

**Turkmenistan/Project Implementation Unit  
(PIU) under the Ministry of Finance and  
Economy**

**Turkmenistan One Health for Pandemic Prevention,  
Food Systems Resilience, and Ecosystem Health  
(P512354)**

**STAKEHOLDERS ENGAGEMENT PLAN (SEP)**

**December 2025**

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## LIST OF ABBREVIATIONS

ABBREVIATION	DESCRIPTION
AMR	Antimicrobial resistance
EPM	Environmental Protection Ministry
ESCP	Environmental and Social Commitment Plan
ESMP	Environmental and Social Management Plan
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
MoA	Ministry of Agriculture
MHMI	Ministry of Health and Medical Industry
MoFE	Ministry of Finance and Economy
NCSOH	National Coordination Structure "One Health"
NGO	Non-Governmental Organization
PAD	Project Assessment Document
PDO	Project Development Objective
PIM	Project Implementation Manual
PIU	Project Implementation Unit
PrDO	Program Development
SH	Sexual Harassment
SEP	Stakeholder Engagement Plan
WB	World Bank

## 1. EXECUTIVE SUMMARY

The purpose of this Stakeholder Engagement Plan (SEP) is to identify an appropriate program and plan to involve stakeholders in the development, implementation and final results of the “One Health” Project in Turkmenistan. The SEP is designed to create an effective platform for productive interaction with potentially affected parties and stakeholders. Effective interaction with stakeholders is a necessary aspect of any successful project, and the “One Health” Project's SEP will help to obtain feedback for project development and implementation while managing the expectations of beneficiaries and stakeholders regarding the project's results.

The “One Health” approach provides a strategic way to reduce the risk of transmission of pathogens from domestic and wild animals to humans and eliminate threats to the resilience of food systems in Central Asian countries. Recognizing the link between human health, animal health, and their shared ecosystems, “One Health” program provides a practical, comprehensive, and multisectoral framework for pandemic prevention. The project will be funded by a grant of \$1.79 million US dollars from the Pandemic Fund (which corresponds to the part of the multi-country project "Pandemic Preparedness and Response through the “One Health” Approach in Central Asia", for which the World Bank (WB) has been designated as the implementing organization, and Turkmenistan – as a beneficiary). The Ministry of Finance and Economy (MoFE) of Turkmenistan will be responsible for the implementation of the Project, in particular, a Project Implementation Unit (PIU) will be established under the MoFE.

This SEP presents preliminary arrangements for stakeholder engagement, broken down by categories of different groups, their interests, and consultation topics. The identification and analysis of stakeholder groups includes government agencies, development partners, civil society, community organizations, and academia. These stakeholder groups also cover affected and other stakeholders, key characteristics of vulnerable groups, and their specific needs. The Stakeholder Engagement program also contains detailed information on the purpose, timing, and methods of stakeholder engagement, as well as a strategy for the “One Health” approach to information disclosure that takes into account the viewpoints of vulnerable groups.

A brief description of key institutions and key persons (coordinators) has been included in the SEP to simplify the definition of roles and responsibilities. Grievance Redress Mechanism (GRM) of the Project will be integrated into the existing complaints system acting in Turkmenistan. The review of grievances and actions taken will be part of the overall monitoring of the Project Implementation Unit.

## 2. BACKGROUND INFORMATION AND INTRODUCTION

### 2.1 SEP Targets

Effective stakeholder engagement is an important part of project management and is a comprehensive process carried out throughout the project lifecycle. When properly designed and implemented, this contributes to the development of strong, constructive and empathetic relationships that are important for the successful management of environmental and social risks of the project. Stakeholder engagement is most effective if it is initiated at an early stage of the project development process and is an integral part of early project decision-making, as well as the assessment, management, and monitoring of environmental and social risks and impacts of the project. Early involvement and ongoing dialogue with stakeholders also allow potential problems and risks to be identified at an earlier stage by stakeholders as they arise or before they arise, and ensure that the project is developed more correctly. There is clear evidence that the higher the level of stakeholder engagement, the more carefully potential impacts are identified. All this contributes to the strengthening and sustainable relationship between the stakeholders and the initiators of the project. This is especially true for groups and individuals who are directly affected by the planned projects. Building trust between the parties through a participatory process that allows for open and constructive interaction is recognized as the key to satisfactorily resolving grievances and issues that, if left unresolved, could pose a threat to development in the form of unplanned delays and costs.

### 2.2 SEP Objectives

The main objective of this Stakeholder Engagement Plan (SEP) is to identify an appropriate program and stakeholder engagement plan that will be applied throughout the duration of the Project and that will contribute to achieving the priorities of the “One Health” Action Program for pandemic prevention, food system resilience, and ecosystem health in Central Asia. This document has been developed with the aim of creating an effective platform for productive interaction with potentially affected parties and others interested in the implementation and results of the project. The specific objectives of this plan are summarized in Table 1 below.

Table 1. Objectives of the SEP

Objective	Reasoning
<b>Identification of all relevant stakeholders for this Project</b>	Involving as many stakeholders as possible will facilitate comprehensive communication and address a wide range of issues and concerns. Identify the main stakeholders that the project affects directly or indirectly (including vulnerable groups), as well as those whose interests may influence project decision-making.
<b>Methodology of interaction with stakeholders</b>	Describes the approach to engagement that must be applied and planned, and formulates a number of strategies for timely, relevant, and accessible

	engagement with stakeholders throughout the project lifecycle.
<b>Disclosure of accurate information about the project in an open and transparent manner</b>	Ensuring that stakeholders, especially those directly affected by the proposed Project, have information at their disposal with which they can make informed comments and plan for the future. This reduces the level of uncertainty and anxiety. The information should enable affected parties to better understand the potential impacts, risks and benefits. An open and transparent approach is central to achieving this goal..
<b>Identification and resolution of issues of public concern, questions and suggestions</b>	Documenting stakeholders' concerns allows for tracking and motivating project decisions, as well as allowing stakeholders to see to what extent their contributions have been taken into account in planning and projecting. This approach eliminates potential concerns that the involvement of stakeholders may be a symbolic gesture on the part of the developer, which complies with legal requirements but is not taken seriously when planning a project.
<b>Managing stakeholders' expectations</b>	Expectations, both positive and negative, are often incommensurable with the realities of the project. Ensuring that expectations remain at a realistic level reduces the likelihood of disappointment to directly affected parties at later stages of the project. Disappointment and unfulfilled expectations are key causes of conflict and require mitigation and management of consequences that could otherwise have been avoided.
<b>Consultations on compliance with national requirements, World Bank requirements and international standards</b>	Regulatory compliance can avoid potential project delays related to procedural issues rather than substantive ones.

Against this background, the project will:

- Ensure regular, timely, accessible and appropriate disclosure of information to all stakeholders, especially individuals and groups directly affected by the project, prior to consultations and decision-making;
- Ensure planned and transparent consultations, where necessary, with appropriate notification, clear disclosure of objectives, and a consistent process of engagement, registration, and follow-up;
- Ensure that consultations involving women, youth, the elderly and other vulnerable groups are fully socially inclusive;
- Provide stakeholders with the possibility to give advice and contribute to the implementation of the project;

- Take feedback into account when developing a project or program and report to stakeholders;
- Ensure a two-way dialogue that gives both sides the opportunity to exchange views and information, listen, and ensure that their concerns are heard and resolved;
- Promote effective agreements and partnerships by mutually identifying areas of cooperation and conducting good-faith negotiations in this context;
- Report regularly and in a structured manner to all stakeholders, paying particular attention to appropriate reporting forms among the participating communities.
- Establish and maintain operational management capacities, responsibilities and systems to ensure effective project implementation within the framework of the SEP.
- Create clear mechanisms for responding to people's concerns, suggestions, and complaints.

## 2.3 Description of the Project

The proposed project in Turkmenistan will become part of the “One Health” Program for Pandemic Prevention, Food System Resilience, and Ecosystem Health in Central Asia (the “One Health” Program). The program includes five Central Asian countries: Turkmenistan, Kazakhstan, the Kyrgyz Republic, Tajikistan and Uzbekistan. Turkmenistan will join the Program as a Phase 2 project. The project will be funded by a grant of \$ 1.79 million US Dollars from the Pandemic Fund (which corresponds to the part of the multi-country project "Pandemic Preparedness and Response through the “One Health” approach in Central Asia", for which the World Bank has been designated as the implementing organization and Turkmenistan as the beneficiary).

The purpose of the Program (PDO) is to strengthen the capacity for prevention, detection and response to priority zoonotic diseases, antimicrobial resistance (AMR) and food safety issues through a regional "One Health" approach in Central Asia. The program will contribute to the development of core capacities for the implementation of the “One Health” approach at the national and regional levels, focusing on the creation of a management mechanism and strengthening existing infrastructure and systems to improve prevention, detection and response capabilities. The structure of the Program level components is shown below:

- Component 1: Strengthening strategic leadership within the framework of the “One Health” concept.* This component aims to create the fundamental elements for effective strategic leadership and intersectoral collaboration within the framework of the “One Health” concept
- Component 2: Knowledge and human resource development within the framework of the "One Health" concept.* As part of this component, multisectoral and sectoral workforce strategies will be developed, and capacity-building activities will be developed and implemented.
- Component 3: Improving “One Health” prevention, detection and early response systems.* Within this component, national and regional networks will be developed and developed or strengthened to support the implementation of surveillance and monitoring plans based on risk assessment, as well as response measures.
- Component 4: Programme management, monitoring and evaluation, and training*

The Project Development Objective (PDO) for the proposed project in Turkmenistan (Phase 2) is to strengthen the capacity for prevention, detection and response to priority zoonotic diseases, antimicrobial resistance (AMR) and food safety issues through the "One Health" approach in Turkmenistan. The project will be implemented in three sectors, i.e., veterinary, environment and health, and support will also be provided for the establishment of the National Coordination Structure "One Health" (NCSOH).

The project will provide support to Turkmenistan in the creation and integration of the NCSOH. The main objective of NCSOH is to promote effective intersectoral coordination at the country level. The NCSOH will include representatives of three line ministries participating in the "One Health" program (healthcare, agriculture/veterinary and environmental protection), as well as the Ministries of Finance and Economics. NCSOH will have a Secretariat to manage day-to-day functions to support the implementation of activities within the framework of the "One Health" initiative in Turkmenistan.

## 2.4 Legislative Basis

### 2.4.1 National Legislation

- a) *The Constitution of Turkmenistan (2016)* – defines the right of every person to an environment favorable for life and health, reliable information about its condition (Article 53).
- b) *The Law of Turkmenistan "On Nature Protection" (2014)* – this Law defines the legal, economic and organizational foundations of nature protection and is aimed at ensuring environmental safety, preventing harmful effects of economic and other activities on ecological systems, preserving biological diversity and rational use of natural resources. According to Article 3 of the Law, one of the basic principles in the field of nature protection is the participation of citizens, public associations and local governments in carrying out activities in the field of nature protection. Chapter III of the Law defines the rights and obligations of citizens and public associations in the field of nature protection.
- c) *Law of Turkmenistan "On Specially Protected Natural Territories" (2012)* – this Law regulates relations in the field of management, protection and use of specially protected natural territories representing special environmental, scientific, cultural, aesthetic, recreational and health-improving value.
- d) *The Law of Turkmenistan "On the Protection of Citizens' Health" (2020)* – according to Article 7 of the Law, public associations participate in ensuring the protection of citizens' health in accordance with their charters and with the legislation of Turkmenistan.
- e) *The Law of Turkmenistan "On Environmental Information" (2020)* – this Law defines the legal, organizational, economic and social foundations for ensuring access to environmental information and is aimed at ensuring the rights of legal entities and individuals to receive complete, reliable and timely information about the state of the environment and natural resources.
- f) *The Law of Turkmenistan "On Environmental safety" (2017)* – This Law regulates relations in the field of environmental safety in the implementation of economic and other activities of legal entities and individuals and is aimed at ensuring the vital



interests of man and society, protecting the environment from hazards arising from anthropogenic and natural impacts on it.

- g) *The Labor Code of Turkmenistan (2009)* - This Code regulates the labor relations of persons working at enterprises, organizations and institutions, regardless of their organizational and legal form and form of ownership (hereinafter referred to as enterprises), for individual individuals under the terms of an employment contract.
- h) *The Land Code of Turkmenistan (2004)* - This Code defines the legal, organizational and economic foundations of land management and is aimed at the rational use, protection of land, preservation and improvement of the natural environment, the application of various forms of economic activity on land, regulation of land relations.
- i) *The Law of Turkmenistan "On State guarantees of ensuring equal rights and equal opportunities for women and men" (2015)* - This Law establishes State guarantees for ensuring equal rights and equal opportunities for women and men in all spheres of State and public life.

NOTE: above are an unofficial translation from the origin.

#### 2.4.2 World Bank Standards

The World Bank Environmental and Social Standard (ESS) 10 "Stakeholder Engagement and Information Disclosure" recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an important element of international practice" (World Bank, 2017: 97). In particular, the requirements set out in ESS 10 are:

- "Borrowers will interact with stakeholders throughout the project life cycle, beginning such interaction as early as possible in the project development process and within a time frame that allows for meaningful consultations with stakeholders on project development issues. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will conduct a meaningful consultation with all stakeholders. Borrowers will provide to stakeholders timely, relevant, understandable and accessible information and consult with them in a culturally appropriate manner, free from manipulation, interference, coercion, discrimination and intimidation.
- The stakeholder engagement process will include the following, as outlined in more detail in this ESS: (i) stakeholder identification and analysis; (ii) planning for stakeholder engagement; (iii) information disclosure; (iv) consultations with stakeholders; (v) grievance process and response; and (vi) reporting to stakeholders.
- The Borrower will maintain, and disclose as part of the environmental and social assessment, a documented report on stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received, and a brief explanation of how feedback was considered or why it was not." (World Bank, 2017: p. 98).

The borrower should develop a stakeholder engagement plan commensurate with the nature and scale of the project and its potential risks and impacts. It should be disclosed as early as possible and prior to project appraisal, and the Borrower should seek stakeholder opinion on

the SEP, including stakeholder identification and suggestions for future engagement. If the SEP is substantially amended, the Borrower must disclose the updated SEP (World Bank, 2017: p.99). According to ESS 10, the Borrower must also propose and implement Grievance Redress Mechanism for timely receipt and facilitation of resolution of project-affected parties' concerns and complaints related to the project's environmental and social performance (World Bank, 2017: p. 100).

For more information on the World Bank's environmental and social standards, follow the links below:

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

### 3. IDENTIFICATION AND ANALYSIS OF STAKEHOLDERS

Stakeholders – include individuals or groups directly or indirectly affected by the project, as well as those who may be interested in the project and/or are able to influence its results both positively and negatively. To develop an effective SEP, it is first necessary to identify who the stakeholders are, their groups and subgroups.

In order to ensure effective and thoughtful interaction, the stakeholders of the proposed project can be divided into the following main categories:

- i. Affected stakeholders – individuals, groups and organizations within the project's sphere of influence who are directly affected or may be affected by the project and/or who have been identified as the individuals (groups) most susceptible to project-related changes and who should actively participate in the process of determining impacts and their significance as well as in the decision-making process on mitigation or management measures;
- ii. Other stakeholders – individuals, groups, or organizations who may not be directly affected by the Project, but believe that the project affects their interests, and/or who could in any way influence the project and its implementation process;
- iii. Vulnerable groups – are persons who, due to their vulnerability, may be disproportionately affected or further disadvantaged in connection with the implementation of the project(s) in comparison with other groups, and for whom special interaction measures may be required in order to ensure their equal representation in the process of consultations and decision-making related to the project.

