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Financing Facility (KazREFF) - Strategic
Environmental Review*

Stakeholder Engagement Plan

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TABLE OF CONTENTS

1.0	INTRODUCTION.....	1
1.1	PROJECT BACKGROUND	1
1.2	OBJECTIVES OF STAKEHOLDER ENGAGEMENT PLAN (SEP)	3
1.3	STRUCTURE OF SEP	3
2.0	REGULATORY CONTEXT.....	4
2.1	KAZAKHSTAN NATIONAL LEGISLATION FOR PUBLIC CONSULTATION	5
2.2	THE EU SEA DIRECTIVE	8
2.3	EBRD REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT AND PUBLIC CONSULTATIONS	8
3.0	SUMMARY OF STAKEHOLDER CONSULTATIONS	10
3.1	EBRD PREVIOUS STAKEHOLDER ENGAGEMENT AND CONSULTATIONS IN KAZAKHSTAN	10
3.2	KAZREFF SER CONSULTATIONS.....	10
4.0	STAKEHOLDER IDENTIFICATION AND COMMUNICATION	13
5.0	INFORMATION DISCLOSURE AND STAKEHOLDER ENGAGEMENT PROGRAMME.....	19
5.1	INFORMATION DISCLOSURE	19
5.2	STAKEHOLDER ENGAGEMENT AND CONSULTATION PROGRAMME.	22
6.0	ROLES AND RESPONSIBILITIES.....	26
7.0	COMMENTS ON THE SER	27
8.0	GRIEVANCE MECHANISM.....	29

TABLE OF CONTENTS (CONTINUED)

LIST OF TABLE

<i>TABLE 4.1: KAZREFF SER STAKEHOLDER IDENTIFICATION, ENGAGEMENT AND COMMUNICATION METHODS.....</i>	<i>15</i>
<i>TABLE 5.1: TIMEFRAME FOR EACH EVENT/ACTIVITY</i>	<i>23</i>

LIST OF FIGURE

<i>FIGURE 1.1: KAZREFF SER PROCESS AND STAKEHOLDER ENGAGEMENT</i>	<i>2</i>
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LIST OF APPENDICES

<i>APPENDIX A</i>	<i>INITIAL CONSULTATION MATRIX</i>
<i>APPENDIX B</i>	<i>TIMETABLE FOR KazREFF SER REPORT PUBLIC DISCLOSURE AND CONSULTATION</i>
<i>APPENDIX C</i>	<i>LIST OF STAKEHOLDERS IDENTIFIED DURING THE KazREFF SER INITIAL AND SCOPING CONSULTATIONS (APRIL-MAY 2013)</i>
<i>APPENDIX D</i>	<i>GRIEVANCE AND COMPLAINTS SAMPLE FORM</i>

Abbreviations

EBRD	European Bank for Reconstruction and Development
EC	European Community
EIA	Environmental Impact Assessment
EU	European Union
NGO	Non-governmental organization
OVOS	National EIA procedure
PP	Plan and program
PR	Performance Requirement
SEA	Strategic Environmental Assessment
SEP	Stakeholder Engagement Plan
SER	Strategic Environmental Review
TBI	To be identified
KazREFF	Kazakhstan Renewable Energy Financing Facility

1.0 INTRODUCTION

This Stakeholder Engagement Plan (SEP) provides the requirements for stakeholder engagement and public consultation process, stakeholder identification and grievance mechanism planned for the Strategic Environmental Review (SER) of the Kazakhstan Renewable Energy Financing Facility (KazREFF) Programme.

1.1 Project Background

In order to help Kazakhstan meet its goal for renewable energy generation and encourage businesses to pursue sustainable energy projects, the European Bank for Reconstruction and Development (EBRD) has launched KazREFF. The KazREFF is aimed at providing development support and debt finance to renewable energy projects, which meet required commercial, technical and environmental criteria. Renewable energy technologies supported will include solar, wind, small hydropower, geothermal, biomass, and biogas.

