey
Beneficiary feedback survey examining citizen's experience and feedback about the project will be carried out twice during the project's lifecycle: once around the mid-implementation phase, and once towards the end of the project's implementation.

Training, workshops
Training on a variety of social issues will be provided to PIU, Contractors and possibly other relevant government or non-government service providers. Issues covered will include sensitization to inclusion/exclusion, labor issues, gender-based violence risks.

6.4. Resources for Stakeholder Engagement

IT park will be responsible for carrying out stakeholder engagement activities for the project. The stakeholder engagement activities will be documented as part of the project progress reporting

requirements, and as indicated in the Environmental and Social Commitment Plan (ESCP). The costs are covered under IT park budget lines under subcomponent 3.4. Support for the Project Implementation Unit under ESF costs.

IT Park PIU will mobilize human and material resources to implement the SEP and manage the Grievance Redress Mechanism (GM). PIU will take responsibility for leading all the aspects of the stakeholder engagement plan. The PR and Stakeholder Engagement and Social specialists will be supported as need. The tentaive budget for the SEP implementation is 145,000 USD and detailed table is included below.

Table 7: Budget table for the implementation of stakeholder engagement activities

Budget categories	Quantity	Unit costs, USD	Number of years	Total costs, USD
1. Estimated Staff salaries and related expenses				
1a. *Stakeholder Engagement Specialist (USD 1200 per month)*	12	1200	5	72000
1b. *Travel costs for the specialist*	1	2000	5	10000
2. Events				
2a. *Project launch meetings*	1	2000	1	2000
2b. *Organization of focus groups*	1	1000	5	5000
3. Communication campaigns				
3a. *Communication materials (leaflets, posters, PR kits including design)*	1	2000	5	10000
3b. *Social media campaign*	1	500	5	2500
4. Trainings				
4a. *Training on social/environmental issues and GRM for PIU and contractor staff*	1	2000	5	10000
4b. *Training on SEA/SH for PIU and contractor staff*	1	2000	5	10000
5. Beneficiary surveys				
5a. *Mid-project perception survey*	1	10000	1	10000
5b. *End-of-project perception survey*	1	10000	1	10000
6. Grievance Mechanism				0
6a. *GRM boxes in ITES Centers*	13	100	1	1300
6b. *GM communication materials*	1	100	5	500
Contingency				1700
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				**145,000 USD**

6.5. Disclosure of the SEP

The IT Park's website https://it-park.uz will be used to disclose project documents including this final SEP, project updates and information, and project GM in Russian/Uzbek language. Where the use of internet options are not available, conventional methods will be used for informing vulnerable groups and engaging them.
The following mechanisms will be used to disclose information to vulnerable groups:

1.   Utilize social media and conventional media outlets for any announcement concerning the project. This includes the official Facebook pages of the ministries and official newspapers.

2.   Publish all information about the project including the GM process in the Russian/Uzbek language.

3.   If public gatherings including workshops or meetings are to be held, the meetings should take place in suitable locations that women can easily access which also have suitable access for handicapped or people with disabilities (if any). These meetings are often more convenient to be held at public venues or in women civil society organizations (if any).

6.6. COVID-19 Considerations

The key approaches and mechanism of the implementation of SEP is highly dependent on COVID-19 situation in the country. If the situation evolves, the Government will impose strict restrictions on public gatherings and meetings. The general public is also concerned about the risks of transmission, particularly through social interactions.

Given the preliminary timeframe of the Project, the consultations will be held early 2023. If the future situation requires, alternative ways may need to be adopted to manage consultations and stakeholder engagement to prevent the virus transmission. These alternate approaches that will be practiced for stakeholder engagement may include having consultations in small groups, else making reasonable efforts to conduct meetings through online channels (e.g. webex, zoom, skype etc.), diversifying means of communication and relying more on social media, chat groups, dedicated online platforms, mobile apps (e.g. Facebook, Twitter, WhatsApp groups, project weblinks/websites etc.). Accordingly, the format of some of the activities enlisted in this SEP which assume face to face contact (e.g. focus group discussions, round table discussions, etc.) may be transferred to "virtual" platforms through broad usage of ICTs and internet resources.

7. GRIEVANCE MECHANISM

7.1. Description of Grievance Mechanism

The main objective of a Grievance Mechanism (GM) 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 GM:

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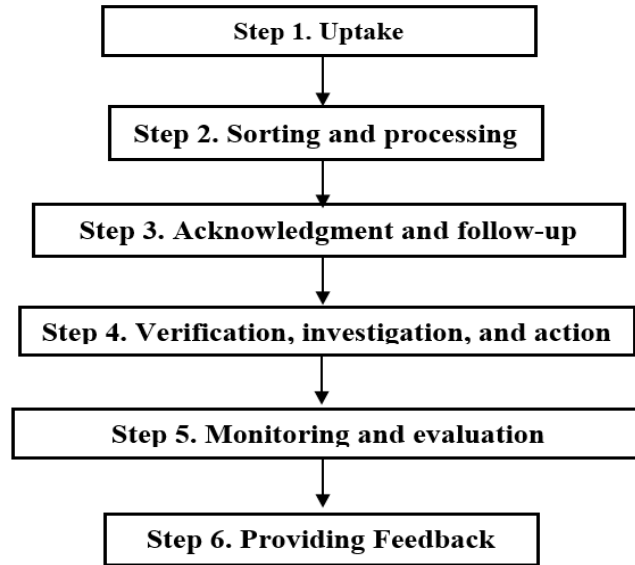- Avoids the need to resort to judicial proceedings.

The PIU will operationalize a project-specific GM to address all citizen, including unemployed women, youth and disabled people's complaints and requests related to the project and trainings.