Table 2 below shows the key groups and subgroups of stakeholders who may be interested in the project and/or are able to influence its results both positively and negatively. This list of stakeholders is likely to expand/change in composition as the Project progresses, and since the SEP is a “living document”, it will be updated regularly (at least annually) throughout the duration of the Project as needed.

Table 2. List of stakeholders in the “One Health” Project in Turkmenistan.

Stakeholder – Group	Stakeholder – Subgroup
<b>I. AFFECTED STAKEHOLDERS</b>	
<b>Governmental Authorities of Turkmenistan</b>	
Ministry of Agriculture (MoA)	- State Veterinary Service - Veterinarians and inspectors
Environmental Protection Ministry (EPM)	- Specially protected natural territories (State nature reserves and sanctuaries) - Inspectors of nature reserves - Department for Cooperation with International Organizations
Ministry of Health and Medical Industry (MHMI)	- State Sanitary and Epidemiological Service, including regional ones (including checkpoints) - Public health laboratories - Medical Department of the Ministry of Health and Medical Industry (MHMI)
Local governments (Hakimlik)	- Governing bodies at the velayat level - Administrative bodies at the etrap and city levels
Ministry of Finance and Economics (MoFE)	- Project Implementation Unit
<b>Public organizations, NGOs, and commercial (private) organizations</b>	
Environmental Protection Society	- Society divisions
Union of Industrialists and Entrepreneurs of Turkmenistan	- Cattle farms
Owners and shepherds of livestock	

Table 3 below describes the roles and influence of the above-mentioned stakeholder groups within the Project.

Table 3. Roles and influences of stakeholder groups in the “One Health” Project in Turkmenistan.

Stakeholder – Group	Roles and Influences
<b>I. AFFECTED STAKEHOLDERS</b>	
<b>Governmental Authorities of Turkmenistan</b>	
Ministry of Agriculture	1. Increasing the capacity of the State Veterinary Service to combat infectious animal diseases by evaluating the regulatory framework for infectious animal diseases; 2. Study and update of legislative documents on priority zoonoses;

Stakeholder – Group	Roles and Influences
	<p>3. Revision of veterinary rules, regulations, standard operating procedures for infectious diseases of animals, regulations on antimicrobial resistance, guidelines on food safety;</p> <p>4. Improvement of laboratory capacity and development of regulations through the purchase of appropriate laboratory equipment and consumables (reagents) for the diagnosis of priority zoonoses and infectious diseases;</p> <p>5. Purchase of veterinary instruments, disinfecting vehicles and equipment to be used during active epidemiological surveillance of zoonoses;</p> <p>6. Development of an improved veterinary epidemiological surveillance system based on the recommendations of an international expert and risk analysis;</p> <p>7. Conducting capacity-building trainings for veterinarians and other stakeholders, including flexible schedule trainings to address the needs of all participants, especially female specialists.</p>
Environmental Protection Ministry	<p>Improving field operations and wildlife health monitoring through procurement:</p> <p>1. Specialized materials to improve the safe, timely and efficient collection, storage and preliminary analysis of biological animal samples;</p> <p>2. Communication devices and binoculars for field workers of the State Nature Reserve to improve their ability to monitor and report on the results of epidemiological surveillance of wild animals and waterfowl during field work;</p> <p>3. Transport and IT equipment, as well as specialized technical assistance to strengthen monitoring and epidemiological surveillance of populations of migratory birds and wild animals by employees of the State Nature Reserve and other stakeholders (scientists, amateur ornithologists, non-governmental organizations, local communities), especially</p>

Stakeholder – Group	Roles and Influences
	during periods of emergency caused by zoonoses
Ministry of Health and Medical Industry (MHMI)	<p>Strengthening epidemiological surveillance capacity for priority zoonotic diseases (i.e., brucellosis, echinococcosis and rabies) and improving diagnostic coverage and quality in existing public health laboratories in the country by purchasing:</p> <ol style="list-style-type: none"> <li>1. IT equipment for updating the Automatic Data Control System (ACS) to include additional modules on epidemiological surveillance of priority zoonoses (for example, brucellosis, echinococcosis, rabies and plague) and facilitate electronic data exchange with the State Veterinary Service under the Ministry of Agriculture to obtain information on epidemiological surveillance in case of detection or suspicion of zoonotic infections, as well as animal populations;</li> <li>2. Diagnostic equipment and reagents for public health laboratories for rapid diagnosis of priority zoonoses (i.e., brucellosis and echinococcosis) and for preventive purposes;</li> <li>3. Accreditation of laboratories of public health organizations, including the hiring of an accreditation agency (for example, payment for accreditation by an ISO-accredited accreditation agency) according to international laboratory quality standards. The target standards for accreditation will include ISO15189 (i.e., special quality standards for medical laboratories) and ISO17025 (i.e., ensuring the competence, impartiality and consistent functioning of laboratories, ensuring reliable results)</li> </ol>
Local governments (Hakimlik)	Assistance to relevant ministries and departments in the implementation of the Project.
Ministry of Finance and Economics	Is the responsible party for the implementation of the Project. A Project Implementation Unit (PIU) will be established under the MoFE, which will coordinate incoming and outgoing flows of funds, among other things. Providing support to PIU with

Stakeholder – Group	Roles and Influences
	the creation and implementation of a monitoring and evaluation system and structure for managing, tracking and informing on the progress of the Project, including operating costs and compliance with fiduciary and ESS requirements, implementation of training programs for PIU employees, including with regard to gender issues.
<b>Public organizations, NGOs, and commercial (private) organizations</b>	
Environmental Protection Society	They can become project partners. They are potential partners in carrying out activities to inform about risks and prevent the dissemination of false information.
Cattle farms, owners and shepherds of livestock	They are one of the main beneficiaries of the Project to reduce the risk of transmission of pathogens from domestic and wild animals to humans and eliminate threats to the sustainability of food systems.

### 3.1 Disadvantaged/Vulnerable Individuals or Groups

It is extremely important to understand whether the results and consequences of a Project may disproportionately affect disadvantaged or vulnerable individuals or groups who often do not have the possibility to express their concerns or realize the impact of the project. In this regard, it is important to ensure that awareness-raising and engagement activities with disadvantaged or vulnerable individuals or groups on pandemic prevention, food system resilience and ecosystem health, in particular, are tailored to the specifics, concerns and cultural characteristics of such groups or individuals, as well as to ensure a full understanding of activities and the benefits of the project. A person may be vulnerable due to their origin, gender, age, health status, unfavorable economic situation and financial insecurity, socially vulnerable position in society (for example, minorities or informal groups), dependence on other people or natural resources, etc. In order to interact with vulnerable populations and individuals, it is often necessary to take special measures and facilitate their participation in the decision-making process related to the Project, while ensuring that their awareness and contribution to the overall process are commensurate with other stakeholders.

Within the framework of the Project, vulnerable or disadvantaged groups of the population include the following categories of citizens:

- Elderly pensioners;
- Persons with disabilities;
- Pregnant women, infants and children;
- Female-headed households and/or single mothers raising minor children;

- Large families with low incomes;
- Unemployed;
- Residents of orphanages and orphanages, and people living in nursing homes;
- Stateless persons and refugees;
- Migrants.

Consultations with the affected groups in the communities are carried out using special tools and approaches, depending on the situation. A description of the methods of interaction within the framework of the project is presented in the following sections of this SEP.

Table 4. Analysis and prioritization of stakeholder groups based on level of interest and influence on the project\*

Stakeholder	Description	Area of influence	Area of interest	Project Impact	Stakeholder Significance
<b>Project Affected Parties</b>					
Ministry of Agriculture	The Ministry responsible for agricultural management policies	National veterinary policy oversight, regulating project impacts on natural resources.	Maintaining operations and meeting new project standards.	Benefit from legislative assessment, improving laboratory capacity and developing regulations.	High
Environmental Protection Ministry	Ministry responsible for environmental protection policy	Supervision as the competent authority for the implementation of benefit-sharing plans developed for the Project.	Improvement of the field operations and wildlife health monitoring by purchasing the necessary equipment in specially protected natural areas.	Enhanced infrastructure and operational capacity.	High
Ministry of Health and Medical Industry	Responsible for public health policies and regulations  Government labs conducting research and diagnostics on public health	National health regulations and public health projects related to environmental impact  Maintaining standards and adopting new operational guidelines related to project activities	Ensuring project compliance with public health standards and policies  Benefit from renovation and new equipment, and enhanced skills from training sessions organized and	One of the main implementing government organizations. Main project impact is strengthened existing infrastructure and systems for improved prevention, detection, and response to infectious diseases.	High



Stakeholder	Description	Area of influence	Area of interest	Project Impact	Stakeholder Significance
			implemented for the project.		
Local governments (Hakimlik)	Local Administration responsible for managing and overseeing public services, implementing local policies, and ensuring the community's well-being.	Local administration represents local interests.	Ensuring transparency, accountability, and positive social and environmental outcomes.	Improved health, environmental and veterinary services in regions.	Medium
Ministry of Finance and Economics	Is the responsible party for the implementation of the Project. A Project Implementation Unit (PIU) will be established under the MoFE, which will coordinate incoming and outgoing flows of funds, among other things.	National and regional level coordination of public health, animal health, and environmental factors	Supporting integrated approaches to health and ensuring effective coordination of all sectors	Project implementation.	High
Environmental Protection Society	Organization representing civil interests and promoting environmental justice	Advocating for environmental causes at local, national, and regional levels	Ensuring transparency, accountability, and positive environmental outcomes	Improved health and veterinary services in the country.	Medium

Stakeholder	Description	Area of influence	Area of interest	Project Impact	Stakeholder Significance
Cattle farms	Communities reliant on farming and livestock for their livelihood	These stakeholders play a critical role in the formation of public opinion towards the Project and allowing for the smooth functioning of the Project.	Protecting their livelihoods and securing better resources	These stakeholders to benefit from the project with improved health and veterinary services and vaccination for their livestock.	Medium
Owners and shepherds of livestock					
Private legal entities and individuals engaged in the supply of machinery, equipment and reagents	Businesses involved in supplying goods and services for the project	Supply chain operations, providing necessary materials and services for project implementation	Maintaining business relationships and ensuring compliance with project	Partnership with the project.	Medium

Stakeholder	Description	Area of influence	Area of interest	Project Impact	Stakeholder Significance
<b>Other Interested Parties</b>					
International Organizations (World Bank)	International Financing Institution financing the Project	A project financing organization focused on the successful implementation of the project. Provides technical and advisory support during the implementation of the project.	Ensuring transparency, accountability, and positive social and environmental outcomes.	Greater development success and economic stability. The World Bank will see a solid return on investment, both financially and socio-economically, turning funds into lasting change.	High
<b>Disadvantaged/Vulnerable Individuals or Groups</b>					
Disadvantaged / vulnerable individuals or groups	Disadvantaged / vulnerable individuals or groups	Inclusive outcomes and stronger community support.	Ensuring their rights and accessibility needs are protected	Improved health and veterinary services in the country. Project support.	Low
<p>For the purpose of analyzes:</p> <ul style="list-style-type: none"> <li>• <u>Influence</u>: the social group is able to significantly influence the process of Project implementation;</li> <li>• <u>Interest</u>: a social group or individuals not necessarily directly affected by the Project may (or may not) show interest in it;</li> <li>• <u>Impact</u>: the implementation of the Project may significantly affect a certain social group (stakeholders).</li> </ul>					

## 4. STAKEHOLDERS ENGAGEMENT PROGRAM

### 4.1 The Purpose and Timeframe of the SE Program

This Stakeholder Engagement Program is designed to create an effective platform for productive engagement with potentially affected parties and others interested in the results of the “One Health” approach for pandemic prevention, food system resilience, and ecosystem health in Central Asia. Constructive interaction with stakeholders throughout the entire project cycle will allow to:

- Request feedback for the design, implementation, monitoring and evaluation of the Project;
- Clarify project objectives, scope, and expectations management;
- Assess and reduce the environmental and social risks of the project;
- Improve the results and benefits of the project;
- Involve stakeholders and establish cooperation;
- Disseminate reliable information/materials on the Project;
- Receive and consider complaints about the Project.

Adequate consultations with stakeholders will require timely implementation and advance planning. To ensure that information is accessible to stakeholders, as well as the proper representation and participation of various groups in the process, the “One Health” Approach will use various methods based on stakeholder needs assessment. The interaction methods are listed in Table 5 below.

Table 5. Methods of stakeholder engagement in the “One Health” program for pandemic prevention, food system resilience, and ecosystem health in Central Asia

Engagement method	Description and Application	Target audience	Frequency/Timeline
Websites	The Project Assessment Document (PAD) and the Project Implementation Manual (PIM), as well as the Environmental and Social Commitment Plan (ESCP), and the SEP will be published on the official websites of partner ministries and agencies and the World Bank.	All stakeholders	Within 2 months from the Grant Agreement Effective Date
Communication via phone and messengers, correspondence by email and in written form	Distribution of reliable project information to government officials, organizations, agencies and companies and invitation of stakeholders to meetings.	Government officials, NGOs, public associations and development partners	Quarterly
Internet/ Digital Media	Use of the official websites of partnering and implementing Ministries and Agencies to	Project stakeholders and other interested	Within 3 months from the Grant Agreement Effective

Engagement method	Description and Application	Target audience	Frequency/Timeline
	promote various information and updates on the overall Project, impact assessment and impact management process, procurement, employment opportunities, as well as on Project's engagement activities with the public.	parties that have access to the internet resources.	Date, and throughout Project implementation
One-on-one interviews	This will be used to solicit views and opinions on project impacts and solutions.	Vulnerable persons, public organizations, associations, NGOs, etc.	Within 2 months from the Grant Agreement Effective Date, and throughout Project implementation
Workshops	This channel will be used to: (i) Present project information to a group of stakeholders; (ii) Allow the group of stakeholders to provide their views and opinions; (iii) Use participatory exercises to facilitate group discussions, brainstorm issues, analyze information, and develop recommendations and strategies; and (iv) Recording of responses.	Government organizations, NGOs, public organizations, industry associations	Within 2 months from the Grant Agreement Effective Date

#### 4.2 Proposed Strategy for Information Disclosure

The interaction of stakeholders within the framework of the One Health Program will be carried out in accordance with the standard project management cycle, which includes: (i) the Preparation and Design Phase; (ii) the Implementation Phase; (iii) the Monitoring Phase; and (iv) the Completion and Evaluation Phase. The information disclosure strategy is presented in Table 6 below.