In co-operation with the national authorities in Kazakhstan, EBRD has commissioned a Strategic Environmental Review (SER) focusing on renewable energy technologies in Kazakhstan. The SER will be undertaken in collaboration with key stakeholders in the area of renewable energy development in Kazakhstan, representatives from ministries, regulators, developers, local power utilities, and other stakeholders. When complete, the SER will:

- Identify areas of Kazakhstan that are suitable to developing each type of renewable energy;
- Identify commercial, technical, regulatory and environmental constraints to developing renewable energy in these areas; and
- Identify potential cumulative social and environmental impacts associated with developing renewable energy projects.

The main purpose of the SER is to develop a clear review process for later environmental and social reviews of specific renewable energy projects.

The SER will be a useful tool for identifying optimal renewable energy development areas and critical environmental and social protection areas that would be used by national authorities and developers to

guide and encourage renewable energy development in Kazakhstan. The SER is evaluating the impacts of developing renewable energy projects on environmental resources, communities, and the economy. It is identifying strategies to avoid, minimize, and mitigate those impacts while moving projects forward.

EBRD considers stakeholder engagement as an essential part of good business practices and corporate citizenship, and a way of improving the quality of projects. In particular, effective community engagement is central to the successful management of risks and impacts on communities affected by projects, as well as to achieving enhanced community benefits. Performance Requirement 10 (PR10) “Information Disclosure and Stakeholder Engagement” Para.3 of EBRD Performance Requirements (EBRD’s Environmental and Social Policy (2008) is shown as follows.

3. Stakeholder engagement is an on-going process involving:
- i. the client’s public disclosure of appropriate information so as to enable meaningful consultation with stakeholders,
 - ii. meaningful consultation with potentially affected parties, and
 - iii. a procedure or policy by which people can make comments, or complaints. This process should begin at the earliest stage of project planning and continue throughout the life of the project.

With respect to EBRD requirements, the KazREFF SER process and stakeholder engagement are organized shown in Figure 1.1 below.



Note: The kazREFF Web site will be open throughout the process and even after the project.

Figure 1.1: KazREFF SER Process and Stakeholder Engagement

1.2 Objectives of Stakeholder Engagement Plan (SEP)

The primary objective of the SEP is to map out the strategy for engaging the various stakeholder groups and public in the activities of the KazREFF SER. The SEP will identify and describe key KazREFF SER stakeholders, public and other interested groups. It will also summarize the process of how consultation will work, how feedback and comments will be taken into account and how any grievances will be handled.

1.3 Structure of SEP

The remainder of this SEP is organized as follows:

- Chapter 2 briefly describes applicable regulations and requirements for stakeholder engagement and public consultations;
- Chapter 3 summarizes previous and on-going stakeholder engagement and public consultation activities;
- Chapter 4 identifies KazREFF SER stakeholders and describes communication methods with them;
- Chapter 5 describes the stakeholder engagement program and disclosure of information;
- Chapter 6 describes roles and responsibilities for handling the SER consultation and information disclosure process; and
- Chapter 7 and Chapter 8 describe how the comments on the SER can be submitted and defines a grievance mechanism by which feedback, comments, concerns and complaints may be communicated to SER developers and how these grievances and comments will be handled.

The KazREFF SER stakeholder engagement process has been designed in line with best international practice, requirements of EBRD's Environmental and Social Policy (2008), and more specifically the PR10 "Information Disclosure and Stakeholder Engagement", which stipulates the requirements for information disclosure and stakeholder engagement. In addition, the KazREFF SER Project is guided by the EU Strategic Environmental Assessment Directive (EU SEA Directive 2001/42/EC) as part of EBRD requirements and the SEA Protocol to the UNECE Espoo Convention, as part of Kazakhstan requirements.

In the Republic of Kazakhstan, the requirements for public consultations within the framework of international legislation are stipulated by the Aarhus convention on the access to environmental information and public participation in environmental decision making which was ratified by Kazakhstan in 2000 (Kazakhstan Law on ratification No 92-II dated 23 October 2000). In accordance with the Aarhus convention, the right of the public to be informed about the environmental conditions and environmental emissions and discharges; the right to public consultations in regards to proposed projects or programmes which may influence on the environment; and the right to file complaints when the public supposes that consideration of environmental issues is insufficient have been established by law in the Republic of Kazakhstan.