Day-to-day implementation of the GM and reporting to the World Bank will be the responsibility of the PIU. The new Social Specialist will be the Grievance Focal Point (GFP) for GM in the PIU. The system and requirements (including staffing) for the grievance redress chain of action – from registration, sorting, and processing, and acknowledgment and follow-up, to verification and action, and finally feedback – are incorporated in the GM. The more sensitive grievances such as Gender-Based Violence (GBV) including Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH) are described in section 7.4 separately. To ensure management oversight of grievance handling, the PIU M&E will be responsible for monitoring the overall process, including verification that agreed resolutions are implemented.

The GM will be accessible to the full range of project stakeholders, including government agencies, private sector, civil society, media, and other interested parties. Stakeholders can use the GM to submit complaints, feedback, queries, suggestions, or even compliments related to the overall management and implementation of the project preparation grant.

7.2. Grievance resolution process

Information about the GM will be publicized as part of the Public/community communication (e.g., through websites, social media). Brochures and posters will be displayed in public places offices, project offices, It park outlets and notice boards, etc. Information about the GM will also be posted online on the IT park's website. The overall process for the GM will be comprised of six steps, as described in figure 7.1 below.

Figure 2: Grievance resolution process

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┌─────────────────────────────────────────┐
│           Step 1. Uptake                 │
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│      Step 2. Sorting and processing      │
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│    Step 3. Acknowledgment and follow-up  │
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│  Step 4. Verification, investigation, and action │
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│     Step 5. Monitoring and evaluation    │
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┌─────────────────────────────────────────┐
│       Step 6. Providing Feedback         │
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Step 1: Uptake. Project stakeholders will be able to provide feedback and report complaints through several channels: contacting PIU by mail, telephone, email, social media, SMS, and Telegram messages.

Step 2: Sorting and processing. Complaints and feedback will be compiled by the Social Specialists at PIU 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 days of receipt.

Step 3: Acknowledgement and follow-up. Within seven (7) 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 PIU will be responsible for consolidating, monitoring, and reporting on complaints, inquiries, 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, she/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 Uzbekistan legal system. On a monthly basis, the PIU will report to IT Park 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 periodic reports to the World Bank.

7.3. Grievance Logs

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 the person assigned to deal with the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.);
- Details of the 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 the 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).

The IT Park will offer its district and local channels. The PIU will enable (i) local level offices, (ii) district level as GM focal points. By this arrangement, the project will be able to address effectively and efficiently all grievances raised at the grass-root level, which will have a countrywide scattered pattern including those in remote areas. To manage the project GM, it will include the following successive tiers of extra-judicial grievance review and resolution:

- The first tier will be the village local self-governments at the grassroots, who are responsible for helping members of the community and other social work (conflict resolution, overall community upkeep, etc.). They have the primary responsibility for identifying the households and/or individuals requiring social assistance. Unresolved grievances will be elevated to Grievance Redress Commission (GRC) under the MDT and IT park

- All stakeholders will have an option of submitting grievances to PIU directly. This will be the second tier, which will form a GRC under the leadership of PIU and includes one or more senior district and local level office managers and one village leader. GRC will resolve issues that could not be resolved by the local government or those that came directly. The GRC will deal with issues before referring to the legal recourse.

To promote the transparent and efficient implementation of the project, the PIU will accept and investigate queries from any Project-affected parties, including anonymous queries.

Table 8. Grievance Redress and Feedback Mechanism[2]

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[2] Contact details may be updated as soon as the PIU will be established

To whom is the complaint filed	Form of submission	Complaint management procedure	Time for consideration of complaints
THE FIRST LEVEL **Office of regional IT Park** **Addr**ess: [tbd] Tel.: [tbd] Fax: [tbd] E-mail address: [tbd] Officer responsible for maintaining the GM Log: [tbd]	Verbal Written In electronic format	1. Local MOF offices register complaints/proposals in the Log for registration of complaints and proposals; 2. Maintain and monitor the process of reviewing and responding to complaints; 3. Monthly they are reporting in writing to the PIU, to the Social Specialist on the status of work with complaints.	3 days
THE SECOND LEVEL **GRC at PIU level** PIU IT PArk: [tbd] Address: [tbd] Tel: [tbd] Fax: [tbd] E-mail address: [tbd] Officer responsible for maintaining the GM Log: [tbd]	in written form in electronic form	1. PIU office registers a complaint in the Log for complaints and proposals; 2. Maintain and monitor the process of reviewing and meeting the complaints; 3. Consideration of the complaint may require additional verification of the issue, including the collection of additional documents. 3. Report monthly in writing to the MOF (depending on the nature of the issue) on the status of work with complaints.	5 days 15 days

7.4. GBV including SEA/SH grievances

The GM system will include special pathways for the GBV complaints and grievances, including grievances on sexual harassment and sexual exploitation and abuse, and labor-related grievances. Channels to accept and respond to GBV grievances, while ensuring high confidentiality, will be communicated to the project's affected parties during the consultation meetings and throughout project implementation. Training will also be provided by a GBV expert for the E&S officer on detection of cases of gender-based violence and handling of inquiries, complaints, and grievances related to GBV.

Once Social Specialist is hired, his/ her email address and telephone number will be communicated to the project's affected parties during consultations and through different stakeholder engagement methods. The Social Specialist be will responsible for managing this type of complaint with high priority, seriousness, data protection, and privacy through channeling the complaint to the Head of PIU and following up on it.