Table 6. Information disclosure strategy within the framework of the “One Health” Program

<b>Project stage</b>	<b>List of information to be disclosed</b>	<b>Method proposed</b>	<b>Target Stakeholders</b>	<b>Topic of consultation</b>	<b>Responsibility</b>
<b>Preparation and Design Phase</b>	ESCP, SEP	Official websites	Stakeholders at the national, velayat and etrap levels.	Environmental and Social Management, procurement, Stakeholder engagement.	PIU
		Workshops	Velayat, etrap, and community levels	Project concept, method of selection of beneficiary communities, benefits, impact.	PIU, MoA, EPM, MHMI
		Public discussions and consultations with affected parties	Community-level stakeholders	Project concept, method of selection of beneficiary communities, benefits, impact.	PIU, MoA, EPM, MHMI
<b>Implementation Phase</b>	Environmental and Social Management Plan (ESMP), Labor Management Procedure, Occupational Health and Safety Plan, emergency preparedness and response	Official websites	International, national, velayat and etrap level stakeholders	Projects benefits, impacts (Security, GRM, GBV issues and mitigation	PIU, MoA, EPM, MHMI, Project Management Unit

Project stage	List of information to be disclosed	Method proposed	Target Stakeholders	Topic of consultation	Responsibility
	Project Monitoring and safeguard compliance report				
<b>Monitoring Phase</b>	Quarterly and Annual Performance reports  Environmental and Social Audit reports  Updates on project activities	Bulletin boards, velayat and etrap branches of the MoA, EPM, MHMI	Stakeholders at the velayat and etrap levels	Project performance, GRM, Security, GBV education	Project Management Unit
<b>Completion and Evaluation Phase</b>	Project Completion Report	Institutional completion reports	All stakeholders	Project results	Project Management Unit

### 4.3 Proposed Strategy to Incorporate the View of Vulnerable Groups

The principle of inclusiveness will guide the stakeholder engagements, particularly with respect to vulnerable individuals and groups. In cases where vulnerable status may lead to people's reluctance or physical incapacity to participate in large-scale community meetings, the project will hold separate small group discussions with them at an easily accessible venue. This way, the project will reach out to groups who, under normal circumstances, may be insufficiently represented at general community gatherings. Some strategies to be adopted to reach out to these groups include:

- Identify leaders of vulnerable and marginalized groups to reach-out to these groups.
- Maintain a database of marginalized groups through existing sector associations, such as the Association of the Disabled People, the Society for the Deaf and Dumb, etc.
- Leverage existing health and environmental projects that include vulnerable populations that overlap with this project to use their systems to identify and engage them.
- Involve community leaders, community organizations, and NGOs working with vulnerable groups.
- Organize face-to-face discussions in focus groups with these population groups.

## 5. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING PLANNED SEP ACTIVITIES

### 5.1 Resources Required

The "One Health" approach in Turkmenistan will be implemented in three sectors, i.e., agriculture, environment and healthcare, and support will be provided for the establishment of the National Coordination Structure "One Health" (NCSOH).

The project will be funded by a grant of \$ 1.79 million US dollars from the Pandemic Fund (which corresponds to the part of the multi-country project "Pandemic Preparedness and Response through the "One Health" Approach in Central Asia", for which the World Bank has been designated as the implementing organization and Turkmenistan as the beneficiary)

The following organizations were identified as implementing agencies:

- A. Ministry of Agriculture;
- B. Ministry of Environmental Protection;
- C. Ministry of Health and Medical Industry;
- D. National Coordination Structure "One Health";
- E. Project Implementation Unit under the Ministry of Finance and Economy.

Table 7 provides an overview of budget allocations for the SEP implementation.



Table 7. Summary table of budget allocation, in US dollars

Stakeholder Engagement Activities	Unit Cost, (USD)	Quantity	Total cost (USD)*
Social Development, environment and GRM Specialist (2 years XXX USD/m)	1 700	24 months	40 800
Travel expenses of E&S staff (cost per year) for stakeholder engagement	1 000	5	5 000
Communication materials (leaflets, posters, PR kits including design)	500	5	2 500
<b>Total:</b>			<b>48300</b>

\*Approximate amount

## 5.2 Project Implementation Arrangements

In order to achieve the objectives of the Project, the implementing agencies will carry out the following activities with the relevant ministries and stakeholders in the country:

- A. **Ministry of Agriculture (MoA):** The proposed measures are aimed at increasing the capacity of the State Veterinary Service to combat infectious animal diseases through legislative assessment, improving laboratory capacity and developing regulations. Activities include:
  - Assessment of the legislative framework;
  - Revision of legislative documents;
  - Improvement of national epidemiological surveillance systems;
  - Purchase of veterinary instruments;
  - Providing field veterinarians with equipment.
- B. **Environmental Protection Ministry (EPM):** The proposed measures are aimed at improving field operations and monitoring the health of wild animals by purchasing the necessary equipment. Activities include:
  - Purchase of communication and surveillance equipment for state nature reserves;
  - Purchase of equipment for animal treatment and testing;
- C. **Ministry of Health and Medical Industry (MHMI):** The proposed activities will aim to strengthen epidemiological surveillance capacity for priority zoonotic diseases (i.e. brucellosis, echinococcosis and rabies) and improve diagnostic coverage and quality in existing public health laboratories in the country. The proposed measures are aimed at modernizing the system supported by the COVID-19 Response Project, i.e., Automated Data Management for Sanitary and Epidemiological Surveillance (ADMSES) and diagnostic capabilities in microbiological and serological laboratories (which were supported by the Avian Influenza Project). Activities include:
  - *Purchase of IT-equipment for 95 facilities of the sanitary and epidemiological service of regional significance (including checkpoints).*
  - *Purchase of diagnostic supplies and reagents for rapid diagnosis of brucellosis and echinococcosis.*

- *Accreditation of central public health laboratories.*

- D. **National Coordination Structure "One Health" (NCSOH):** The "One Health" project will provide support to Turkmenistan in the creation and implementation of the NCSOH. The main objective of NCSOH is to promote effective intersectoral coordination at the country (national) level. The NCSOH will include representatives of three line ministries participating in the "One Health" program (healthcare, agriculture/veterinary and environmental protection), as well as the Ministries of Finance and Economics. NCSOH will have a Secretariat to manage day-to-day functions to support the implementation of activities within the framework of the "One Health" Initiative in Turkmenistan. The NCSOH should be established on the basis of a ministerial order or resolution to fulfill the legal requirement of the World Bank within the framework of this project.
- E. The Ministry of Finance and Economy has been appointed as the responsible party for the implementation of the One Health Program. A Project Implementation Unit (PIU) will be established under the MoFE. Three employees of the Ministry were identified to lead the work of the PIU and asked to explore options for direct selection of relevant employees who will be granted official leave without pay. This is due to the fact that for the MoFE this will be the first experience of implementing a World Bank project in many years, and they will need to ensure constant monitoring of the ongoing implementation and interagency coordination. It is expected that the following positions will be held at the PIU: Head/Coordinator of the Project, Procurement Specialist, Financial Management Specialist, Monitoring and Evaluation Specialist, Environmental and Social Affairs Specialist, Project Assistant. Additional technical staff can be hired on a one-time basis, depending on the needs of the Project.

## 6. GRIEVANCE REDRESS MECHANISM (GRM)

The main objective of the Grievance Redress Mechanism (GRM) is to assist in the timely, effective and efficient handling of grievances and claims on issues related to the implementation of the Project, so that the result satisfies all stakeholders. In particular, it provides for a transparent and reliable process to achieve fair, effective and sustainable results. It also helps to build trust and cooperation, which are integral components of a broader community consultation process that facilitates the implementation of corrective actions.

In particular, GRM:

- Provides affected people with the opportunity to file a complaint (grievance) or resolve any dispute that may arise during the implementation of project activities;
- Ensures that appropriate and mutually acceptable corrective measures are identified and implemented to the satisfaction of the complaining party;
- Avoids the need to go to court.

## 6.1 Grievance Redress Mechanism in Turkmenistan

The Grievance Redress Mechanism under the project will be guided by the existing norms and procedures of the legislation of Turkmenistan governing issues of appeal, in particular:

- **The Constitution of Turkmenistan (2016)**  
Article 60.  
*Everyone is guaranteed judicial protection of honor and dignity, as well as the rights and freedoms provided for by the Constitution and laws.*  
*Everyone has the right to appeal to the court against decisions and actions of state bodies, public associations, local self-government bodies and officials.*
- **The Law of Turkmenistan "On Administrative Procedures" (2017)**  
Article 8. The right to appeal to an administrative body  
*1. Every person has the right to apply to an administrative body on issues directly related to his rights and legitimate interests, to file petitions or receive information from an administrative body.*  
*2. The administrative body is obliged to take appropriate decisions on these requests or provide information.*
- **The Law of Turkmenistan "On Appealing to the Court the actions of State bodies, public associations, local self-government bodies and officials who violate the Constitutional rights and freedoms of citizens" (1998)**  
Article 1. The right of citizens to file a complaint with the court  
*Every citizen whose constitutional rights and freedoms have been violated or infringed upon by actions or decisions of State bodies, public associations, local self-government bodies or officials has the right to file a complaint with the court. Foreign citizens and stateless persons enjoy the right to file a complaint with a court in accordance with the procedure established by this Law, unless otherwise determined by legislation or international treaties of Turkmenistan.*
- **The Law of Turkmenistan "On the Court" (2014)**  
Article 6. The right of citizens to judicial protection  
*Citizens of Turkmenistan have the right to judicial protection from unlawful actions of State bodies, public associations and officials, from any encroachments on honor and dignity, life and health, personal and political human and civil rights and freedoms provided for by the Constitution of Turkmenistan.*  
*Foreign citizens and stateless persons enjoy the right to judicial protection on an equal basis with citizens of Turkmenistan in accordance with the legislation and international treaties of Turkmenistan.*
- **The Law of Turkmenistan "On the Ombudsman" (2016)**  
Article 21. Consideration of complaints by the Ombudsman  
*The Ombudsman examines complaints about decisions or actions (inaction) of state authorities, local self-government bodies and their officials that violate the rights, freedoms and legitimate interests of citizens of Turkmenistan and foreign citizens and stateless persons located on the territory of Turkmenistan and has the right to verify them.*  
*When applying to the Ombudsman, privileges or restrictions based on nationality, skin*

*color, gender, origin, property and official status, place of residence, language, attitude to religion, political beliefs, party affiliation or lack of affiliation to any party are not allowed.*

NOTE: above are an unofficial translation from the origin.

According to the results of a preliminary assessment of the grievance filing and redress systems in Turkmenistan, it has been revealed that effective mechanisms exist in the country that are accessible to any person to address and appeal against any actions and omissions of officials, authorities, local governments and public associations.

The Grievance Redress Mechanism within the framework of the Project is based on the existing grievance filing and redress mechanism of the MoFE of Turkmenistan, in order to ensure further consistency and sustainability of institutional mechanisms and GRM systems.

The project monitors communication channels for compliance with required standards, evaluates the quality of work, collects data on grievances and appeals received, monitors the measures taken on appeals, prepares a review within the framework of quarterly reports, and suggests measures to further improve the work of the GRM.

The public and interested parties can send their grievances and appeals on issues related to the implementation of the Project to the PIU system at the MoFE of Turkmenistan, the World Bank system, the Prosecutor's Office, the Supreme Control Chamber, the Presidential Administration or relevant government agencies using various communication channels (hotline, online complaint filing, in writing in writing and by phone), using the communication channels of the PIU or the World Bank.

Such a system and the necessary (including staffing) chain of actions to address grievances – from registration, sorting and processing, confirmation of receipt and follow-up, to verification and adoption of actions and final feedback - is contained in this GRM Plan. In emergency situations, in order to encourage the proactive participation of beneficiaries, information messages will be distributed through the media, social networks, focus groups and other channels of face-to-face and remote communication, which will make it possible to convey relevant information to the public. As part of the awareness-raising campaigns, the PIU will ensure appropriate staff training and the availability of the necessary information and experience to conduct telephone consultations and receive feedback on issues related to the “One Health” program.

The chain of grievance review actions includes receipt of the grievance, registration, sorting, processing, confirmation, follow-up, verification, action or forwarding, and feedback - these are described in this GRM Plan.

To receive grievances, the project will use the systems and channels listed below (hotline, online, written, mailbox, and telephone complaint channels) to ensure that all information related to the project is disseminated and complaints and responses are adequately monitored, followed by review and resolution.

All grievances which are received by employees of the PIU, the World Bank and other channels for receiving and collecting grievances are recorded in the registration log, which indicates the type of grievance, details of the problem, contact details of people, deadline and agreed actions.

The grievances received are forwarded to the relevant employees of the PIU, for sorting and deciding on further processing and follow-up. If the grievance falls within the competence of another organization or ministry (for example, it concerns migration, travel, compensation, etc.), the grievance is forwarded accordingly. The actions taken or the completion of the response are recorded in the log. If a citizen is not satisfied, he may additionally apply to the Prosecutor's Office, the Supreme Control Chamber of Turkmenistan or the Presidential Administration. All grievances submitted to government agencies are duly registered and reviewed. The citizen's response to his grievance is mandatory.

The project supports national GRM systems within the strict framework of WB operations in Turkmenistan.

The project collects data from the GRM for inclusion in the quarterly progress report on the project for the World Bank.

**Channels for accessing information on the One Health project and submitting grievances to the PIU:**

- Central Hotline: +993 12 39-45-13; , 39-45-91, 39-45-05;
- E-mail: [6.4min@fineconomic.gov.tm](mailto:6.4min@fineconomic.gov.tm), [info@fineeconomic.gov.tm](mailto:info@fineconomic.gov.tm)
- Oral or written grievances received during work meetings and personal reception;
- Incoming correspondence delivered by courier to the PIU at the MoFE of Turkmenistan;
- Incoming mail received: *Archabil avenue 156, Ashgabat city, Turkmenistan*
- The contact phone number of the public reception of the PIU: +993 12 39-45-05;
- Feedback link on the MoFE of Turkmenistan website: [www.fineconomic.gov.tm](http://www.fineconomic.gov.tm)

**The World Bank Grievance System:**

- E-mail: [grievances@worldbank.org](mailto:grievances@worldbank.org)
- Fax: +1.202.614.7313
- Incoming mail received: *The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA*
- Through the World Bank Representative Office in the country: Ashgabat city, UN Building, Archabil avenue 21, 744036, Ashgabat, Turkmenistan.
- Telephone: +993 12 487450
- E-mai: [ashgabat@worldbank.org](mailto:ashgabat@worldbank.org)

Anonymous grievances are also accepted through any of these channels. In addition, there is a special window for handling complaints related to Gender-Based Violence, and all appeals should be considered separately and remain completely confidential.

## **6.2 Receiving of Grievances**

Upon receiving a grievance related to the project, the following points are determined:

- Type of grievance;

- Grievance category;
- Persons responsible for examining and reviewing the grievance;
- The time limit for reviewing the grievance;
- Coordinated actions.

After determining the type of grievance, the responsible person registers the detailed information in the appropriate correspondence journal. The person who filed the grievance receives a notification by phone or e-mail about the following:

- Full name of the contractor to whom the grievance was sent;
- Review period (no more than 30 days from the date of registration, in case of an emergency, appropriate measures are taken within 5 working days);
- The relevant deadlines and actions are determined in accordance with the instructions of the PIU at the MoFE of Turkmenistan on handling grievances.
- The notification is recorded in the outgoing correspondence log. The specialist of the PIU at the MoFE of Turkmenistan responsible for grievances will ensure proper handling of the grievance.

If the person who filed the grievance is not satisfied with the decision taken as a result of the consideration of the grievance, he has the right to appeal such a decision. The application for appeal is considered by the Head/Project Coordinator or PIU specialists. After reviewing the appeal application, if the citizen/beneficiary is not satisfied with the decision, he/she has the right to appeal against such decision or apply to the grievances system, as indicated in Section 5.1 of this Plan. In addition, Grievance Committees will have a special window to address issues related to sexual-based violence and sexual abuse/harassment (SBV/SH). In order to ensure effective functioning, the PIU assists in: (i) raising awareness among workers and communities; (ii) ensuring that relevant stakeholders understand what can and should not be done; and (iii) providing information on ways to report cases of SBV/SH; and (iv) the development of protocols to address issues, taking into account the sensitivity of the communication and respect for the confidentiality of the data of the affected persons.

### **6.3 Monitoring and Reporting on Grievances**

The contact persons for filing a complaint with the PIU at the MoFE of Turkmenistan and the World Bank are responsible for:

- Collection and analysis of high-quality data received from a Grievance Liaison Specialist on the number, content and status of grievances, and uploading them to a single project database;
- Monitoring unresolved issues and proposing measures to resolve them;
- Preparation of quarterly reports on the mechanisms of the GRM for submission to the World Bank.