It is important to note that the KazREFF SER is not intended to support decision making of a particular national authority; rather, it is undertaken to support the EBRD's planning for its KazREFF program implementation in Kazakhstan; for this reason it is called a *Strategic Environmental Review*, not *Assessment*. This SER is not designed to meet the criteria for obligations under Kazakhstan's ratification of the UNECE SEA Protocol.

According to the national legislation, there is no legal requirement or responsibilities to carry out a Strategic Environmental Assessment (SEA) on the proposed lending facility.

The current SER is not, strictly speaking, subject to national regulations; however, the national regulations have been considered in designing the stakeholder engagement processes for the KazREFF SER. The national legislation for public consultation is discussed in the sections below.

2.1 Kazakhstan National legislation for Public Consultation

According to Kazakhstan Environmental Code (2007), Article 57 par. 2-4:

- All interested people and public associations are allowed to express their opinions during the State environmental expertise;
- Public hearings should be conducted for all projects which may directly influence the environment and public health;
- Action plans of environmental protection developed for Category I and II facilities to obtain environmental emission permits shall be a subject of public hearings; and
- A procedure of public hearings shall be established by the appropriate authority in the area of environmental protection and stipulate for:
 - Stakeholder identification;
 - Designation of locations where information and consultations can be obtained;
 - Indication of the manner of informing the public (placing posters in special locations, publication in newspapers, arrangement of exhibitions representing plans, drawings, tables, charts and models);
 - Determination of the way of public consultations (written representations, public opinion polls); and
 - Timing of public hearings.

After making a decision at the conclusion of State environmental review, all stakeholders are allowed to receive information on a subject of the review.

Under the Environmental Code (Article 163), all environmental information is available to the public except as exempt by Kazakhstan legislation. The access to certain information and data which are the publicly available environmental information is ensured through their provision upon requests of physical and legal entities, publication in mass media, special publications, Internet posting and by using other publicly available information and communication means.

As per the “Instructions on the environmental impact assessment of proposed economic of other activities when development of

pre-planning, planning, pre-design and design documentation” (the Order of Kazakhstan Ministry of Environmental Protection No 204-p dated 28 June 2007) a Project originator in the course of all environmental impact assessment (EIA) stages shall:

- Ensure awareness and participation of the interested public in EIA implementation process; and
- Ensure the access of the interested public to EIA materials.

The main organizational arrangements for consideration of public opinion are public hearings. EIA results related to a proposed economic activity which may significantly influence on the environment and human health shall be the subject of public hearings.

“The Rules for implementation of public hearings” (the Order of Kazakhstan Ministry of Environmental Protection No 135 dated 7 May 2007) are based on the principles of ensuring the constitutional rights of citizens and public associations of the Republic of Kazakhstan on timely obtaining an accurate and full information on the environmental conditions and public participation in the process of decision-making concerned with environmentally significant issues. Participants of public hearings are:

- Stakeholders;
- Public and non-government organizations and associations;
- Local executive and representative authorities, state authorities which are competent to take decisions under consideration; and
- Mass media.

According to the “The Rules for implementation of public hearings” a Project originator of the proposed economic activity should arrange public hearings to discuss EIA materials. Also, the Project originator should agree in advance with local executive authorities the place and time of public hearings and publish an announcement in mass media about future public hearings on EIA materials indicating the place and time of their implementation. The announcement should also contain contact details of locations (offices) where public representatives can be familiarized with EIA materials. Starting from the moment of official announcement on public hearings, a Project originator shall ensure the access of public representatives to EIA materials.

On the day of public hearings their participants shall be registered at the appointed time and location. Public hearings are conducted

irrespective of the number of available public representatives including public concerned, who came at the appointed time. An agenda, scheduled procedure to be approved by majority vote and a chairman and a secretary are elected.

In the course of public hearings everyone has the right to speak and ask questions to speakers under the established procedure. The speakers answer questions made by public representatives. A project originator shall record and gather all reports, questions, answers and speeches. The results of public hearings shall be recorded in the Minutes of Public hearings which to be signed by a chairman and a secretary.

A project originator and EIA developer should analyse public hearing comments and results and make a decision on project modification with consideration of public opinion, if required.