The following sexual harassment and sexual abuse grievance procedures mechanism will be followed:

   I. Accept the grievance/ complaint through the GM available channels, including anonymous grievances;
  II. Provide the complainant with the option of anonymity;
 III. Upon agreement from the victim directorate to the MOF and other respective ministries (Ministry of Mahalla, Ministry of Employment, Ministry of Justice, Ministry of Internal Affairs);
  IV. Follow up with the complainant, if they have provided their consent, to ensure just and proper care is provided to them and obtain feedback from relevant ministries regarding the case for filing and closure;

7.5. Existing GM at IT park

Along with the World Bank requirements on development and implementation of grievance mechanism for each Bank finance project, a grievance redress procedure is also required according to national legislation. In Uzbekistan a grievance redress procedure is regulated by the law "On Citizens' Applications" and the "Law on the order of submission of appeals of physical and legal entities" (#378, December 03, 2014). Moreover, the IT park provides an internal grievance mechanism for physical and legal entities to raise reasonable workplace concerns. The grievance mechanism procedures are described in the following local regulations as well: *Law of the Republic of Uzbekistan "About appeals of individuals and legal entities" #445 dated on 11.09.2017*

Table 9. Channels for accessing information and submitting grievances[3]

Description	Contact details
Grievance Redress Committee – 1st tier	IT park
Grievance Redress Committee – 2nd tier	Project Implementation Unit Ms. Madina Tokhirova
Address:	4A, Tepamasjid St., 100164, Tashkent
Telephone:	+998 71 209 11 99
Hotline:	+998 71 209 11 99
Web-platform:	https://it-park.uz/
Social media platforms:	
Anonymous complaints are also entertained by any of the above channels	

7.6. Workers' Grievance Mechanism

The MOF shall provide clear grievance mechanisms for partners, workers, employees, and contractors including consultants and experts who will be employed or engaged in connection with the Project. The IT park will inform the workers about the available tools to lodge grievances such as telephone numbers and email. The E&S officer will receive, and handle complaints related to workers' grievances. The E&S officer staff will be responsible for managing and sorting complaints related to workers and employees (contracted and long-term employees) and for recording and tracking the resolution of grievances in the complaints log.

The worker's grievance mechanism will include:
- a procedure to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone hotline
- stipulated timeframes to respond to grievances;
- a register to record and track the timely resolution of grievances;
- an assigned staff/office/department to receive, record, and track the resolution of grievances.

The worker's grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes", and other means as needed. IT park and PIU will monitor the registration and resolution of grievances, and report these in the progress reports

7.7. World Bank Grievance Redress System

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 Grievance Redress

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[3] Contact details may be updated as soon as the PIU will be established

Service (GRS) (https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service). A complaint may be submitted in English, Uzbek 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 channels:

- By email: grievances@worldbank.org
- By fax: +1.202.614.7313
- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
- Through the World Bank Uzbekistan Country Office in Tashkent: 107B Amir Timur Street, Block C, 15th floor, 100084, Tashkent, Uzbekistan, tashkent@worldbank.org, Tel. +998 78 120-2400

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.

In addition, project-affected communities and individuals may submit complaints to the World Bank's independent Inspection Panel, which will then determine whether harm occurred, or could occur, as a result of the World Bank's non-compliance with its policies and procedures. Complaints may be submitted to the Inspection Panel at any time after concerns have been brought directly to the World Bank's attention, and after Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

8. MONITORING AND REPORTING

8.1. Involvement of stakeholders in monitoring activities

The ESCP and SEP require regular consultations with stakeholders to obtain feedback on the effectiveness of facilitation measures and gather suggestions for further improvements. The results of stakeholder engagement will be reported back to stakeholder groups, IT park's board meetings, and if needed other communication channels. Such can include media, written reports, press releases, etc. These consultations will also be used to gather information about the project's progress in meeting the results indicators as noted in the project results framework. The bi-annual ESCP compliance monitoring reports would be prepared and submitted by the PIU to the WB throughout the project life.

The World Bank will also provide implementation support and supervision during the project implementation period. Implementation support and supervision missions will be undertaken at least every six months and will monitor and report on progress made under the project through the implementation status and results reports (ISRs).

8.2. Reporting back to stakeholder groups

The bi-annual report will provide relevant information to be included in the Project ISR Reports. The project also supports the IT park's efforts to increase its capacity in communications and outreach by hiring experienced communications professionals to design and implement training on project components, education campaigns, and provide a feedback loop.

Information on public engagement activities undertaken by the Project during the project's life cycle may be conveyed to the stakeholders in two possible ways:
- Publication of a standalone annual report on the project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs) will also be monitored by the project on a regular basis, including the following parameters:
- Frequency of public engagement activities;
- Number of public grievances received within a reporting period (e.g., monthly, quarterly, or annually) and number of those resolved within the prescribed timeline;
- Number of press materials published/broadcasted in the local, and national media

Annex 1. Consolidated analysis of the legislation of the Republic of Uzbekistan in the field of business process outsourcing (ITES)

№	Name	Type	Issues covered	Link in the National Legislation Database
1. Sphere of employment				
1.1.	Labor Code of the Republic of Uzbekistan	Legislative act	Regulation of labor relations of individuals working under an employment contract (contract) at enterprises, institutions, organizations of all forms of ownership, as well as individual citizens	https://lex.uz/docs/145261
1.2.	Law of the Republic of Uzbekistan dated October 20, 2020 No. ZRU-642 "On Employment"	Legislative act	Regulation of relations in the field of employment	https://lex.uz/ru/docs/5055696
1.3.	Law of the Republic of Uzbekistan dated September 22, 2016 No. ZRU-410 "On amendments and additions to the Law of the Republic of Uzbekistan "On labor protection"	Legislative act	Regulation of relations in the field of labor protection	https://lex.uz/docs/3031429
1.6.	Decree of the President of the Republic of Uzbekistan dated 08.06.2021 No. PP-5140 "On measures to further improve the system for training personnel in working professions"	Bylaw / Non-legislative act	Issues concerning the organization of the "Ishga Markhamat" monocenters and vocational training centers	https://lex.uz/docs/5449380
1.7.	Decree of the President of the Republic of Uzbekistan dated August 11, 2020 No. PP-4804 "On additional measures aimed at attracting entrepreneurship, increasing labor activity and vocational training of poor and unemployed citizens, as well as ensuring employment of the population"	Bylaw / Non-legislative act	Issues concerning the organization of the "Ishga Markhamat" monocenters and vocational training centers	https://lex.uz/docs/4945780
1.8.	Decree of the President of the Republic of Uzbekistan dated October 31, 2019 No. PP-4502 "On measures to introduce the interdepartmental hardware and software complex "Unified National Labor System"	Bylaw / Non-legislative act	On the implementation, main functions and tasks of the interdepartmental hardware and software complex "Unified National Labor System" (MAPK "ENST")	https://lex.uz/ru/docs/4574234