The quarterly reports for the World Bank will include a section related to the GRM containing updated information of the following nature:

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

- qualitative data on the number of grievances received (applications, suggestions, complaints, requests, positive feedback), with a separate indication of grievances related to forced relocation and the number of resolved grievances, if any;
- Quantitative data on the type of grievances and responses to them, questions submitted, and grievances that remain unresolved;
- the level of satisfaction with the measures taken (response);
- Corrective measures taken.

## 6.4 World Bank Grievance Redress System

Communities and individuals who believe that a project supported by the World Bank has had an adverse impact on them can also file a grievance directly with the Bank through the Bank's Grievance Service (GS). (<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A grievance can be filed in English, Turkmen or Russian languages, although additional time will be required to consider grievances filed in languages other than English. A grievance can be submitted to the Bank's GS through the following channels:

- E-mail: [grievances@worldbank.org](mailto:grievances@worldbank.org)
- Fax: +1.202.614.7313
- Mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
- Through the World Bank Representative Office in the country: in Ashgabat, the UN Building, Archabil Avenue 21, 744036, Ashgabat, Turkmenistan. Tel. +993 12 487450, [ashgabat@worldbank.org](mailto:ashgabat@worldbank.org)

The grievance must clearly indicate the adverse impact(s) allegedly or allegedly incurred in connection with the implementation of a project supported by the World Bank. It is necessary to attach the available documents and correspondence, if possible. The person who filed the grievance may also indicate the desired outcome of the grievance. Finally, the grievance must include the person(s) who filed the grievance, or their designated representatives, and contact information. Grievance filed through the GS are dealt with promptly, which provides an opportunity to respond quickly to problems related to the project.

In addition, communities and individuals affected by the project can file a grievance with the World Bank's Independent Inspectorate, which determines whether harm has been caused or could have been caused as a result of the World Bank's failure to comply with its policies and procedures. A grievance can be filed with the Independent Inspectorate at any time after the World Bank has been notified of the relevant issues and after the World Bank Management has been given the opportunity to respond to it. To get information on how to file a grievance with the World Bank's Independent Inspectorate, follow the link: [www.inspectionpanel.org](http://www.inspectionpanel.org)

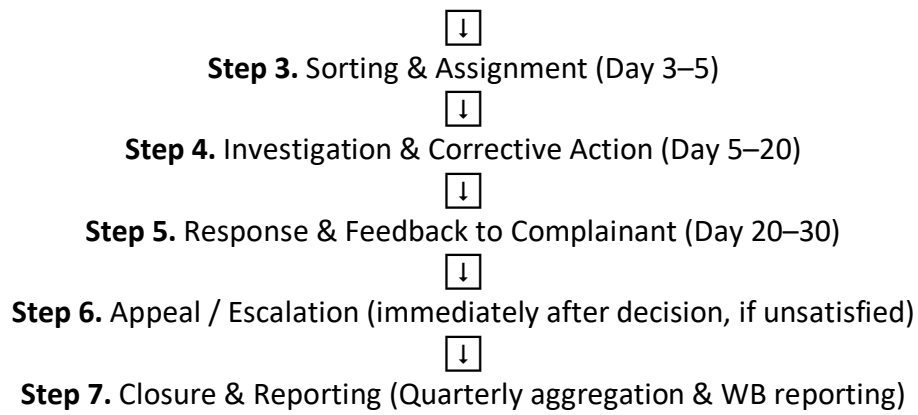
### PROJECT GRM PROCESS FLOW (CHART)

**Step 1. Submission (Day 0–1)**



**Step 2. Registration & Acknowledgement (within 3 days)**





#### Step-by-Step Process Description

##### **Step 1 – Submission (Day 0–1)**

- Grievance received through hotline, email, in person, mailbox, or WB channels.
- Support will be provided for illiterate or disabled complainants through staff assistance.
- Anonymous and GBV/SEA/SH-related complaints are accepted and treated confidentially.

##### **Step 2 – Registration & Acknowledgement (within 3 days)**

- PIU registers grievance in the log/database.
- Complainant is informed (by phone, email, or letter) about:
  - Contact person at PIU,
  - Maximum review time (30 days),
  - Special fast-track for emergencies (within 5 working days).

##### **Step 3 – Sorting & Assignment (Day 3–5)**

- Grievance categorized (minor, major, GBV, compensation, etc.).
- Responsibility assigned to relevant PIU specialist or forwarded to competent authority.

##### **Step 4 – Investigation & Corrective Action (Day 5–20)**

- Facts are verified, field visits conducted if needed.
- PIU consults with affected persons and stakeholders.
- Corrective actions are prepared and implemented.
- Urgent cases resolved within 5 working days.

##### **Step 5 – Response & Feedback (Day 20–30)**

- Complainant receives formal response in writing or verbally.
- Decision includes corrective measures, timeline, or reason for rejection.
- Entry is updated in the grievance log.



## **Step 6 – Appeal / Escalation (Immediately after response if unsatisfied)**

- Escalation to:
  - PIU Head / Project Coordinator,
  - MoFE,
  - National grievance bodies (Prosecutor’s Office, Ombudsman), or
  - WB Grievance Redress Service (GRS) / Inspection Panel.

## **Step 7 – Closure & Reporting (Quarterly)**

- Resolved grievances are marked as closed in the system.
- All cases are aggregated and analyzed for the **quarterly report to the World Bank**, covering:
  - Number and type of grievances,
  - Resolution rate,
  - Lessons learned,
  - Satisfaction level

## **7. MONITORING AND REPORTING**

Monitoring and tracking interactions with stakeholders is important to ensure effective continuous communication and follow-up, as well as to minimize omissions and monitor the fulfillment of important commitments. The “One Health” program will keep a log of interactions with stakeholders, which records all completed or planned interactions with stakeholders. The interaction log includes information about the location and dates of meetings, seminars, and discussions, as well as a description of the parties affected by the project and other stakeholders consulted. The monitoring reports submitted to the PIU and the Bank will include logs of interaction with stakeholders, as well as feedback from the GRM. This may also include, for example, information on how the Ministry implementing the project responded to concerns raised, how these responses were communicated to those consulted, details of outstanding issues and any planned follow-up actions. The annual reporting on the SEP will be part of the project monitoring report.

The project will also develop an evaluation form to assess the effectiveness of each formal interaction process. The questions will be written in such a way that they are suitable for the appropriate audience..

### **7.1 Involvement of Stakeholders in Monitoring Activities**

As mentioned earlier, the Project Implementation Group will oversee the implementation of the SEP. The Environmental and Social Affairs Specialist, together with the Project Monitoring and Evaluation Specialist, will monitor the implementation of this Stakeholder Engagement Plan in accordance with the requirements of the legal agreement, including the Environmental and Social Commitment Plan (ESCP). The team will monitor and document any commitments or

actions agreed upon during the consultation, including changes resulting from changes to the project structure or the ESCP.

Data for monitoring beneficiaries, businesses, associations, and organizations, as well as training service providers, will be collected through self-reporting, according to a schedule, and using standardized forms and procedures. Information from these beneficiaries will also be collected during monitoring visits by employees of ministries and implementing agencies.

## **7.2 Reporting to Stakeholder Groups**

Reports for stakeholder groups will be compiled in various ways, including annual national performance review meetings for all implementing agencies. Through the planned communication channels, the results of the project will be disseminated to stakeholders at the national and subnational levels.

## 8. ANNEXES

### ANNEX 1. STAKEHOLDER ENGAGEMENT ACTIVITIES LOG

Sr. No.	Stakeholder Groups	Date	Location and Venue	Purpose of Engagement	Key outcomes and Actions	Number of participants (male/female)	Reference to records

## ANNEX 2. FORMAT FOR REPORTING MINUTES OF STAKEHOLDER CONSULTATION

MINUTES OF THE STAKEHOLDER CONSULTATION		
<b>A</b>	Project Title:	
<b>B</b>	Stakeholder Title:	
<p>Note: This document provides a working summary of the main facts captured during the consultation/ key informant interview held and should not be treated as formal minutes. It is therefore deliberately not exhaustive or chronological. Its purpose is to record significant information/ feedback and not intended for official review or approval.</p>		
<b>C</b>	Basic details:	
	Location:	
	Date:	
<b>D</b>	Attended By (List attached):	
	Full name	Designation
<b>E</b>	Purpose of Consultation	
<b>F</b>	Key Points Discussed:	
	Key concern and suggestion expressed by Stakeholder:	

### ANNEX 3. GRIEVANCE SUBMISSION AND REVIEW FORM

GRIEVANCE SUBMISSION FORM	
Grievance Registration Number	
<b>PART ONE</b>	
<b>GRIEVANCE DATA</b> (To be completed by the complainant OR by the complaints desk for mailed grievances and phone calls)	
<b>1.1 Information on the offending activity</b>	
Name of alleged offender/ violator	
Address	
Telephone No.	
E-mail address	
<b>1.2 Brief description of the grievance (where necessary attach additional sheet)</b>	
<b>1.3 Information on alleged source</b>	
Type of activity	
Location (provide sketch)	
Date offending activity detected	
Nature of violation (check YES/N	- Continuous Yes [ ] No [ ] - Intermittent/ On and Off Yes [ ] No [ ]
<b>1.4 Grievance Report History</b>	
Has grievance been reported before? (YES or NO)	
TO PIU? (YES or NO) If yes indicate the following	
Was the report made verbally? (YES or NO)	
Date of report	
Office reported	Head Office [ ] Regional Office [ ]
<b>1.5 Complainants Particulars</b>	
Name	
Address	
Telephone No.	
Fax No.	
Signature	
Time	
Date	
E-mail address	
<b>1.6 Do you request that identity be kept confidential? (YES or NO)</b>	
<b>1.7 How do you want to be contacted?</b>	E-mail [ ] Telephone [ ]
<b>1.8 PIU receiving employee/Grievances Desk</b>	
Employee name	
Signature	
Date	

<b>PART TWO</b>	
<b>GRIEVANCE REFERRAL FOR INVESTIGATION</b>	
(To be completed by PIU Officials)	
<b>2.1 Registration of grievance</b>	
Is grievance registered (YES or NO)	
If yes, specify the registration number	
<b>2.2 Referral to Appropriate Department / Region (Check)</b>	
<ul style="list-style-type: none"> <li>➤ Building Environment [ ]</li> <li>➤ Natural Resources [ ]</li> <li>➤ Mining and Industry [ ]</li> <li>➤ Inspectorate [ ]</li> <li>➤ Regional Programme Officers [ ]</li> <li>➤ Environmental Quality [ ]</li> </ul>	
<b>PART THREE</b>	
<b>GRIEVANCE INVESTIGATION SUMMARY REPORT</b>	
(To be completed by the investigator)	
<b>3.1 Verification of information on the alleged offender/ violator</b>	
Name (registered activity/ individual responsible)	
Address	
Telephone No.	
Fax No.	
E-mail address	
<b>3.2 OBSERVATION AND FINDINGS</b>	
3.2.1 Offending activity	
3.2.2 Location (check) GPS Reading	<ul style="list-style-type: none"> <li>➤ Residential [ ]</li> <li>➤ Commercial [ ]</li> <li>➤ Industrial [ ]</li> <li>➤ Mixed [ ]</li> </ul>
3.2.3 Pollution Type (check)	<ul style="list-style-type: none"> <li>➤ Noise [ ]</li> <li>➤ Dust/particulate/smoke [ ]</li> <li>➤ Water [ ]</li> <li>➤ Land degradation [ ]</li> <li>➤ Odour [ ]</li> </ul>
3.2.4 Source/ causes	<ul style="list-style-type: none"> <li>➤ Improper siting [ ]</li> <li>➤ Poor Environmental Management Practice [ ]</li> <li>➤ Other(s), specify</li> </ul>
3.2.5 Potential impact on public health (check)	<ul style="list-style-type: none"> <li>➤ Immediate [ ]</li> <li>➤ Short Term [ ]</li> <li>➤ Long Term [ ]</li> <li>➤ Other(s), Specify</li> </ul>



**WORLD BANK GROUP**

World Bank Group



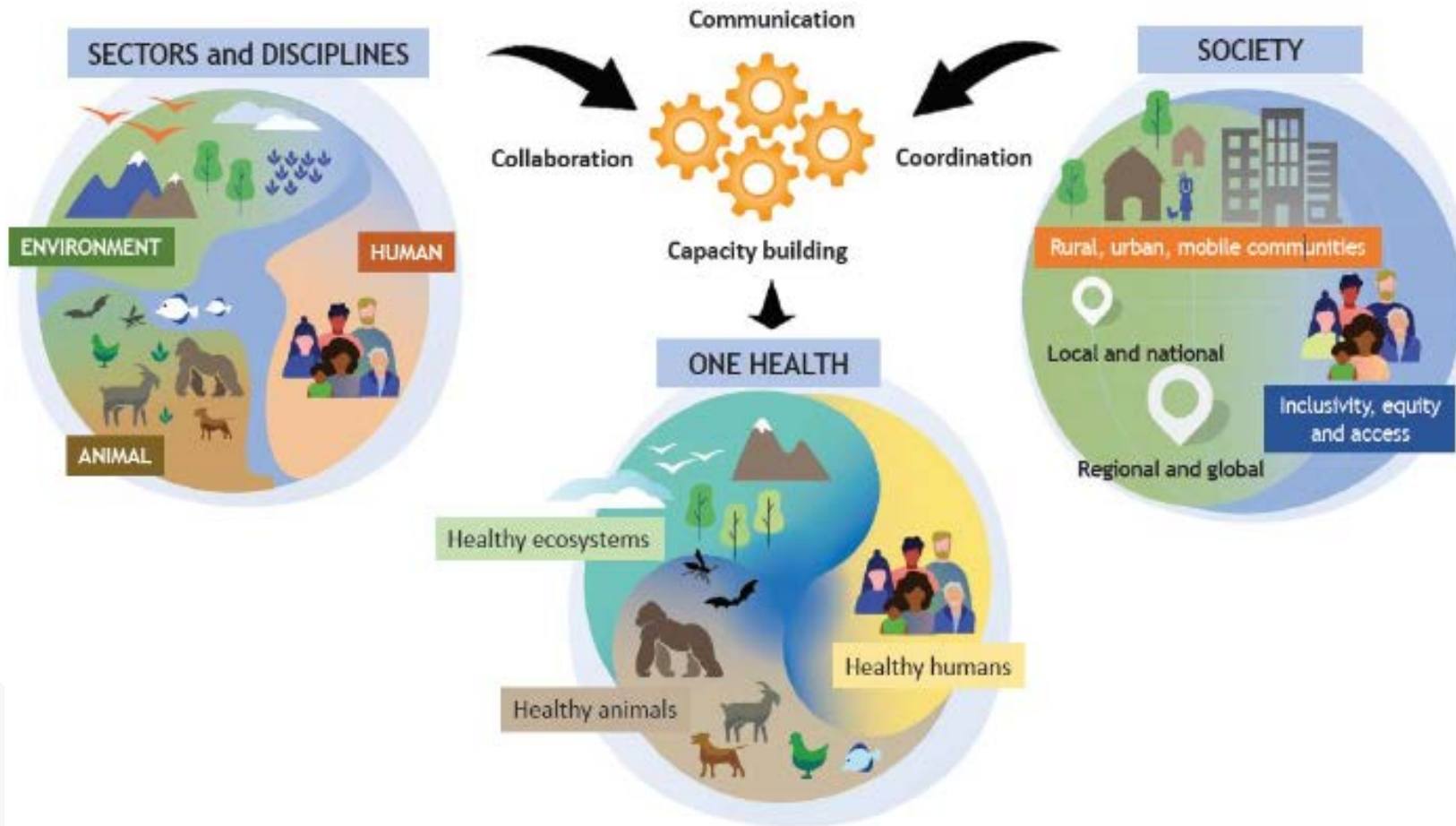
Project implementation Unit (PIU) under Ministry of  
Finance and Economy of Turkmenistan

Presentation and public consultations on:

- Environmental and Social Commitment Plan (ESCP)
- Stakeholders Engagement plan (SEP)

Turkmenistan One Health for Pandemic Prevention, Food Systems Resilience, and  
Ecosystem Health  
(P512354)

Ashgabat, December 2025



- **“One Health”** is an integrated, unified approach aimed at ensuring a sustainable balance and optimizing the health of humans, animals and ecosystems.
- It is based on the recognition of the close connection and interdependence between the health of humans, domestic and wild animals, plants and the wider environment (including ecosystems).