“The Rules for the access to environmental information on the procedure of Environmental impact assessment and decision-making process in regards to proposed economic or other activities” (the Order of Kazakhstan Ministry of Environmental Protection No 238-p dated 25 July 2007) are applicable for a period of State environmental expertise of pre-design and design documentation on the proposed economic activity related to EIA. Stakeholders may obtain access to materials of the State environmental expertise upon written request to the appropriate authority. Stakeholders may submit their suggestions and comments concerning EIA project to the appropriate authority in written.

2.2 The EU SEA Directive

The process outlined in this SEP meets the requirements of the SEA Directive. The SEA process is based on a systematic approach to ensure significant cumulative environmental and socio-economic effects arising from the adoption and implementing of plans and programmes (PPs) are assessed, mitigated, communicated to decision-makers, monitored and that opportunities for public involvement are provided. Such an assessment is performed on a programmatic level and is based on integrated approach. There are two key components of the assessment:

- Preparation of an environmental report that identifies, describes and evaluates the likely significant cumulative environmental effects of plans/programmes implementation, as well as discusses reasonable alternatives; and
- Conducting stakeholder and public consultations (with the local authorities having environmental responsibilities, other authorities, the public that is affected or likely to be affected, or having interest in, relevant NGOs, academic institutions and other interested parties) .

The environmental report, addressing all issues associated with scoping, analysis of alternatives, identification and analysis of effects, monitoring the environmental effects and the results of stakeholder and public consultations is to be considered prior to adoption of the plan/programme.

2.3 EBRD Requirements for Stakeholder Engagement and Public Consultations

EBRD requires a SEP to be disclosed during scoping and SER report consultation stages to inform the public on opportunities for consultation/comments and provide a process for communicating grievances.

Key principles, requirements, methodological and procedural aspects of stakeholder engagement process for projects financed by EBRD are described in detail in EBRD 2008 Environmental and Social Policy, PR10 "Information Disclosure and Stakeholder Engagement"¹. PR10 outlines a systematic approach to stakeholder engagement that will

¹ EBRD Environmental and Social Policy 2008
(<http://www.ebrd.com/downloads/about/sustainability/2008policy.pdf>)

help clients build and maintain over time a constructive relationship with their stakeholders, including the locally affected communities.

As required, the following important stages shall be implemented for the KazREFF SER stakeholder engagement and consultation process:

- The key stakeholders should be identified, including the competent authorities and the affected communities;
- The detailed arrangements on informing and consulting with the competent authorities and the public concerned should be determined;
- The stakeholder engagement is considered to be an on-going process starting as early as practically possible and evolving during the whole lifecycle of the initiative;
- Special attention needs to be paid to the affected communities and vulnerable groups; and
- Grievance mechanism shall be developed, described and implemented.

The KazREFF SER stakeholder engagement process and SEP preparation was also guided by the IFC Good Practice Handbook², which defines the best practice approach to stakeholder engagement.

2

[http://www.ifc.org/ifcext/enviro.nsf/AttachmentsByTitle/p_StakeholderEngagement_Full/\\$FILE/IFC_StakeholderEngagement.pdf](http://www.ifc.org/ifcext/enviro.nsf/AttachmentsByTitle/p_StakeholderEngagement_Full/$FILE/IFC_StakeholderEngagement.pdf)

3.0 *SUMMARY OF STAKEHOLDER CONSULTATIONS*

3.1 EBRD previous stakeholder engagement and consultations in Kazakhstan

Past several EBRD assignments include (i) Advice to the Government of Kazakhstan on Improving Renewable Energy Primary Legislation (TC ID 42278) and (ii) Modelling Regional Renewable Energy Feed In Tariff in Kazakhstan (TC ID 42785) which were been completed with funding provided by the EBRD SSF. These assignments involved extensive stakeholder dialogue to establish the appropriate structure for renewable energy regulation in Kazakhstan. This phase has now been completed with a recommendation to implement a feed-in tariff together with a set of workable provisions to ensure projects can be successfully implemented.