1.9.	Decree of the President of the Republic of Uzbekistan dated November 7, 2018 No. PP-4008 "On measures to create favorable conditions for the implementation of labor activities on the territory of the Republic of Uzbekistan by qualified specialists of foreign states"	Bylaw / Non-legislative act	Measures to simplify the issues of attracting qualified foreign specialists	https://lex.uz/docs/4045563
1.10.	Decree of the President of the Republic of Uzbekistan dated August 20, 2018 No. PP-3913 "On measures to improve the structure of labor bodies and strengthen the system for protecting labor rights and labor protection of citizens"	Bylaw / Non-legislative act	On the establishment of the State Labor Inspectorate and its main tasks	https://lex.uz/ru/docs/4213624
2. ICT and telecom				
2.1.	Law of the Republic of Uzbekistan dated August 20, 1999 No. 822-I "On Telecommunications"	Legislative act	Regulation of public relations in the field of creation, operation and development of telecommunications	https://lex.uz/docs/33152
2.2.	Decree of the President of the Republic of Uzbekistan dated April 28, 2020, No. PP-4699 "On measures for the widespread introduction of the digital economy and e-government"	Bylaw / Non-legislative act	Increasing the competitiveness of the economy of the Republic through the widespread introduction of modern IT in the sectors of the economy and the public administration system and expanding telecommunications networks	https://lex.uz/docs/4800661
2.3.	Decree of the President of the Republic of Uzbekistan, dated January 28, 2022 No. UP-60 "On the development strategy of the new Uzbekistan for 2022-2026"	Bylaw / Non-legislative act	On approval of the Development Strategy of New Uzbekistan for 2022-2026 and the State Program for its implementation in the "Year of Ensuring Human Interests and Development of the Mahalla"	https://lex.uz/ru/docs/5841077
2.4.	Decree of the President of the Republic of Uzbekistan dated April 20, 2022 No. UP-113 "On additional measures to simplify the provision of public services, reduce bureaucratic barriers and develop a national system for the provision of public services"	Bylaw / Non-legislative act	Measures to increase the scale of the provision of public services to individuals and legal entities, expand the possibility of remote independent access of the population to electronic public services, as well as the formation of an inclusive environment by creating equal conditions for all in this direction	https://lex.uz/ru/docs/5971609

2.5.	Decree of the President of the Republic of Uzbekistan, dated September 28, 2015 No. PP-2412 "On measures to further improve the procedure for providing public services to business entities on the principle of "one window""	Bylaw / Non-legislative act	Measures to improve the quality and accessibility, ensure transparency in the provision of public services to business structures with the widespread use of ICT. Among other things, a rule is provided that categorically prohibits the use of various forms that complicate the procedure established by law for the provision of public services to business entities on the "one-stop shop" principle, including registration, permitting and licensing procedures, as well as other bureaucratic barriers that impede private entrepreneurial activity.	https://lex.uz/docs/2775346
2.6.	Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated September 15, 2017 No. 728 "On measures to improve the procedure for providing electronic public services through a single portal of interactive public services of the Republic of Uzbekistan"	Bylaw / Non-legislative act	Regulations on the Unified Portal of Interactive Public Services of the Republic of Uzbekistan approved	https://lex.uz/docs/3353198
2.7.	Decree of the Cabinet of Ministers of the Republic of Uzbekistan dated January 10, 2019 No. 17 "On measures to create a technological park of software products and information technologies"	Bylaw / Non-legislative act	IT Park was created and its main activities are identified	https://lex.uz/docs/4152134
3. Education				
3.1.	Law of the Republic of Uzbekistan, dated September 23, 2020 No. ZRU-637 "On Education"	Legislative act	Regulation of relations in the field of education	https://lex.uz/ru/docs/5013009
3.2.	Decree of the Cabinet of Ministers of the Republic of Uzbekistan dated June 30, 2008 No. 145 "On measures to improve accounting and reporting of youth coverage by the system of general secondary, secondary specialized, vocational and higher education, as well as their subsequent employment"	Bylaw / Non-legislative act	The procedure and form of statistical reporting was approved to ensure monitoring of the coverage of young people by the system of general secondary, secondary specialized, vocational and higher education, as well as their subsequent employment	https://lex.uz/ru/docs/1368111