# Project Background(1)

- The proposed project in Turkmenistan will become part of the **One Health Program** for Pandemic Prevention, Food System Resilience, and Ecosystem Health in Central Asia (the One Health Program). The program includes five Central Asian countries: **Turkmenistan, Kazakhstan, the Kyrgyz Republic, Tajikistan and Uzbekistan.**
- Turkmenistan will join the Program as a Phase 2 project. The project will be funded by a grant of **US\$ 1.79 million** from the Pandemic Fund (which corresponds to the part of the multi-country project "Pandemic Preparedness and Response through the One Health Approach in Central Asia", for which the World Bank has been designated as the **implementing organization** and Turkmenistan as the **beneficiary**).

## Project Background (2)

- **The goal of the Development Program (PrDO)** is to strengthen capacities in the field of prevention, detection and **response to priority zoonotic diseases, antimicrobial resistance (AMR) and food safety** issues through a regional "One Health" approach in Central Asia. The program will contribute to the development of core capacities for the implementation of the One Health approach at the national and regional levels, focusing on the creation of a management mechanism and strengthening existing infrastructure and systems to improve prevention, detection and response capabilities.

# Project Background (3)

The structure of the Program level components is shown below:

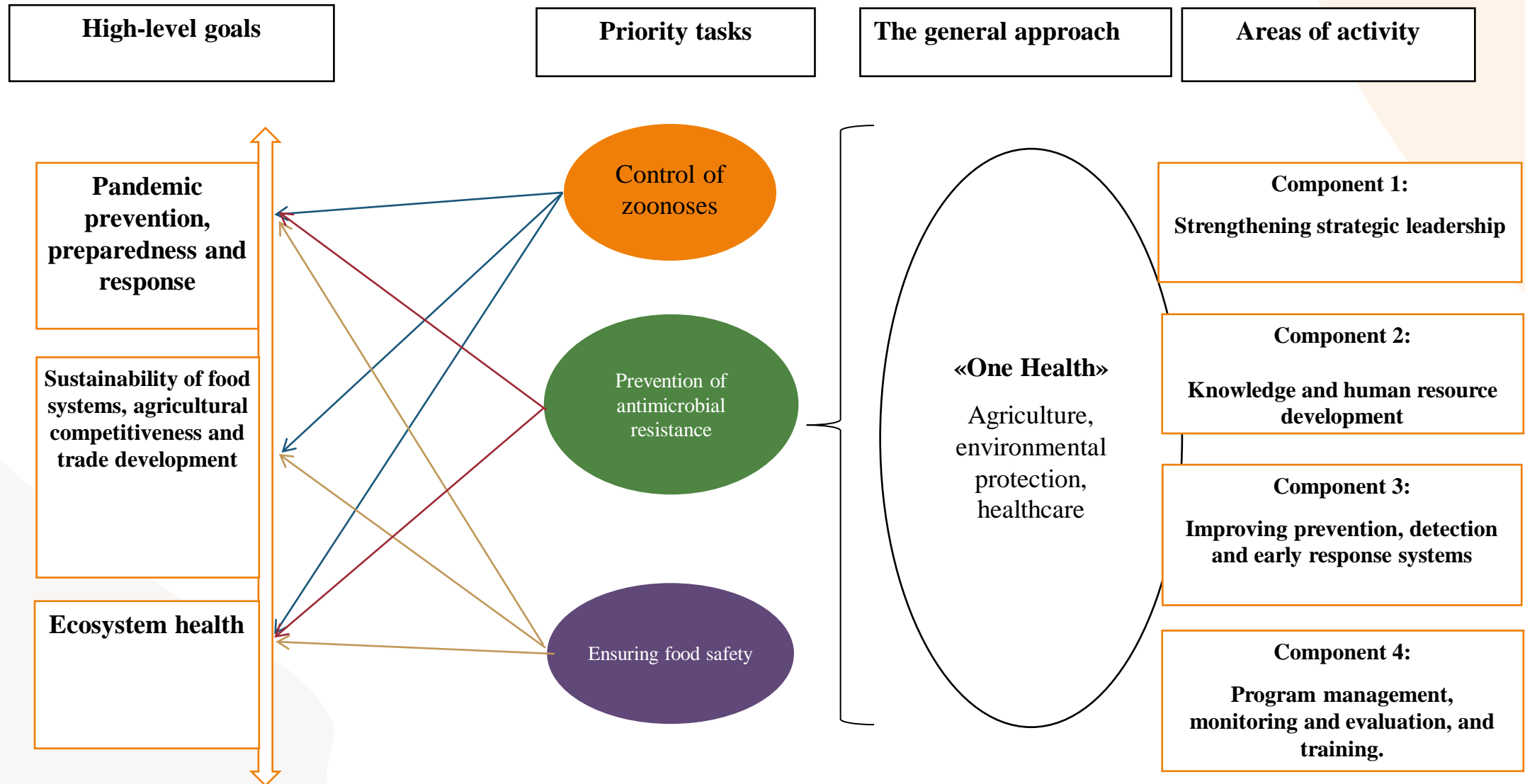
**Component 1:** Strengthening strategic leadership within the framework of the “One Health” concept. This component aims to create the fundamental elements for effective strategic leadership and intersectoral collaboration within the framework of the “One Health” concept

**Component 2:** Knowledge and human resource development within the framework of the "One Health" concept. As part of this component, multisectoral and sectoral workforce strategies will be developed, and capacity-building activities will be developed and implemented.

**Component 3:** Improving “One Health” prevention, detection and early response systems. Within this component, national and regional networks will be developed and developed or strengthened to support the implementation of surveillance and monitoring plans based on risk assessment, as well as response measures.

**Component 4:** Programme management, monitoring and evaluation, and training.

# Overview of the One Health in Central Asia Action Framework



The project will be implemented in three sectors, i.e.:

1. **Agriculture (veterinary medicine);**
2. **Environment and**
3. **Healthcare.**

Support will also be provided for the creation of the **National Coordination Structure "One Health" (NCSOH).**

The NCSOH will include representatives of three line ministries participating in the One Health program (healthcare, agriculture/veterinary and environmental protection), as well as the **Ministry of Finance and Economy of Turkmenistan.**

## PROJECT IMPLEMENTATION UNIT

**The Ministry of Finance and Economy of Turkmenistan** has been appointed as the responsible party for the implementation of the One Health Program. **A Project Implementation Unit (PIU)** will be established under the MoFE. It is expected that the following positions will be held in the PIU:

- Head/Coordinator of the Project;
- Procurement Specialist;
- Financial Management Specialist;
- Monitoring and Evaluation Specialist;
- Environmental and Social Affairs Specialist;
- Project Assistant.

Additional technical staff can be hired on a one-time basis, depending on the need.

# Environmental and Social Principles of the World Bank\*

**The Environmental and Social principles of the World Bank** reflect the organization's commitment to sustainable development goals and provide for the implementation of policies and a number of Environmental and Standards (ESS) of the Bank, developed to support projects implemented by Borrowers in the interests of eradicating extreme poverty and promoting shared well-being.

These Principles include:

- **The concept of sustainable development**, reflecting the Bank's focus on achieving environmental and social sustainability;
- **The Environmental and Social Policy of the World Bank** for investment and project financing purposes, sets out the requirements that the Bank must comply with in relation to projects that it supports through investment and project financing; and
- **Environmental and Standards (ESS)** along with their appendices, which establish mandatory requirements for the Borrower and projects.

\* <https://thedocs.worldbank.org/en/doc/376931518802050637-0290022019/original/EnvironmentalSocialFrameworkRussian.pdf>

# World Bank Environmental and Social Standards (1)

The Environmental and Social Standards formulate requirements for Borrowers regarding the identification and assessment of environmental and social risks and impacts associated with projects financed by the Bank using investment and project financing tools..

## Implementation of the ESS will allow:

- (a) To support Borrowers in applying international best practices in the field of environmental and social sustainability;
- (b) To assist Borrowers in meeting national and international environmental and social obligations;
- (c) To support their efforts to prevent discrimination, increase transparency, increase participation, ensure accountability and improve governance; and
- (d) To ensure that projects achieve sustainable development results through continuous engagement with stakeholders.



# World Bank Environmental and Social Standards (2)

- **Environmental and Social Standard 1:** Assessment and Management of Environmental and Social Risks and Impacts;
- **Environmental and Social Standard 2:** Labor and Working Conditions;
- **Environmental and Social Standard 3:** Resource Efficiency and Pollution Prevention and Management;
- **Environmental and Social Standard 4:** Community Health and Safety;
- **Environmental and Social Standard 5:** Land Acquisition, Restrictions on Land Use and Involuntary Resettlement;
- **Environmental and Social Standard 6:** Biodiversity Conservation and Sustainable Management of Living Natural Resources;
- **Environmental and Social Standard 7:** Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities;
- **Environmental and Social Standard 8:** Cultural Heritage;
- **Environmental and Social Standard 9:** Financial Intermediaries; and
- **Environmental and Social Standard 10:** Stakeholder Engagement and Information Disclosure.

The following ESS are **applicable** to the present One Health project:

- Environmental and Social Standard 1: **Assessment and Management of Environmental and Social Risks and Impacts;**
- Environmental and Social Standard 2: **Labor and Working Conditions;**
- Environmental and Social Standard 3: **Resource Efficiency and Pollution Prevention and Management;**
- Environmental and Social Standard 4: **Community Health and Safety;**
- Environmental and Social Standard 6: **Biodiversity Conservation and Sustainable Management of Living Natural Resource;**
- Environmental and Social Standard 10: **Stakeholder Engagement and Information Disclosure.**

According to the above Principles and the WB ESS, the following have been developed for the present Project:

- **Environmental and Social Commitment Plan (ESCP), and**
- **Stakeholders Engagement Plan (SEP)**





MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
IMPLEMENTATION ARRANGEMENTS AND CAPACITY SUPPORT			
A	<p><b>ORGANIZATIONAL STRUCTURE</b></p> <p>a. Establish and maintain a Project Implementation Unit (PIU) with qualified staff and resources to support management of environmental, social, health and safety (E&amp;S) risks and impacts of the Project. Key E&amp;S staff within the PIU include one Environmental Specialist and Social Development Specialist.</p> <p>b. Review staffing needs during the first year of Project implementation and engage short-term staff/consultants (such as a biosafety and medical waste management experts) as needed.</p>	<p>a. within 2 months from the Effective Date, each to the satisfaction of the Bank, and thereafter maintain the PIU and these positions throughout Project implementation.</p> <p>b. Review E&amp;S staffing needs within one year following the Effective Date.</p>	PIU
B	<p><b>CAPACITY BUILDING PLAN/MEASURES</b></p> <p>Prepare the list of the representatives from the line ministries and targeted groups who require the training on:</p> <ul style="list-style-type: none"> <li>Stakeholder mapping and engagement.</li> <li>Specific aspects of environmental and social assessment and management.</li> <li>Biosafety and medical waste management</li> <li>Emergency preparedness and response.</li> <li>Community health and safety.</li> <li>Reporting on ESHS performance of the Project.</li> </ul>	During Project Implementation.	PIU
MONITORING AND REPORTING			
C	<p><b>REGULAR REPORTING</b></p> <p>Prepare and submit to the Bank regular monitoring reports on the environmental, social, health and safety (E&amp;S) performance of the Project, including but not limited to the implementation of the ESCP, status of preparation and implementation of E&amp;S documents required under the ESCP, summary of stakeholder engagement activities carried out as per the Stakeholder Engagement Plan, and functioning of the grievance mechanism(s), and the application of environmental and social risk management measures, and labor management procedures.</p>	Submit bi-annual reports to the Bank throughout Project implementation, commencing after the Effective Date. Submit each report to the Bank no later than 15 days after the end of each reporting period.	PIU
D	<p><b>CONTRACTORS' MONTHLY REPORTS</b></p> <p>Require contractors to provide bi-annual monitoring reports on E&amp;S performance in accordance with the metrics specified in the respective bidding documents and contracts and submit such reports to the Bank.</p>	Starting from the Effective Date, submit bi-annual reports and provide the report to the Bank upon request.	PIU

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
E	<p><b>INCIDENTS AND ACCIDENTS</b></p> <p>a. Notify the Bank of any incident or accident relating to the project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers, including those resulting in death or significant injury to workers or the public; acts of violence, discrimination or protest; unforeseen impacts to cultural heritage or biodiversity resources; pollution of the environment; dam failure; forced or child labor; displacement without due process (forced eviction); allegations of sexual exploitation or abuse (SEA), or sexual harassment (SH); or disease outbreaks. Provide available details of the incident or accident to the Bank upon request.</p> <p>b. Arrange for an appropriate review of the incident or accident to establish its immediate, underlying and root causes. Prepare, agree with the Bank, and implement a Corrective Action Plan that sets out the measures and actions to be taken to address the incident or accident and prevent its recurrence.</p>	<p>Notify the Bank no later than 48 hours after learning of the incident or accident. Provide available details upon request.</p> <p>Provide review report and Corrective Action Plan to the Bank no later than 10 days following the submission of the initial notice, unless a different timeframe is agreed to in writing by the Bank.</p>	PIU
<b>ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS</b>			
1.1	<p><b>ENVIRONMENTAL AND SOCIAL ASSESSMENTS AND/OR PLANS</b></p> <p>a. Prepare and implement an Environmental and Social Management Plan (ESMP).</p> <p>b. Prepare and implement detailed site-specific ESMPs for each laboratory and/or activity by relevant Implementing Agency.</p>	<p>a. Submit a draft ESMP for review to the Bank within 3 months from the Effective Date; and disclose, consult on, adopt, and implement final ESMP prior to commencement of any activities involving procurement or field operations.</p> <p>b. Prior to commencement of any activities involving procurement or field operations.</p>	<p>a. PIU</p> <p>b. Implementing Agency</p>
1.2	<p><b>MANAGEMENT OF CONTRACTORS</b></p> <p>Incorporate the relevant aspects of the ESCP, including, inter alia, the relevant E&amp;S documents, the Labor Management Procedures, and Code of Conduct, into the E&amp;S specifications of the procurement documents and contracts with contractors and supervising firms. Thereafter ensure that the contractors and supervising firms comply and that they require their subcontractors to comply with the E&amp;S specifications of their respective contracts. Provide copies of the relevant contracts with contractors/subcontractors to the Bank.</p>	<p>As part of the preparation of procurement documents and respective contracts. Supervise contractors throughout Project implementation. Copies of relevant contracts provided to the Bank upon request.</p>	PIU
1.3	<p><b>TECHNICAL ASSISTANCE</b></p>	Throughout Project implementation.	PIU



MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	Ensure that the consultancies, studies (including feasibility studies, if applicable), capacity building, training, and any other technical assistance activities under the Grant are carried out in accordance with terms of reference acceptable to the Bank, that are consistent with the ESSs. Thereafter prepare and finalize the outputs of such activities in compliance with the terms of reference.		
<b>ESS 2: LABOR AND WORKING CONDITIONS</b>			
2.1	<b>LABOR MANAGEMENT PROCEDURES</b> Prepare, disclose, consult upon, adopt and implement Labor Management Procedures (LMP) applicable to the entire Project including, inter alia, provisions on working conditions, occupational, health and safety, code of conduct, workers grievance mechanism, and applicable requirements for contractors, subcontractors, and supervising firms (including relevant national laws and other ESS2 requirements, such as adoption of a code of conduct, prevention of all forms of forced labor and child labor).	Within 2 months from the Effective Date.	PIU
2.2	<b>GRIEVANCE MECHANISM FOR PROJECT WORKERS</b> Establish, maintain, and operate a grievance mechanism for Project workers, as described in the LMP and consistent with ESS2.	Grievance mechanism operational prior engaging Project workers and maintained throughout Project implementation	PIU
2.3	<b>OCCUPATIONAL HEALTH AND SAFETY (OHS) MEASURES</b> Implement occupational, health and safety (OHS) measures as per applicable national law, ESS2 and guidelines specified in the subproject specific ESMPs and LMP.	Throughout Project implementation	PIU
<b>ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT</b>			
3.1	a. Prepare and implement a Waste Management Plan (WMP), as part of the ESMP prepared for the Project, to manage hazardous and non-hazardous waste, including e-waste consistent with ESS3.	Same timeframe as for the adoption and implementation of the ESMP under action 1.1 (a&b).	PIU
<b>ESS 4: COMMUNITY HEALTH AND SAFETY</b>			
4.1	<p>a. Assess and manage specific risks and impacts to the community arising from Project activities before commencement of any activities involving procurement or field operations, including inter alia behavior of Project workers, risks of labor influx, response to emergency situations, and include mitigation measures in the ESMP to be also incorporated in the site-specific ESMPs.</p> <p>b. Conduct a risk hazard assessment (RHA) as part of the ESMP. Based on the result of the RHA, prepare an Emergency Response Plan (ERP) as part of the ESMP, in coordination with the relevant local authorities and the affected community, considering the emergency prevention, preparedness, and response arrangements put in place for project workers under ESS2.</p> <p>c. Improve the system of medical waste management, increase awareness of labs staff and population on transmission of zoonotic diseases during project operation phase.</p>	<p>a. Prior to commencement of any activities involving procurement or field operations.</p> <p>b. Prior to commencement of any activities involving procurement or field operations.</p> <p>c. During the Project implementation</p>	PIU

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
<b>ESS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT</b>			
5.1	ESS5 is not currently relevant.	N/A	N/A
<b>ESS 6: BIODIVERSITY CONSERVATION AND SUSTAINABLE MANAGEMENT OF LIVING NATURAL RESOURCES</b>			
6.1	As part of the ESMP, incorporate wildlife-sensitive protocols, restricting vehicle/boat access in ecologically sensitive zones during sensitive periods (e.g., nesting, calving). The ESMP shall also include training activities for field staff, and coordinate with local protected area authorities.	Same timeframe as for the adoption and implementation of the ESMP under action 1.1 (a&b).	PIU
<b>ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES</b>			
7.1	ESS7 is not relevant as there are no IP/SSAHUTLC in Turkmenistan as per the standard definition of this standard.	N/A	N/A
<b>ESS 8: CULTURAL HERITAGE</b>			
8.1	ESS8 is not relevant since the Project does not finance any physical investments that may affect cultural heritage, both tangible and intangible. Similarly, the Project will not finance feasibility and design studies with impacts on cultural heritage.	N/A	N/A
<b>ESS 9: FINANCIAL INTERMEDIARIES</b>			
9.1	ESS9 is not relevant since the Project does not finance and/or involve financial intermediation activities.	N/A	N/A
<b>ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE</b>			
10.1	<b>STAKEHOLDER ENGAGEMENT PLAN</b> Prepare, disclose, and consult upon a Stakeholder Engagement Plan (SEP) for the Project, consistent with ESS10, which shall include measures to, inter alia, provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.	SEP to be disclosed by the Effective Date and thereafter implement SEP throughout Project implementation.	PIU
10.2	<b>PROJECT GRIEVANCE MECHANISM</b> Establish, publicize, maintain, and operate an accessible grievance mechanism, to receive and facilitate resolution of concerns and grievances in relation to the Project, promptly and effectively, in a transparent manner that is culturally appropriate and readily accessible to all Project-affected parties, at no cost and without retribution, including concerns and grievances filed anonymously, in a manner consistent with ESS10.	Establish the grievance mechanism no later than two months following the Effective Date and thereafter maintain and operate the mechanism throughout Project implementation.	PIU



MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
The grievance mechanism shall be equipped to receive, register, and facilitate the resolution of SEA/SH complaints, including through the referral of survivors to relevant gender-based violence service providers, all in a safe, confidential, and survivor-centered manner.	Prepare and disclose annual GRM analysis report.	

INDICATORS FOR IMPLEMENTATION READINESS
<p>The following actions are indicators for implementation readiness:</p> <p>Organizational Structure (Action A)</p> <p>Capacity Support (B)</p> <p>Regular Reporting (Action C)</p> <p>Project Grievance Mechanism (Action 10.2)</p>





## LEGISLATIVE BASIS

### National legislation:

- *The Constitution of Turkmenistan (2016);*
- *The Law of Turkmenistan "On Nature Protection" (2014);*
- *Law of Turkmenistan "On Specially Protected Natural Territories" (2012);*
- *The Law of Turkmenistan "On the Protection of Citizens' Health" (2020);*
- *The Law of Turkmenistan "On Environmental Information" (2020);*
- *The Law of Turkmenistan "On Environmental safety" (2017);*
- *The Labor Code of Turkmenistan (2009);*
- *The Land Code of Turkmenistan (2004);*
- *The Law of Turkmenistan "On State guarantees of ensuring equal rights and equal opportunities for women and men" (2015).*

### World Bank Standards:

- ***The World Bank Environmental and Social Standard (ESS) 10*** "Stakeholder Engagement and Information Disclosure" recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an important element of international practice" (World Bank, 2017: 97).

# IDENTIFICATION AND ANALYSIS OF STAKEHOLDERS

**Stakeholders** – include individuals or groups directly or indirectly affected by the project, as well as those who may be interested in the project and/or are able to influence its results both positively and negatively. To develop an effective SEP, it is first necessary to identify who the stakeholders are, their groups and subgroups.

In order to ensure effective and thoughtful interaction, the stakeholders of the proposed project can be divided into the following main categories:

**i. Affected stakeholders** – individuals, groups and organizations within the project's sphere of influence who are directly affected or may be affected by the project and/or who have been identified as the individuals (groups) most susceptible to project-related changes and who should actively participate in the process of determining impacts and their significance as well as in the decision-making process on mitigation or management measures;

**ii. Other stakeholders** – individuals, groups, or organizations who may not be directly affected by the Project, but believe that the project affects their interests, and/or who could in any way influence the project and its implementation process;

**iii. Vulnerable groups** – are persons who, due to their vulnerability, may be disproportionately affected or further disadvantaged in connection with the implementation of the project(s) in comparison with other groups, and for whom special interaction measures may be required in order to ensure their equal representation in the process of consultations and decision-making related to the project.

Stakeholder – Group	Stakeholder – Subgroup
<b>I. AFFECTED STAKEHOLDERS</b>	
<b>Governmental Authorities of Turkmenistan</b>	
Ministry of Agriculture (MoA)	<ul style="list-style-type: none"> <li>- State Veterinary Service</li> <li>- Veterinarians and inspectors</li> </ul>
Environmental Protection Ministry (EPM)	<ul style="list-style-type: none"> <li>- Specially protected natural territories (State nature reserves and sanctuaries)</li> <li>- Inspectors of nature reserves</li> <li>- Department for Cooperation with International Organizations</li> </ul>
Ministry of Health and Medical Industry (MHMI)	<ul style="list-style-type: none"> <li>- State Sanitary and Epidemiological Service, including regional ones (including checkpoints)</li> <li>- Public health laboratories</li> <li>- Medical Department of the Ministry of Health and Medical Industry (MHMI)</li> </ul>
Local governments (Hakimlik)	<ul style="list-style-type: none"> <li>- Governing bodies at the velayat level</li> <li>- Administrative bodies at the etrap and city levels</li> </ul>
Ministry of Finance and Economics (MoFE)	<ul style="list-style-type: none"> <li>- Project Implementation Unit</li> </ul>
<b>Public organizations, NGOs, and commercial (private) organizations</b>	
Environmental Protection Society	<ul style="list-style-type: none"> <li>- Society divisions</li> </ul>
Union of Industrialists and Entrepreneurs of Turkmenistan	<ul style="list-style-type: none"> <li>- Cattle farms</li> </ul>
Owners and shepherds of livestock	

Table below shows the key groups and subgroups of stakeholders who may be interested in the project “One Health” in Turkmenistan and/or are able to influence its results both positively and negatively

# Roles and influences of stakeholder groups in the “One Health” Project in Turkmenistan

Stakeholder – Group	Roles and Influences
<b>I. AFFECTED STAKEHOLDERS</b>	
<b>Governmental Authorities of Turkmenistan</b>	
Ministry of Agriculture	<ol style="list-style-type: none"> <li>1. Increasing the capacity of the State Veterinary Service to combat infectious animal diseases by evaluating the regulatory framework for infectious animal diseases;</li> <li>2. Study and update of legislative documents on priority zoonoses;</li> <li>3. Revision of veterinary rules, regulations, standard operating procedures for infectious diseases of animals, regulations on antimicrobial resistance, guidelines on food safety;</li> <li>4. Improvement of laboratory capacity and development of regulations through the purchase of appropriate laboratory equipment and consumables (reagents) for the diagnosis of priority zoonoses and infectious diseases;</li> <li>5. Purchase of veterinary instruments, disinfecting vehicles and equipment to be used during active epidemiological surveillance of zoonoses;</li> <li>6. Development of an improved veterinary epidemiological surveillance system based on the recommendations of an international expert and risk analysis;</li> <li>7. Conducting capacity-building trainings for veterinarians and other stakeholders, including flexible schedule trainings to address the needs of all participants, especially female specialists.</li> </ol>

Environmental Protection Ministry	<p>Improving field operations and wildlife health monitoring through procurement:</p> <ol style="list-style-type: none"> <li>1. Specialized materials to improve the safe, timely and efficient collection, storage and preliminary analysis of biological animal samples;</li> <li>2. Communication devices and binoculars for field workers of the State Nature Reserve to improve their ability to monitor and report on the results of epidemiological surveillance of wild animals and waterfowl during field work;</li> <li>3. Transport and IT equipment, as well as specialized technical assistance to strengthen monitoring and epidemiological surveillance of populations of migratory birds and wild animals by employees of the State Nature Reserve and other stakeholders (scientists, amateur ornithologists, non-governmental organizations, local communities), especially during periods of emergency caused by zoonoses</li> </ol>
Ministry of Health and Medical Industry (MHMI)	<p>Strengthening epidemiological surveillance capacity for priority zoonotic diseases (i.e., brucellosis, echinococcosis and rabies) and improving diagnostic coverage and quality in existing public health laboratories in the country by purchasing:</p> <ol style="list-style-type: none"> <li>1. IT equipment for updating the Automatic Data Control System (ACS) to include additional modules on epidemiological surveillance of priority zoonoses (for example, brucellosis, echinococcosis, rabies and plague) and facilitate electronic data exchange with the State Veterinary Service under the Ministry of Agriculture to obtain information on epidemiological surveillance in case of detection or suspicion of zoonotic infections, as well as animal populations;</li> <li>2. Diagnostic equipment and reagents for public health laboratories for rapid diagnosis of priority zoonoses (i.e., brucellosis and echinococcosis) and for preventive purposes;</li> <li>3. Accreditation of laboratories of public health organizations, including the hiring of an accreditation agency (for example, payment for accreditation by an ISO-accredited accreditation agency) according to international laboratory quality standards. The target standards for accreditation will include ISO15189 (i.e., special quality standards for</li> </ol>

## Roles and influences of stakeholder groups in the “One Health” Project in Turkmenistan

Local governments (Hakimlik)	Assistance to relevant ministries and departments in the implementation of the Project.
Ministry of Finance and Economics	Is the responsible party for the implementation of the Project. A Project Implementation Unit (PIU) will be established under the MoFE, which will coordinate incoming and outgoing flows of funds, among other things. Providing support to PIU with the creation and implementation of a monitoring and evaluation system and structure for managing, tracking and informing on the progress of the Project, including operating costs and compliance with fiduciary and ESS requirements, implementation of training programs for PIU employees, including with regard to gender issues.
<b>Public organizations, NGOs, and commercial (private) organizations</b>	
Environmental Protection Society	They can become project partners. They are potential partners in carrying out activities to inform about risks and prevent the dissemination of false information.
Cattle farms, owners and shepherds of livestock	They are one of the main beneficiaries of the Project to reduce the risk of transmission of pathogens from domestic and wild animals to humans and eliminate threats to the sustainability of food systems.



# Disadvantaged/Vulnerable Individuals or Groups

A person may be vulnerable due to their origin, gender, age, health status, unfavorable economic situation and financial insecurity, socially vulnerable position in society (for example, minorities or informal groups), dependence on other people or natural resources, etc. In order to interact with vulnerable populations and individuals, it is often necessary to take special measures and facilitate their participation in the decision-making process related to the Project, while ensuring that their awareness and contribution to the overall process are commensurate with other stakeholders.

Within the framework of the Project, vulnerable or disadvantaged groups of the population include the following categories of citizens:

- Elderly pensioners;
- Persons with disabilities;
- Pregnant women, infants and children;
- Female-headed households and/or single mothers raising minor children;
- Large families with low incomes;
- Unemployed;
- Residents of orphanages and orphanages, and people living in nursing homes;
- Stateless persons and refugees;
- Migrants.