One of the EBRD's stakeholder consultation was conducted for Sustainable Energy Initiative (SEI) which was launched in 2006 to address energy efficiency and climate change. As part of SEI assignment, stakeholder consultations have been conducted on November 2011 in Almaty to discuss about potential for sustainable energy development in Kazakhstan. Stakeholders included Green Salvation ALD Consulting International, Committee for Energy Saving and Energy Supply , UNDP/GEF World Bank and ADB; NGO Eco Forum; LLP MARKET-Consulting Community Foundation Centre for Eco-friendly Technologies, Ministry of Environment Protection.

3.2 KazREFF SER Consultations

KazREFF SER consultations have been organized in three main stages:

- Stage 1 – Project Introduction and Stakeholder Identification (April through July 2013);
- Stage 2 – Scoping and Capacity Building (July through October 2013); and
- Stage 3 – Public Consultation and Implementation (October 2013 through April 2014).

Timeline for these stages is provided in Appendix B.

3.2.1 *Stage 1 – Project Introduction and Stakeholder Identification*

During the Stage 1 (between April and July 2013), information about KazREFF SER and SER Scoping Report was disclosed to 30

representatives of various stakeholder groups; 13 of them were individually interviewed. The initial list of stakeholders that came out as a result of stakeholder identification and analysis has been expanded and amended to ensure sufficient focus on priority areas for renewable energy development identified within the framework of the KazREFF Programme including the following Oblasts: Akmola, Almaty, South Kazakhstan, North Kazakhstan, West Kazakhstan, Mangistauskaya, Aktobinskaya, East Kazakhstan, Zhambylskaya, Karagandinskaya, Kostanaiskaya, Kzylordinskaya, and Astana. Special focus has been placed on the representatives of local authorities, manufacturers, developers and consultants involved in the development and implementation of renewable energy projects in Kazakhstan. During April 2013, the KazREFF SER team conducted in-person meetings with stakeholders in Astana and Almaty. A list of attendant of these introductory meetings is provided in Appendix A. Subsequent meetings were held with key government ministries in Astana during May 2013. Additionally, a series of emails including the project information sheets were sent to the environmental ministries of the Oblasts listed above. As additional potential stakeholders are identified, the KazREFF team will continue to provide project introductory information through July 2013.

3.2.2 Stage 2 – Scoping and Capacity Building

During Stage 2 (between July and October 2013), information about the KazREFF programme, optimal renewable energy source (RES) areas, RES development scenarios, the SER objectives, and SER data sources will be shared with the public. This will take the form of initial SER scoping meetings (to be held in July 2013 in Astana and Almaty), subsequent meetings to be held as needed, and on-going cooperation with key government ministries and other stakeholders. A key objective of this stage is to engage the stakeholders in the development of the SER and allow them to provide their expertise in the development of the RES scenarios, environmental and social baseline, and the identification of potential impacts. In addition, during these meetings, addition workshops will be held to determine the need to build capacity among stakeholders to understand the context of the SER, the applicability of the SER in Kazakhstan, and the key issues identified in the SER. This stage will continue through the completion of the Draft SER.

3.2.3 Stage 3 - Public Consultation and Implementation

Stage 3 (from October 2013 through April 2014) will include the formal 120-day public consultation period, where all stakeholders will have an opportunity to provide comment on the disclosed Draft SER report. The SER report will be made available at the KazREFF SER website

(www.kazreff-ser.com) in Russian and English (with a Non-Technical Summary in Kazakh). An announcement of the SER report availability will be made through email to all stakeholders consulted with during the prior two stages.

One or two workshops (as necessary based on level of interest) will be held during Stage 3 which would include:

- Workshop- To be held in Astana, Almaty, and any key RES regions which will to provide a summary of the key SER conclusions. The venues and times will be agreed with the regional administrations’
- Hard copies of KazREFF SER Draft Environmental Report and KazREFF SEP are available at following EBRD office in Almaty and Astana;
- Other locations where hard copies of the SER report can be viewed are stated in 5.1 Information Disclosure;
- Placement of announcements in national and regional media is stated in 5.1 Information Disclosure;
- Detailed information on location and timing of the proposed meetings and tentative timetable for the workshops is shown in Appendix B of this document. Information will be revised and updated as necessary; and
- Workshop - To be held in Astana and Almaty to provide stakeholders with key guidance for using the SER, both within EBRD’s KazREFF programme and for other RES developments projects outside of the KazREFF.