3.3.	Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated August 31, 2021 No. 556 "On additional measures to encourage young professionals in the field of information technology and computer programming"	Bylaw / Non-legislative act	On the establishment of the Center for the Development of IT Knowledge, the procedure for issuing targeted loans for targeted training of IT specialists	https://lex.uz/ru/docs/5613787
4. PPP and attraction of investments				
4.1.	Law of the Republic of Uzbekistan, dated May 10, 2019 No. ZRU-537 "On public-private partnership"	Legislative act	Regulation of relations in the field of public-private partnership, including concessions	https://lex.uz/ru/docs/4329272
4.2.	Decree of the Cabinet of Ministers of the Republic of Uzbekistan dated April 26, 2020 No. 259 "On improving the procedure for implementing public-private partnership projects"	Bylaw / Non-legislative act	Regulates the procedure for the implementation of PPP projects	https://lex.uz/ru/docs/4798603
4.3.	Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated December 13, 2018 No. 1009 "On the organization of the activities of the Agency for the Development of Public-Private Partnerships under the Ministry of Finance of the Republic of Uzbekistan"	Bylaw / Non-legislative act	Regulates the main tasks and functions of the Agency for the Development of Public-Private Partnerships under the Ministry of Finance of the Republic of Uzbekistan	https://lex.uz/ru/docs/4104709
4.4.	Decree of the Cabinet of Ministers of the Republic of Uzbekistan dated August 11, 2021 No. 509 "On measures to accelerate the implementation of public-private partnership projects and further improve the procedure for their financing"	Bylaw / Non-legislative act	Regulates the procedure for financing public-private partnership projects	https://lex.uz/ru/docs/5568613
4.5.	Law of the Republic of Uzbekistan dated December 25, 2019 No. ZRU-598 "On investments and investment activities"	Legislative act	Regulates relations in the field of investments and investment activities carried out by foreign and domestic investors.	https://lex.uz/docs/4664144
5. Taxation				
5.1.	Tax Code of the Republic of Uzbekistan	Legislative act	Regulates relations on the establishment, introduction and abolition, calculation and payment of taxes and fees, as well as	https://lex.uz/ru/docs/4674893

			relations related to the fulfillment of tax obligations	
5.2.	Decree of the President of the Republic of Uzbekistan dated July 10, 2019 No. PP-4389 "On additional measures to improve tax administration"	Bylaw / Non-legislative act	Provides measures to reduce the shadow turnover in the economy	https://lex.uz/docs/4415358
6. Export of services and (or) attraction of investments				
6.1.	Law of the Republic of Uzbekistan dated October 22, 2019 No. ZRU-573 "On amendments and additions to the law of the Republic of Uzbekistan "On currency regulation"	Legislative act	Regulation of relations in the field of foreign exchange operations and foreign exchange control.	https://lex.uz/ru/docs/4562846
6.2.	Decree of the President of the Republic of Uzbekistan dated August 22, 2022 No. PP-357 "On measures to raise the sphere of information and communication technologies to a new level in 2022-2023"	Bylaw / Non-legislative act	The main tasks for the further development of the ICT sector in 2022-2023 have been identified. In particular, the following tasks are envisaged: - to increase the level of coverage with fiber-optic communication lines and create the possibility of connecting additional households to high-speed Internet; - in phased formation from September 1, 2022 in all regions of the republic, centers for the export of remote services through ICT and determine their main tasks: - increasing interest in the export of software products and IT services through training in the provision of outsourcing services; - training of specialists for organizations operating throughout the country and providing outsourcing services; - to provide assistance in finding orders to persons who have the skills to provide outsourcing services and graduates of training courses organized in centers for the export of remote services.	https://lex.uz/ru/docs/6166541

6.3.	Decree of the President of the Republic of Uzbekistan dated June 30, 2017 No. UP-5099 "On measures to radically improve the conditions for the development of the information technology industry in the Republic"	Bylaw / Non-legislative act	About creation of Technological park of software products and information technologies and benefits for its residents	https://lex.uz/docs/3249654
6.4.	Resolution of the Cabinet of Ministers of the Republic of Uzbekistan, dated July 15, 2019 No. 589 "On measures to organize the activities of the Technological Park of Software Products and Information Technologies"	Bylaw / Non-legislative act	The definition of ITES is given - the provision of services to non-residents of the Republic of Uzbekistan for the development, management (implementation) of administrative and business processes (business process outsourcing) using software (software and hardware) and the List of activities permitted for implementation by residents of the Technological Park of Software products and information technologies, among which there are ITES services.	https://lex.uz/docs/4422256
6.5.	Decree of the President of the Republic of Uzbekistan dated April 6, 2022 No. UP-97 "On additional measures to support participants in foreign trade activities"	Bylaw / Non-legislative act	Provides measures to support and stimulate the export activities of domestic business entities	https://lex.uz/docs/5941736
6.6.	Resolution of the Cabinet of Ministers of the Republic of Uzbekistan dated May 14, 2020 No. 283 "On measures to further improve the monitoring of foreign trade operations in the Republic of Uzbekistan"	Bylaw / Non-legislative act	Provides for measures to simplify the procedure for entering information into the EISVO	https://lex.uz/docs/4812424
7. Vulnerable segments of the population				
7.1.	Law of the Republic of Uzbekistan dated October 15, 2020 No. ZRU-641 "On the rights of persons with disabilities"	Legislative act	Regulation of relations in the field of ensuring the rights of persons with disabilities	https://lex.uz/ru/docs/5049549
7.2.	Law of the Republic of Uzbekistan dated September 2, 2019 No. ZRU-562 "On Guarantees of Equal Rights and Opportunities for Women and Men"	Legislative act	Regulation of relations in the field of ensuring equal rights and opportunities for women and men.	https://lex.uz/docs/4494873
7.3.	Decree of the President of the Republic of Uzbekistan dated	Bylaw / Non-	Provides for measures to increase the activity of women in all spheres	https://lex.uz/docs/5899500