Consultations with the affected groups in the communities are carried out using special tools and approaches, depending on the situation. A description of the methods of interaction within the framework of the project is presented in the following sections of this SEP

Analysis and prioritization of stakeholder groups based on level of interest and influence on the project\* (1)

Stakeholder	Description	Area of influence	Area of interest	Project Impact	Stakeholder Significance
Project Affected Parties					
Ministry of Agriculture	The Ministry responsible for agricultural management policies	National veterinary policy oversight, regulating project impacts on natural resources.	Maintaining operations and meeting new project standards.	Benefit from legislative assessment, improving laboratory capacity and developing regulations.	High
Environmental Protection Ministry	Ministry responsible for environmental protection policy	Supervision as the competent authority for the implementation of benefit-sharing plans developed for the Project.	Improvement of the field operations and wildlife health monitoring by purchasing the necessary equipment in specially protected natural areas.	Enhanced infrastructure and operational capacity.	High
Ministry of Health and Medical Industry	Responsible for public health policies and regulations  Government labs conducting research and diagnostics on public health	National health regulations and public health projects related to environmental impact  Maintaining standards and adopting new operational guidelines related to project activities	Ensuring project compliance with public health standards and policies  Benefit from renovation and new equipment, and enhanced skills from training sessions organized and implemented for the project.	One of the main implementing government organizations. Main project impact is strengthened existing infrastructure and systems for improved prevention, detection, and response to infectious diseases.	High

Analysis and prioritization of stakeholder groups based on level of interest and influence on the project\* (2)

Local governments (Hakimlik)	Local Administration responsible for managing and overseeing public services, implementing local policies, and ensuring the community's well-being.	Local administration represents local interests.	Ensuring transparency, accountability, and positive social and environmental outcomes.	Improved health, environmental and veterinary services in regions.	Medium
Ministry of Finance and Economics	Is the responsible party for the implementation of the Project. A Project Implementation Unit (PIU) will be established under the MoFE, which will coordinate incoming and outgoing flows of funds, among other things.	National and regional level coordination of public health, animal health, and environmental factors	Supporting integrated approaches to health and ensuring effective coordination of all sectors	Project implementation.	High
Environmental Protection Society	Organization representing civil interests and promoting environmental justice	Advocating for environmental causes at local, national, and regional levels	Ensuring transparency, accountability, and positive environmental outcomes	Improved health and veterinary services in the country.	Medium
Cattle farms	Communities reliant on farming and livestock for their livelihood	These stakeholders play a critical role in the formation of public opinion towards the Project and allowing for the smooth functioning of the Project.	Protecting their livelihoods and securing better resources	These stakeholders to benefit from the project with improved health and veterinary services and vaccination for their livestock.	Medium
Owners and shepherds of livestock					

## Analysis and prioritization of stakeholder groups based on level of interest and influence on the project\* (3)

Private legal entities and individuals engaged in the supply of machinery, equipment and reagents	Businesses involved in supplying goods and services for the project	Supply chain operations, providing necessary materials and services for project implementation	Maintaining business relationships and ensuring compliance with project	Partnership with the project.	Medium
Other Interested Parties					
International Organizations (World Bank)	International Financing Institution financing the Project	A project financing organization focused on the successful implementation of the project. Provides technical and advisory support during the implementation of the project.	Ensuring transparency, accountability, and positive social and environmental outcomes.	Greater development success and economic stability. The World Bank will see a solid return on investment, both financially and socio-economically, turning funds into lasting change.	High
Disadvantaged/Vulnerable Individuals or Groups					
Disadvantaged / vulnerable individuals or groups	Disadvantaged / vulnerable individuals or groups	Inclusive outcomes and stronger community support.	Ensuring their rights and accessibility needs are protected	Improved health and veterinary services in the country. Project support.	Low
For the purpose of analyzes: <ul style="list-style-type: none"> <li>• <u>Influence</u>: the social group is able to significantly influence the process of Project implementation;</li> <li>• <u>Interest</u>: a social group or individuals not necessarily directly affected by the Project may (or may not) show interest in it;</li> <li>• <u>Impact</u>: the implementation of the Project may significantly affect a certain social group (stakeholders).</li> </ul>					

## Methods of stakeholder engagement in the “One Health” program

<b>Websites</b>	The Project Assessment Document (PAD) and the Project Implementation Manual (PIM), as well as the Environmental and Social Commitment Plan (ESCP), and the SEP will be published on the official websites of partner ministries and agencies and the World Bank.	All stakeholders	Within 2 months from the Grant Agreement Effective Date
<b>Communication via phone and messengers, correspondence by email and in written form</b>	Distribution of reliable project information to government officials, organizations, agencies and companies and invitation of stakeholders to meetings.	Government officials, NGOs, public associations and development partners	Quarterly
<b>Internet/ Digital Media</b>	Use of the official websites of partnering and implementing Ministries and Agencies to promote various information and updates on the overall Project, impact assessment and impact management process, procurement, employment opportunities, as well as on Project's engagement activities with the public.	Project stakeholders and other interested parties that have access to the internet resources.	Within 3 months from the Grant Agreement Effective Date, and throughout Project implementation

<b>One-on-one interviews</b>	This will be used to solicit views and opinions on project impacts and solutions.	Vulnerable persons, public organizations, associations, NGOs, etc.	Within 2 months from the Grant Agreement Effective Date, and throughout Project implementation
<b>Workshops</b>	This channel will be used to: (i) Present project information to a group of stakeholders; (ii) Allow the group of stakeholders to provide their views and opinions; (iii) Use participatory exercises to facilitate group discussions, brainstorm issues, analyze information, and develop recommendations and strategies; and (iv) Recording of responses.	Government organizations, NGOs, public organizations, industry associations	Within 2 months from the Grant Agreement Effective Date

## Information disclosure strategy

Project stage	List of information to be disclosed	Method proposed	Target Stakeholders	Topic of consultation	Responsibility
Preparation and Design Phase	ESCP, SEP	Official websites	Stakeholders at the national, velayat and etrap levels.	Environmental and Social Management, procurement, Stakeholder engagement.	PIU
		Workshops	Velayat, etrap, and community levels	Project concept, method of selection of beneficiary communities, benefits, impact.	PIU, MoA, EPM, MHMI
		Public discussions and consultations with affected parties	Community-level stakeholders	Project concept, method of selection of beneficiary communities, benefits, impact.	PIU, MoA, EPM, MHMI
Implementation Phase	Environmental and Social Management Plan (ESMP), Labor Management Procedure, Occupational Health and Safety Plan, emergency preparedness and response  Project Monitoring and safeguard compliance report	Official websites	International, national, velayat and etrap level stakeholders	Projects benefits, impacts (Security, GRM, GBV issues and mitigation)	PIU, MoA, EPM, MHMI, Project Management Unit

Monitoring Phase	Quarterly and Annual Performance reports  Environmental and Social Audit reports  Updates on project activities	Bulletin boards, velayat and etrap branches of the MoA, EPM, MHMI	Stakeholders at the velayat and etrap levels	Project performance, GRM, Security, GBV education	Project Management Unit
Completion and Evaluation Phase	Project Completion Report	Institutional completion reports	All stakeholders	Project results	Project Management Unit

## Proposed Strategy to Incorporate the View of Vulnerable Groups

The **principle of inclusiveness** will guide the stakeholder engagements, particularly with respect to vulnerable individuals and groups. In cases where vulnerable status may lead to people's reluctance or physical incapacity to participate in large-scale community meetings, the project will hold separate small group discussions with them at an easily accessible venue. This way, the project will reach out to groups who, under normal circumstances, may be insufficiently represented at general community gatherings. Some strategies to be adopted to reach out to these groups include:

- Identify leaders of vulnerable and marginalized groups to reach-out to these groups.
- Maintain a database of marginalized groups through existing sector associations, such as the Association of the Disabled People, the Society for the Deaf and Dumb, etc.
- Leverage existing health and environmental projects that include vulnerable populations that overlap with this project to use their systems to identify and engage them.
- Involve community leaders, community organizations, and NGOs working with vulnerable groups.
- Organize face-to-face discussions in focus groups with these population groups.

## Resources Required

The project will be funded by a grant of \$ 1.79 million US dollars from the Pandemic Fund (which corresponds to the part of the multi-country project "Pandemic Preparedness and Response through the “One Health” Approach in Central Asia", for which the World Bank has been designated as the implementing organization and Turkmenistan as the beneficiary)

The following organizations were identified as implementing agencies:

- A. Ministry of Agriculture;
- B. Ministry of Environmental Protection;
- C. Ministry of Health and Medical Industry;
- D. National Coordination Structure "One Health";
- E. Project Implementation Unit under the Ministry of Finance and Economy.



## Project Implementation Arrangements (1)

In order to achieve the objectives of the Project, the implementing agencies will carry out the following activities with the relevant ministries and stakeholders in the country:

**Ministry of Agriculture (MoA):** The proposed measures are aimed at increasing the capacity of the State Veterinary Service to combat infectious animal diseases through legislative assessment, improving laboratory capacity and developing regulations. Activities include:

- Assessment of the legislative framework;
- Revision of legislative documents;
- Improvement of national epidemiological surveillance systems;
- Purchase of veterinary instruments;
- Providing field veterinarians with equipment.

**Environmental Protection Ministry (EPM):** The proposed measures are aimed at improving field operations and monitoring the health of wild animals by purchasing the necessary equipment. Activities include:

- Purchase of communication and surveillance equipment for state nature reserves;
- Purchase of equipment for animal treatment and testing

## Project Implementation Arrangements (2)

**Ministry of Health and Medical Industry (MHMI):** The proposed activities will aim to strengthen epidemiological surveillance capacity for priority zoonotic diseases (i.e. brucellosis, echinococcosis and rabies) and improve diagnostic coverage and quality in existing public health laboratories in the country. The proposed measures are aimed at modernizing the system supported by the COVID-19 Response Project, i.e., Automated Data Management for Sanitary and Epidemiological Surveillance (ADMSES) and diagnostic capabilities in microbiological and serological laboratories (which were supported by the Avian Influenza Project). Activities include:

- Purchase of IT-equipment for 95 facilities of the sanitary and epidemiological service of regional significance (including checkpoints).
- Purchase of diagnostic supplies and reagents for rapid diagnosis of brucellosis and echinococcosis.
- Accreditation of central public health laboratories.

**National Coordination Structure "One Health" (NCSOH):** The “One Health” project will provide support to Turkmenistan in the creation and implementation of the NCSOH. The main objective of NCSOH is to promote effective intersectoral coordination at the country (national) level. The NCSOH will include representatives of three line ministries participating in the “One Health” program (healthcare, agriculture/veterinary and environmental protection), as well as the Ministries of Finance and Economics. NCSOH will have a Secretariat to manage day-to-day functions to support the implementation of activities within the framework of the “One Health” Initiative in Turkmenistan. The NCSOH should be established on the basis of a ministerial order or resolution to fulfill the legal requirement of the World Bank within the framework of this project.

The Ministry of Finance and Economy has been appointed as the responsible party for the implementation of the One Health Program. A **Project Implementation Unit (PIU)** will be established under the MoFE.

## GRIEVANCE REDRESS MECHANISM (GRM)

The main objective of the Grievance Redress Mechanism (GRM) is to assist in the **timely, effective and efficient handling** of grievances and claims on issues related to the implementation of the Project, so that the result satisfies all stakeholders. In particular, it provides for a **transparent and reliable process to achieve fair, effective and sustainable results**. It also helps to build trust and cooperation, which are integral components of a broader community consultation process that facilitates the implementation of corrective actions.

In particular, GRM:

- Provides affected people with the opportunity to file a complaint (grievance) or resolve any dispute that may arise during the implementation of project activities;
- Ensures that appropriate and mutually acceptable corrective measures are identified and implemented to the satisfaction of the complaining party;
- Avoids the need to go to court.

## GRIEVANCE REDRESS MECHANISM IN TURKMENISTAN (1)

The Grievance Redress Mechanism under the project will be guided by the existing norms and procedures of the legislation of Turkmenistan governing issues of appeal, in particular:

- **The Constitution of Turkmenistan (2016);**
- **The Law of Turkmenistan "On Administrative Procedures" (2017);**
- **The Law of Turkmenistan "On Appealing to the Court the actions of State bodies, public associations, local self-government bodies and officials who violate the Constitutional rights and freedoms of citizens" (1998);**
- **The Law of Turkmenistan "On the Court" (2014);**
- **The Law of Turkmenistan "On the Ombudsman" (2016).**

According to the results of a preliminary assessment of the grievance filing and redress systems in Turkmenistan, it has been revealed that effective mechanisms exist in the country that are accessible to any person to address and appeal against any actions and omissions of officials, authorities, local governments and public associations.

## GRIEVANCE REDRESS MECHANISM IN TURKMENISTAN (2)

- As part of the awareness-raising campaigns, the PIU will ensure appropriate staff training and the availability of the necessary information and experience to conduct telephone consultations and receive feedback on issues related to the “One Health” program.
- The chain of grievance review actions includes **receipt of the grievance, registration, sorting, processing, confirmation, follow-up, verification, action or forwarding, and feedback.**
- To receive grievances, the project will use the systems and channels listed below (hotline, online, written, mailbox, and telephone complaint channels) to ensure that all information related to the project is disseminated and complaints and responses are adequately monitored, followed by review and resolution.
- All grievances which are received by employees of the PIU, the World Bank and other channels for receiving and collecting grievances are recorded in the **registration log**, which indicates the type of grievance, details of the problem, contact details of people, deadline and agreed actions.
- The grievances received are forwarded to the relevant employees of the PIU, for sorting and deciding on further processing and follow-up. If the grievance falls within the competence of another organization or ministry (for example, it concerns migration, travel, compensation, etc.), the grievance is forwarded accordingly. The actions taken or the completion of the response are recorded in the log.

## Channels for accessing information on the One Health project and submitting grievances to the PIU:

- Central Hotline: +993 12 39-45-13; , 39-45-91, 39-45-05;
- E-mail: [6.4min@fineconomic.gov.tm](mailto:6.4min@fineconomic.gov.tm), [info@fineeconomic.gov.tm](mailto:info@fineconomic.gov.tm)
- Oral or written grievances received during work meetings and personal reception;
- Incoming correspondence delivered by courier to the PIU at the MoFE of Turkmenistan;
- Incoming mail received: *Archabil avenue 156, Ashgabat city, Turkmenistan*
- The contact phone number of the public reception of the PIU: +993 12 39-45-05;
- Feedback link on the MoFE of Turkmenistan website: [www.fineconomic.gov.tm](http://www.fineconomic.gov.tm)

Anonymous grievances are also accepted through any of these channels. In addition, there is a special window for handling complaints related to **Gender-Based Violence**, and all appeals should be considered separately and remain completely confidential.

## The World Bank Grievance System:

- E-mail: [grievances@worldbank.org](mailto:grievances@worldbank.org)
- Fax: +1.202.614.7313
- Incoming mail received: *The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA*
- Through the World Bank Representative Office in the country: Ashgabat city, UN Building, Archabil avenue 21, 744036, Ashgabat, Turkmenistan.
- Telephone: +993 12 487450
- E-mail: [ashgabat@worldbank.org](mailto:ashgabat@worldbank.org)

## RECEIVING OF GRIEVANCES

Upon receiving a grievance related to the project, the following points are determined:

- Type of grievance;
- Grievance category;
- Persons responsible for examining and reviewing the grievance;
- The time limit for reviewing the grievance;
- Coordinated actions.

After determining the type of grievance, the responsible person registers the detailed information in the appropriate correspondence journal. The person who filed the grievance receives a notification by phone or e-mail about the following:

- Full name of the contractor to whom the grievance was sent;
- Review period (no more than 30 days from the date of registration, in case of an emergency, appropriate measures are taken within 5 working days);
- The relevant deadlines and actions are determined in accordance with the instructions of the PIU at the MoFE of Turkmenistan on handling grievances.

## NOTIFICATION

The notification is recorded in the outgoing correspondence log. The specialist of the PIU at the MoFE of Turkmenistan responsible for grievances will ensure proper handling of the grievance.

If the person who filed the grievance **is not satisfied** with the decision taken as a result of the consideration of the grievance, he has the **right to appeal** such a decision. The application for appeal is considered by the Head/Project Coordinator or PIU specialists. After reviewing the appeal application, if the citizen/beneficiary is not satisfied with the decision, he/she has the right to appeal against such decision or apply to the grievances system, as indicated in Section 5.1 of this Plan.

In addition, Grievance Committees will have a special window to address issues related to sexual-based violence and sexual abuse/harassment (SBV/SH). In order to ensure effective functioning, the PIU assists in:

- (i) raising awareness among workers and communities;
- (ii) ensuring that relevant stakeholders understand what can and should not be done; and
- (iii) providing information on ways to report cases of SBV/SH; and
- (iv) the development of protocols to address issues, taking into account the sensitivity of the communication and respect for the confidentiality of the data of the affected persons..