This approach implies the support of regional governments and/or powerful business structures (for example, Ministry of Environment Protection, Samruk-Energy JSC, KEGOG JSC or specialized associations dealing with renewable energy). This support is essential and will facilitate the consultation process in the regions.

This chapter describes the various categories of identified stakeholders and addresses engagement/communication methods and specific media that will be used to notify stakeholders of information.

At the first step of the KazREFF SER stakeholder engagement and consultation process, the key stakeholder groups have been identified as those who would either be affected by the KazREFF Programme or those who may be interested in the Programme. A total of 6 key stakeholder categories, accounting for approximately 68 stakeholders were identified, including:

- KazREFF and their potential applicants (developers);
- State authorities;
- Regional authorities;
- National and international NGOs;
- Academic organizations, institutions and consultancies; and
- General public.

The stakeholder map in Figure 2.2 shows the geographical distribution of identified stakeholders within the Kazakhstan. The target regions will be identified and mapped out based on the following selection criteria:

- Potential for renewable energy projects (sources and investment activities);
- Regions not covered by the initial consultation processes; and
- Presence of existing renewable energy projects and infrastructure.

Table 4.1 describes the key stakeholder groups and communication process by addressing communication methods and specific media that will be used to notify stakeholders of information, such as opportunities for public consultation or significant changes.

In addition, a stakeholder register has been compiled and is presented in Appendix C. The register lists all stakeholders identified during

the initial and scoping consultations stages of the SER consultation process.

Others who wish to be included in the stakeholders list will be directed to contact:

Gulmira Khobdabergenova
ERM Eurasia Limited Almaty
Telephone: +7 (727) 250-31-06
Mobile phone: + 7-701-250 15 35
Email: Gulmira.Khobdabergenova@erm.com.

Interested parties will be placed into the mailing list for future information on KazREFF SER progress, reporting, meetings, or other consultation opportunities.

Suggestions for improvement of proposed communication methods or media are encouraged and can be submitted using the procedures described in Chapter 7 of this SEP.

Table 4.1: KazREFF SER stakeholder identification, engagement and communication methods

	Stakeholder group	Description	Means of engagement and communication	Proposed Media
1	Developer (RES developers and potential KazREFF applicants)	KazREFF and their actual and potential applicants are the main beneficiaries and the key stakeholders of the SER process. This group is interested in the KazREFF program development; they also have to assess and manage the environmental and social issues of their individual projects for meeting EBRD and national requirements.	<ul style="list-style-type: none"> - On-going working linkages with KazREFF - Emails and phone -Capacity building workshops 	<p>KazREFF SER website:</p> <p>www.kazreff-ser.com</p>
2	National Authorities	National authorities responsible for alternative energy development, electricity distribution, environmental protection, public health, cultural heritage, agriculture, tourism development might be potentially interested in particular aspects of the KazREFF SER and its outcomes.	<ul style="list-style-type: none"> - On-going working linkages with Ministry of Environmental Protection, Ministry of Regional Development, Ministry of Industry and New Technologies of the Republic of Kazakhstan - Communication with authorities via newsletters, emails and phone - Individual meetings - Official correspondence 	<p>KazREFF SER website:</p> <p>www.kazreff-ser.com</p>

3	Regional authorities	Regional state administration (regional executive power agencies) have direct responsibilities for economic development, investment attractiveness, development of energy efficiency technologies and other issues. As a general rule, they are interested in the specific projects rather than in the strategic level assessments. At the same time, the regions having bright perspectives for alternative energy development may be directly interested in the KazREFF SER and its outcomes.	<ul style="list-style-type: none"> - On-going working linkages with regional authorities and municipalities - Individual and/or regional public meetings - Official correspondence 	KazREFF SER website: www.kazreff-ser.com
4.	National and international NGOs	Environmental NGOs and, more specifically, NGOs specialised in energy efficiency/ alternative energy development have been identified as interested parties.	<ul style="list-style-type: none"> - Roundtable meetings and workshops - Individual meetings - Email newsletters and phone calls -Stakeholder meetings 	KazREFF SER website: www.kazreff-ser.com
5	Academic organizations, institutions and renewable energy practitioners	Academic institutions and practitioners who are actively involved in biodiversity conservation, watershed management, watershed restoration, ornithological and ecological research works and other environmental aspects of renewable energy development may have direct interest in programmatic level of environmental impact assessment.	<ul style="list-style-type: none"> - Individual and/or regional public meetings/workshops - Email and phone calls - Stakeholder meetings 	KazREFF SER website: www.kazreff-ser.com