	07.03.2022 No. UP-87 "On measures to further accelerate work on systemic support for families and women"	legislative act	of the economic, political and social life of the country	
7.4.	Decree of the President of the Republic of Uzbekistan dated December 1, 2017 No. UP-5270 "On measures to radically improve the system of state support for persons with disabilities"	Bylaw / Non-legislative act	Measures to develop a system of state support for persons with disabilities	https://lex.uz/docs/3436196
7.5.	Decree of the President of the Republic of Uzbekistan dated August 1, 2017 No. R-5006 "On measures to further improve the system of state support for persons with disabilities"	Bylaw / Non-legislative act	Measures to improve the system of state support for persons with disabilities	https://lex.uz/docs/3290912
8. Entry and residence of foreigners				
8.1.	Decree of the Cabinet of Ministers of the Republic of Uzbekistan dated November 21, 1996 No. 408 "On the procedure for entry, exit, stay and transit passage of foreign citizens and stateless persons in the Republic of Uzbekistan"	Bylaw / Non-legislative act	The procedure for entry, exit, stay of foreign citizens and stateless persons in the Republic of Uzbekistan	https://lex.uz/docs/513096
8.2.	Decree of the President of the Republic of Uzbekistan dated January 17, 2019 No. UP-5635 "On the state program for the implementation of the action strategy in five priority areas of development of the Republic of Uzbekistan in 2017 - 2021 in the "Year of active investment and social development""	Bylaw / Non-legislative act	An "investment visa" has been introduced for founders (participants) of enterprises with foreign investment and members of their families	https://lex.uz/docs/4168757
8.3.	Decree of the Cabinet of Ministers of the Republic of Uzbekistan dated October 22, 2018 No. 845 "On measures to implement the Decree of the President of the Republic of Uzbekistan dated August 28, 2018 No. PP-3924 "On measures to improve the registration procedure at the place of permanent residence and place of temporary stay of foreign citizens and persons without citizenship""	Bylaw / Non-legislative act	The rules of stay, transit travel of foreign citizens and stateless persons through the territory of the Republic of Uzbekistan, a list of categories of entry, exit and transit visas of the Republic of Uzbekistan, a list of countries for whose citizens a visa-free regime is established in the Republic of Uzbekistan	https://lex.uz/docs/513096

8.4.	Decree of the Cabinet of Ministers of the Republic of Uzbekistan dated April 15, 2022 No. 191 "On amendments and additions to some resolutions of the government of the Republic of Uzbekistan in connection with the introduction of IT-visa in the field of information and communication technologies and improving the procedure for maintaining the state cadastre of communication objects"	Bylaw / Non-legislative act	Amendments and additions have been made to legislative acts in connection with the introduction of "IT-visa"	https://lex.uz/ru/docs/5962298

Annex 2: Public Conuslations

Picture 1. Gulistan city, public consultations, 10 march, 2023 г.

Pictures 2. Meeting with Sharoit plus, 13 march, 2023 г.
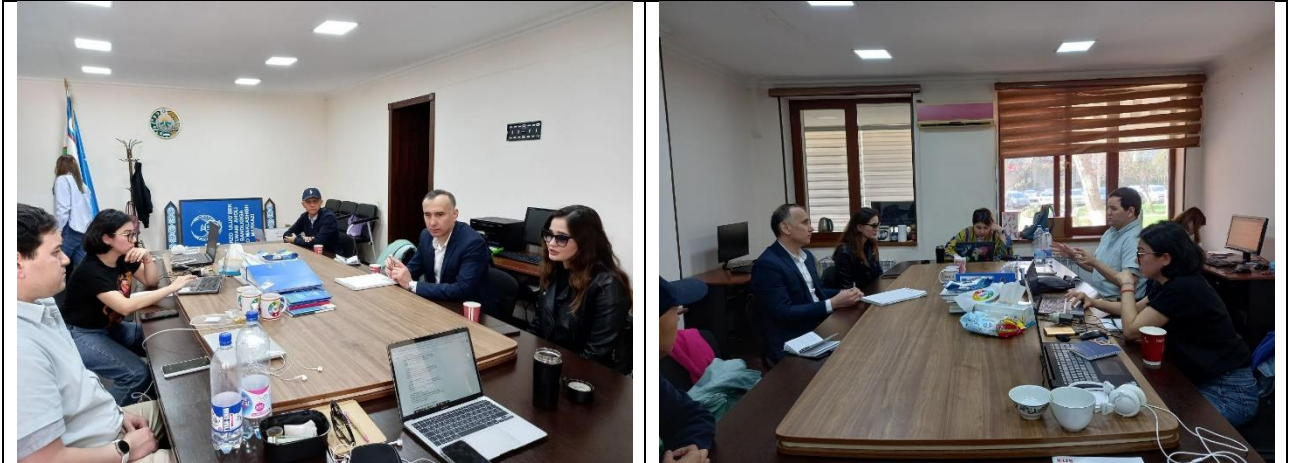
Pictures 3. Meeting with Stakeholders in Tashkent region, 14 march, 2023 г.

Pictures 4. Meeting with Stakeholders in Samarkand region, 15 march, 2023 г.

Pictures 5. Meeting with ITESs and KPOs in Tashkent city, 16 march, 2023 г.