## Monitoring and Reporting on Grievances

The contact persons for filing a complaint with the PIU at the MoFE of Turkmenistan and the World Bank are responsible for:

- Collection and analysis of high-quality data received from a Grievance Liaison Specialist on the number, content and status of grievances, and uploading them to a single project database;
- Monitoring unresolved issues and proposing measures to resolve them;
- Preparation of quarterly reports on the mechanisms of the GRM for submission to the World Bank.

The quarterly reports for the World Bank will include a section related to the GRM containing updated information of the following nature:

- The status of the implementation of the GRM (procedures, training, public awareness campaigns, budgeting, etc.);
- qualitative data on the number of grievances received (applications, suggestions, complaints, requests, positive feedback), with a separate indication of grievances related to forced relocation and the number of resolved grievances, if any;
- Quantitative data on the type of grievances and responses to them, questions submitted, and grievances that remain unresolved;
- the level of satisfaction with the measures taken (response);
- Corrective measures taken.

# World Bank Grievance Redress System

Communities and individuals who believe that a project supported by the World Bank has had an adverse impact on them can also file a grievance directly with the Bank through the Bank's Grievance Service (GS). (<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service> ). A grievance can be filed in English, Turkmen or Russian languages, although additional time will be required to consider grievances filed in languages other than English. A grievance can be submitted to the Bank's GS through the following channels:

- E-mail: [grievances@worldbank.org](mailto:grievances@worldbank.org)
- Fax: +1.202.614.7313
- Mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
- Through the World Bank Representative Office in the country: in Ashgabat, the UN Building, Archabil Avenue 21, 744036, Ashgabat, Turkmenistan. Tel. +993 12 487450, [ashgabat@worldbank.org](mailto:ashgabat@worldbank.org)

The grievance must clearly indicate the adverse impact(s) allegedly or allegedly incurred in connection with the implementation of a project supported by the World Bank. It is necessary to attach the available documents and correspondence, if possible. The person who filed the grievance may also indicate the desired outcome of the grievance. Finally, the grievance must include the person(s) who filed the grievance, or their designated representatives, and contact information. Grievance filed through the GS are dealt with promptly, which provides an opportunity to respond quickly to problems related to the project.

In addition, communities and individuals affected by the project can file a grievance with the World Bank's Independent Inspectorate, which determines whether harm has been caused or could have been caused as a result of the World Bank's failure to comply with its policies and procedures. A grievance can be filed with the Independent Inspectorate at any time after the World Bank has been notified of the relevant issues and after the World Bank Management has been given the opportunity to respond to it. To get information on how to file a grievance with the World Bank's Independent Inspectorate, follow the link: [www.inspectionpanel.org](http://www.inspectionpanel.org)

**Step 1.** Submission (Day 0–1)



**Step 2.** Registration & Acknowledgement (within 3 days)



**Step 3.** Sorting & Assignment (Day 3–5)



**Step 4.** Investigation & Corrective Action (Day 5–20)



**Step 5.** Response & Feedback to Complainant (Day 20–30)



**Step 6.** Appeal / Escalation (immediately after decision, if unsatisfied)



**Step 7.** Closure & Reporting (Quarterly aggregation & WB reporting)

PROJECT GRM PROCESS FLOW (CHART)

## MONITORING AND REPORTING

Monitoring and tracking interactions with stakeholders is important to ensure effective continuous communication and follow-up, as well as to minimize omissions and monitor the fulfillment of important commitments. The “One Health” program will keep a log of interactions with stakeholders, which records all completed or planned interactions with stakeholders. The interaction log includes information about the location and dates of meetings, seminars, and discussions, as well as a description of the parties affected by the project and other stakeholders consulted. The monitoring reports submitted to the PIU and the Bank will include logs of interaction with stakeholders, as well as feedback from the GRM. This may also include, for example, information on how the Ministry implementing the project responded to concerns raised, how these responses were communicated to those consulted, details of outstanding issues and any planned follow-up actions. The annual reporting on the SEP will be part of the project monitoring report.

The project will also develop an evaluation form to assess the effectiveness of each formal interaction process. The questions will be written in such a way that they are suitable for the appropriate audience.

## **Involvement of Stakeholders in Monitoring Activities**

Project Implementation Group will oversee the implementation of the SEP. The Environmental and Social Affairs Specialist, together with the Project Monitoring and Evaluation Specialist, will monitor the implementation of this Stakeholder Engagement Plan in accordance with the requirements of the legal agreement, including the Environmental and Social Commitment Plan (ESCP). The team will monitor and document any commitments or actions agreed upon during the consultation, including changes resulting from changes to the project structure or the ESCP.

Data for monitoring beneficiaries, businesses, associations, and organizations, as well as training service providers, will be collected through self-reporting, according to a schedule, and using standardized forms and procedures. Information from these beneficiaries will also be collected during monitoring visits by employees of ministries and implementing agencies.

## **Reporting to Stakeholder Groups**

Reports for stakeholder groups will be compiled in various ways, including annual national performance review meetings for all implementing agencies. Through the planned communication channels, the results of the project will be disseminated to stakeholders at the national and subnational levels.



THANK YOU FOR YOUR ATTENTION!

## MINUTES OF STAKEHOLDERS CONSULTATIONS

MINUTES OF STAKEHOLDERS CONSULTATIONS			
A	Project Title:	Turkmenistan “One Health” Project for Pandemic Prevention, Food Systems Resilience, and Ecosystem Health (P512354)	
B	Stakeholder Title:	MoA, EPM, MHMI, MoFE, Local governments, the Society for Environmental Protection, the Union of Industrialists and Entrepreneurs, owners and shepherds of livestock	
Note: This document provides a working summary of the main facts captured during the consultation/ key informant interview held and should not be treated as formal minutes. It is therefore deliberately not exhaustive or chronological. Its purpose is to record significant information/ feedback and not intended for official review or approval.			
C	Basic details:	Public Consultations of the Project	
	Location:	Ashgabat, Building of the Ministry of Finance and Economy of Turkmenistan	
	Date:	December 15, 2025	
D	Attended BY: (Attendance List is attached)		
	Full Name	Organization	Designation
E	Purpose of Consultation:		
	1. Presentation of the project to the stakeholders 2. Disclosure of information about the project 3. Presentation of the SEP and the ESCP. 4. Receiving feedback from stakeholders on the implementation of the project.		
F	Key Points Discussed: (Agenda is attached)		
	1. “One Health” Project. 2. ESCP 3. SEP 4. GRM		
	Key concern and suggestion expressed by Stakeholders:		
	<div>1. 10:00 – In her opening speech, the Head of the Consolidated Department of Public Finance and Economic Policy of the MoFE of Turkmenistan, Ms. Galina Romanova, welcomed and thanked all participants in the public consultations and outlined the goals and objectives of the One Health Project in Turkmenistan.</div> <div>2. 11:00 – The EPM specialist, Mr. A. Kajarov, asked to clarify the contact persons from the PIU (MoFE) with whom it will be necessary to communicate during the planning and implementation of the One Health Project in Turkmenistan. The Chief Specialist of the International Department of the MoFE, Mr. Durdydev S., explained that he and Mr. Mammetgulyev M., who is also the chief specialist of the international department of the MoFE, are such persons.</div> <div>3. 11:10 – Mr. A. Kajarov and the regional coordinator for the development of the One Health Action Plan in Central Asia (CAREC), Ms. M. Chommadova, asked to clarify whether it is necessary to develop the relevant Plans mentioned in the ESCP and the SEP, such as an Emergency Response Plan, a Waste Management Plan, and an Environmental and Social Management Plan separately for each beneficiary (ministry), or you can use existing relevant plans. The World Bank's specialist in the field of environmental protection, Ms. Zhurumbetova Zh. explained that the PIU specialists would develop general plans for the Project as a whole, while for each individual activity (including procurement), the beneficiary should develop its own specific plan for this activity, including a Environmental and Social Management Plan (ESMP). It was also noted that the ESMP is included in the tender documentation for the selection of suppliers..</div>		

	<p>4. 11:20 – Mr. Kajarov A. asked to clarify the personnel selection procedure to the PIU, and Ms. Chommadova M. noted the absence of a healthcare specialist in the PIU. Mr. Durdyev explained that a competition will be held to select personnel/specialists for the PIU. He also explained that, if necessary, it is planned to involve additional experts/consultants on a short-term basis. Mr. Durdyev noted that the PIU will act as a Project Coordinator and work closely with the beneficiaries of the Project, he also asked stakeholders to actively participate in the Project. The issue of developing appropriate plans will be considered at the next meeting of the National Coordination Structure "One Health", which includes all beneficiaries of the Project, as well as the MoFE/PIU.</p> <p>5. 12:05 – All interested parties asked to clarify what exactly will be purchased as part of the Project. Mr. Durdyev explained that a Procurement Plan is being created, agreed with all interested parties, according to which the necessary funds will be purchased. Mr. Durdyev also explained the procurement procedure and that the Procurement Plan may change as needed by stakeholders and in agreement with the World Bank. All changes in the Procurement Plan should be reflected in the SEP.</p> <p>6. The representative of the MHMI, Ms. M. Chommadova, asked to consider the possibility of accreditation of the laboratory by an international company without holding a tender. Mr. Durdyev agreed to consider this issue according to the Procurement Plan..</p> <p>7. 12:40 – In conclusion, Mr. Durdyev thanked all interested parties for participating in these public consultations and asked them to actively participate in the implementation of the One Health Project in Turkmenistan.</p>
<b>G</b>	<p>Minutes was prepared by: Didar Gurbanov</p> <p>Date: December 15, 2025</p>



**STAKEHOLDER ENGAGEMENT ACTIVITIES LOG**  
**«One Health» Project In Turkmenistan**

Sr. No.	Stakeholder Groups	Date	Location and Venue	Purpose of Engagement	Key outcomes and Actions	Number of participants (male/female)	Reference to records
1	1) Ministry of Agriculture (MoA) 2) Environmental protection Ministry (EPM) 3) Ministry of Health and Medical Industry (MHMI) 4) Local governments (Hakimlik) 5) Ministry of Finance and Economy (MoFE) 6) Environmental Protection Society 7) Union of Industrialists and Entrepreneurs (UIE) of Turkmenistan 8) Livestock owners and shepherds	December 15, 2025	Ashgabat, Building of the Ministry of Finance and Economy of Turkmenistan	Public Consultations of the ESCP and SEP of “One Health” Project	Public Consultations of the Project, including discussion of the ESCP, SEP and GRM.	20 (men – 17, women - 3)	<a href="https://fineconomic.gov.tm/one-health#PDF_LINK_1">https://fineconomic.gov.tm/one-health#PDF_LINK_1</a>





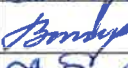













# СПИСОК УЧАСТВУЮЩИХ

Проект: «Единое здоровье» для предотвращения пандемий, устойчивости продовольственных систем и здоровья экосистем Туркменистана (P512354)

Дата: 15 Декабря 2025 года

Время: 09:30-13:15

Место проведения: г. Ашхабад, Здание Министерства Финансов и экономики

№ п/п	ФИО	Организация/ заинтересованная сторона	Должность	Подпись
1	Клиш	Центр обществ. здоровья и экос.	директор	
2				
3	Халмгересов Пеначулы	Мин. фин.	гл. спец.	
4	Дурдыев Сулейман	международ. отдел	гл. спец.	
5	Мамметгулов М	международ. отдел	гл. спец.	
6	Ходжаев Н.	международ. отдел	гл. спец.	
7	Чимматова И.	РНИУА	Ремонт. коорд.	
8	Чарыев Б	Сельскохозяй. отдел	нач. отдела	
9	Аннопольев Т	Мин. фин. и экос.	гл. спец.	
10	Тараев Беренг	Мин. сел. хоз.	Начальник от.	
11	Ялимов Насирназар	Мин. здрав.	вз. спец. зап. коз. от.	
12	Шариева Анура	Мин. Фин	вед. спец. БЭС	
13	Mubabayan S.	Min Fin	КОМП	
14	Soltanmuradov Aalam	Water management	Boleyn baslym	
15	Mubammetgulyev M	T-5 Oba hojalyk min.	bag hyman	
16	Sapargal Kerim	T-5 Oba hojalyk min.	bag hyman	
17	Гармашев А.А.	Turkmenistan	Мин. вод.	
18	Galina Romanova	Min Fin	Мин. вод.	
19	Надирсаров А.	МОЮС	Мин. вод.	
20	Гурбанов Ф	ВБ	консультант	
21				
22				
23				
24				
25				
26				
27				
28				



*Turkmenistan “One Health” Project for  
Pandemic Prevention, Food Systems  
Resilience, and Ecosystem Health*



Presentation and public consultation on:

- ***Environmental and Social Commitment Plan (ESCP)***
- ***Stakeholders Engagement Plan (SEP)***

AGENDA

**Date:** December 15, 2025

**Time:** 09:30-13:15

**Venue:** Ashgabat, Building of the Ministry of Finance and Economy

**Organizer:** Ministry of Finance and Economy of Turkmenistan

**09:30 – 10:00**

1. Registration:

- Registration of Participants
- Distribution of materials (SEP and ESCP)

**10:00 – 10:20**

2. Opening of consultations:

- Welcome speech by the MoFE
- Representation of the MoFE team and representatives of the World Bank
- Purpose and format of the event

**10:20 – 10:30**

3. Introduction to the concept of "One Health":

- What is "One Health"?
- The intersectoral nature of the approach
- Contribution to the sustainable health of humans, animals and ecosystems

**10:30 – 10:45**

4. Overview of the “One Health” Project in Turkmenistan:

- Background of the project
- Participation of five Central Asian countries
- Financing
- Program Development Objective (PrDO)
- Key project Components

**10:45 – 11:00**

5. Institutional structure and roles of participants:

- Project Implementation Unit (PIU)



*Turkmenistan “One Health” Project for  
Pandemic Prevention, Food Systems  
Resilience, and Ecosystem Health*



- National Coordination Structure "One Health"
- Roles of ministries: MoA, EPM, MHMI

**11:00 – 11:20**

**6. Ecological and Social Principles of the World Bank:**

- Ecological and Social Principles of the World Bank
- Ecological and Social Standards of the World Bank
- Project applicable SES

**11:20 – 11:40**

**7. Presentation of the Environmental and Social Commitment Plan (ESCP):**

- Key measures and commitments
- Monitoring, reporting, and revision of the ESCP
- Detailed presentation of the ESCP for the “One Health” Project in Turkmenistan

**11:40 – 12:00**

**8. Presentation of the Stakeholders Engagement Plan (SEP):**

- SEP objective, legislative basis
- Categories of stakeholders, their roles and influences
- The impact and importance of stakeholders for the Project
- Stakeholder engagement methods and information disclosure strategy
- Resources and project implementation mechanism

**12:00 – 12:15**

**9. Break:**

**12:15 – 12:35**

**10. Grievance Redress Mechanism (GRM):**

- GRM Principles
- National system + World Bank system
- Grievance submission channels
- Special procedure for handling grievances on gender equality and harassment
- The process from submission to closing

**12:35 – 13:05**

**11. Q&A session / Discussion with participants:**

- Questions on SEP, ESCP, GRM
- Comments from the public



*Turkmenistan “One Health” Project for  
Pandemic Prevention, Food Systems  
Resilience, and Ecosystem Health*



- Discussion of proposals

**13:05 – 13:15**

**12. The final word:**

- Summary of key discussions
- Next steps of the project
- Thanks to the participants for their participation



Photo report on the public consultations held in the building of the Ministry of Finance and Economy of Turkmenistan on December 15, 2025.

Presentation of the Environmental and Social Commitment Plan and Stakeholders Engagement Plan  
Turkmenistan “One Health” Project for Pandemic Prevention, Food Systems Resilience, and Ecosystem Health.