Screen shot of zoom call.
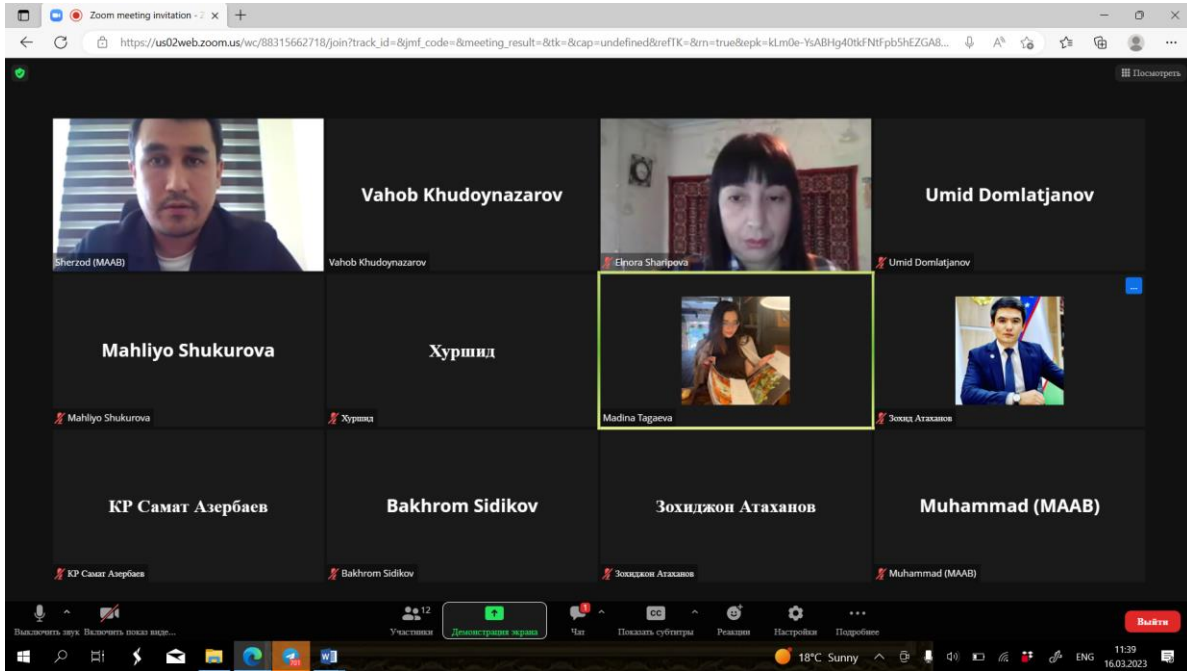
Picture 6: Meeting with Chairmen of Association of Disabled People of Uzbekistan.

Annex 3: Participants List of Meeting. Sirdarya Region, 10 march, 2023

Жахон Банки "Uzbekistan Digital Inclusion" лойихаси.
Лойиҳа экологик ва ижтимоий асослари тўғрисида учрашув
Қатнашувчилар рўйхати, 10 Март 2023 йил, Сирдарё вилояти

№	Ф.И.Ш	Ташкилот номи	Маълумот учун телефон рақам ёки электрон почта
	Boboyarov Ramazon	DBITE3	91 100 50 92
	Yoldoshev Dilmurod	DBITE3	93 217 11 99
	Nuriyev Monsur	GulDU Inkubator	97 247 35 36
	Mahmudov Qodirali	GulDU Amaliy mat va AT fakul	94 648 36 90
	Bahodirov Mirzoh Boniyer og'li	GulDU Amaliy mat va AT fakul	91 102 92 92
	Rjamov Ulmasbek	GulDU kattai	97 278 05 39
	Toirov Bekzod Anvarovich		91 600 82 95
	Shakirova Gulnara	Kior Boss business and IT	(99) 7963088

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Қатнашувчилар рўйхати, 10 Март 2023 йил, Сирдарё вилояти

№	Ф.И.Ш	Ташкилот номи	Маълумот учун телефон рақам ёки электрон почта
1	Axmatova Nilufar	Gul Du	99.936.32.33
2	Tojiqulov Ismoil	Gul Du	99.899.94.68.
3	Aliqulov Shavrux	Gul Du	99.460.49.45
4	Ergashova Muxayyo	Gul Du	94.850.02.25
5	Toshmonova Rughdip	Gul Du	91.022.02.23.
6	Otanova gulnoza	Gul Du	90.681.07.15
7	Olimov Xumoyun	Gul Du	99.413.04.03
8	Koziboyev Adham	Gul Du	93.533.7426
9	Usmonov Anvar	Gul Du	94.352.03.53.
10	Burxonov Ilgor	Gul Du	94.574.33.32
11	Egamgulov Olim	Gul Du	90.110.56.54
12	Axmadjonov Ziyo	Gul Du	99.563.05.06.
13	Tilovov Ozodbek	Gul Du	99.114.02.03.
14	Shukratullaya O	Gul Du	99.393.56.43.
15	Eshbekov Axix	Gul Du	91.622.36.62
16	Ergashev Olmos	Gul Du	93.293.46.01

1. Abdusalomov Sardor   Ishlab chiqarish fakulteti 2 kurs

2. Nuriev Mansur Karimovch   Axborot texnologiyalari fakulteti 4 kurs

3. Boboyorov Ramazon PBITES
   91,100,50,92

4) Egashev Olmosbek   Matem. informat. fakulteti 3 kurs
   93 293 46 00

5) Shonirova Gulnora   Cirius IT Academy MTM
   99 729 63 23

Annex4: Participants List of Meeting, Tashkent region, 14 March 2023

Annex 5: Participants List of Meeting. Samarkand region, 15 march, 2023

Annex 6: Powerpoint presentations during the stakeholder meetings

WORLD BANK ENVIRONMENTAL AND SOCIAL FRAMEWORK | Loyihaning ekologik va ijtimoiy boshaqruvi asosi | THE WORLD BANK

1) 1980-yillardan hozirgi kunga qadar Jahon bankining ekologik va ijtimoiy "Himoya siyosati" bosqichma-bosqich ishlab chiqilib, foydalanilmoqda.

2) Jahon bankining Ekologik va ijtimoiy siyosat (EIS) 2016-yil avgust oyida tasdiqlangan va 2018-yil 1-oktabrda kuchga kirgan. Ushbu EIS umumiy 10 ta Ekologik va ijtimoiy standartlarni o'z ichiga olgan va loyihaning Ekologik va ijtimoiy havf turiga qarab belgilanadi.

WORLD BANK ENVIRONMENTAL AND SOCIAL FRAMEWORK | Ekologik va ijtimoiy siyosat (EIS) ning muhum jihatlari | THE WORLD BANK

EIS ning investitsiya loyihalari bilan bog'liq dolzarb ekologik va ijtimoiy muammolariga quyidagilar kiradi:

Iqlim O'zgarishi   Gender Tengligi   Kamsitmaslik   Nogironlik

Uzbekistan Digital Inclusion Project — 3

WORLD BANK ENVIRONMENTAL AND SOCIAL FRAMEWORK | Loyihaga tegishly umumiy ekologik va ijtimoiy standartlar | THE WORLD BANK

EIS1 Ekologik va ijtimoiy xavf va ta'sirlarni baholash va boshqarish

EIS2 Mehnat va ish sharoitlari

EIS3 Resurslar samaradorligi va ifloslanishning oldini olish va boshqarish

EIS4 Jamiyat salomatligi va xavfsizligi

EIS10 Manfaatdor tomonlarning ishtiroki va axborotni oshkor qilish

7

Uzbekistan Digital Inclusion Project — 4

WORLD BANK ENVIRONMENTAL AND SOCIAL FRAMEWORK | Loyihaning asosiy ekologik va ijtimoiy hujjatlari | THE WORLD BANK

- Qarz yoki Moliyaviy shartnoma (LA/FA)
- Ekologik va ijtimoiy majburiyatlar rejasi (ESCP)
- Ekologik va ijtimoiy boshqaruv asoslari (ESMF)
- Manfaatdor tomonlarni jalb qilish rejasi (SEP)
- Mehnatni boshqarish tartiblari (LMP)
- Loyihani amalga oshirish bo'yicha qo'llanma (POM)
- Xaridlar va pudratchilarning shartnomalridagi ijtimoiy va ekologik xavf va ta'sirlarni bartaraf etish bo'yicha majburiyatlari (SPD)

Uzbekistan Digital Inclusion Project — 8

WORLD BANK ENVIRONMENTAL AND SOCIAL FRAMEWORK | Loyiha manfaatdor tomonlarni | THE WORLD BANK

- Raqamli texnologiyalar vazirligi (MDT);
- Raqamli texnologiyalar vazirligi huzuridagi "Dasturiy mahsulotlar va axborot texnologiyalari texnologik parki direksiyasi" mas'uliyati cheklangan jamiyati (IT Park);
- Loyihadan grant oladigan biznes jarayonlari autsorsingi (BPO) va bilim jarayonlari autsorsingi (KPO) xizmati kompaniyalari;
- Sharoit Plyus, O'zbekiston nogironlar assotsiatsiyasi (ADPU) va boshqa nodavlat notijorat tashkilotlari kabi nogironlar bandligini monitoring qilishdan manfaatdor fuqarolik jamiyati va nodavlat notijorat tashkilotlari;
- Qashshoqlikni qisqartirish va bandlik vazirligi huzuridagi O'zbekiston Oila va xotin-qizlar davlat qo'mitasi (Oila va ayollar masalalari bo'yicha davlat qo'mitasi) ishsiz ayollarning loyihaga jalb etilishi ustidan monitoring olib boradi;
- Yoshlar siyosati va sport vazirligi ta'lim, bandlik yoki o'qitish tizimida bo'lmagan yoshlarni (NEET) loyihaga jalb etilishini nazorat qiladi;
- Yoshlar siyosati va sport vazirligi huzuridagi "Imkon loyihasi" "Najot talim" bilan hamkorlikda.- qurilish ishlari (masalan, shovqin, chang, tebranish, tasodifiy shikastlanishlar) tufayli noqulay bo'lishi mumkin bo'lgan aholi va jamoa a'zolari;
- Rekonstruksiya/qurilish ishlari natijasida noqulaylik va/yoki moliyaviy ta'sir ko'rsatishi mumkin bo'lgan xo'jalik yurituvchi sub'ektlar.

Uzbekistan Digital Inclusion Project — 11

WORLD BANK ENVIRONMENTAL AND SOCIAL FRAMEWORK | Mehnatni boshqarish tartiblari (LMP) | THE WORLD BANK

Reja ishlab chiqilgan va loyiha davomida zaruriy hollarda ko'rib chiqiladi va yangilanadi.

Uchbu rejaning asosiy tamoyillari:
- Mehnat kodeksiga amal qilish choralarini ishlab chiqish
- Mehnat munosabatlarining barcha jabhalarida kamsitishga yo'l qo'ymaslik
- Ta'qib, qo'rqitish va/yoki ekspluatatsiyaning oldini olish va bartaraf etish choralarini ko'rish (Xulq atvor kodeksi)
- Loyihadagi zaif qatlamdagi ishchilarni (ayollar, nogironlar, mehnat muhojirlari va boshqalar) himoya qilish
- Mehnat muddati va shartlari va turli toifadagi ishchilarga milliy qonunchilikni qo'llash
- Zararli ishlar, bolalar yoki majburiy mehnatning ehtimoliy hodisalari, migrantlar yoki mavsumiy ishchilarning mavjudligi va gender asosidagi zo'ravonlikning mehnat oqimi xavfi kabi potentsial mehnat xavflarini doimiy baholash.
- Mehnat masalalari bo'yicha shartnoma qoidalari, shu jumladan mehnatni muhofaza qilish va xavfsizlik, shuningdek pudratchi faoliyatini boshqarish va monitoring qilish tartiblari
- Norasmiy va shartnoma asosida ishlaydigan ishchilar uchun ham teng sharoitlar yaratish
- Loyihani ishlovchi hodimlar uchun shikoyatlar mexanizmini joriy etish va ma'sul shaxsni biriktirish

Uzbekistan Digital Inclusion Project — 12

WORLD BANK ENVIRONMENTAL AND SOCIAL FRAMEWORK | Environmental and Social Framework | THE WORLD BANK

Rahmat!

WORLD BANK GROUP
Social Sustainability & Inclusion