6	General Public	<p>General public in the target regions has been identified as a potentially interested category. However, it is difficult to identify the general public to the local community level due to the scale of the strategic assessment. To get a idea of the type of input expected by the general public, specific outreach in higher potential development areas will be conducted.</p>	<ul style="list-style-type: none"> - Direct communication with community leaders in towns near high development potential zones near Astana and Almaty to encourage local participation in meetings and workshops. May consider meetings in areas where RES facilities are currently proposed to obtain general public opinion if there is sufficient interest. - Open house meetings to discuss KazREFF Draft SER report - Workshop to be held in Astana, Almaty, and any key RES regions which will to provide a summary of the key SER conclusions. The venues and times will be agreed with the regional administrations and announced in official media as well as the place where the SER report can be viewed. - Workshops to be held in Astana and Almaty to provide stakeholders with key guidance for using the SER, both within EBRD's KazREFF programme and for other RES developments projects outside of the KazREFF. <p>available (in English Russian and Kazakh) and placed in regional libraries.</p>	<p>KazREFF SER website: www.kazreff-ser.com</p>
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6	General Public		<p>- All SER documents will be available as hard copies and CD (in Russian and English). A Non-Technical Summary will be available (in English Russian and Kazakh) and placed in regional libraries.</p>	
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5.0 *INFORMATION DISCLOSURE AND STAKEHOLDER ENGAGEMENT PROGRAMME*

This section describes how the consultation process works during the various SER consultation stages the type of information will be shared with the stakeholders and public during the KazREFF Draft SER report consultations.

5.1 Information disclosure

During the Stage 1 consultations, the following information was disclosed to the potential KazREFF SER stakeholders:

- A summary of the KazREFF SER process, defining the main goals of SER and the way the stakeholder engagement and consultation process will be prepared as a leaflet in English and Russian; and
- A brief summary of the KazREFF SER project and its current status.

During the Stage 2 consultations the following information will be disclosed to the identified KazREFF SER stakeholders and made available to the general public on the KazREFF website (www.kazreff-ser.com):

- This Stakeholder Engagement Plan and the SER Scoping Report will also be made available _ on CD upon individual request.

During the Stage 3 consultations the following information will be disclosed to the identified KazREFF SER stakeholders and made available to the general public on the KazREFF website (www.kazreff-ser.com):

- The Draft SER report (also provided for a 120-day KazREFF public consultation period required by EBRD) (English and Russian versions). This report will be available on CD upon individual request.

KazREFF SER Technical Reports on Renewable Energy Scenario (Biogas, Solar, Small Hydro and Wind) Development in Kazakhstan (English and Russian versions). These reports will be available on CD upon individual request. A range of communication methods will be

employed during the KazREFF Draft SER report consultations as specified in Table 4.1. In summary, the methods of communication will include the following:

- Publication of the KazREFF SER Draft Environmental Report and KazREFF SEP in Russian and English at the KazREFF SER website at www.kazreff-ser.com;
- Hard copies of KazREFF SER Draft Environmental Report and KazREFF SEP are available at the following EBRD offices, located in Almaty and Astana;

Almaty Office:

41 Kazybek bi Street, Entrance 3, 3rd Floor, 480100 Almaty, Kazakhstan

Tel: +7 (7272) 581 42176, Fax: +7 (7272) 581 422

Astana office:

12, Samal microdistrict, Astana Tower Business Centre
010000 Astana, Kazakhstan

Tel: +7 (7172) 580204, Fax: +7 (7172) 580 201

- Hard copies of KazREFF SER Draft Environmental Report and KazREFF SEP are available at following locations in regions:

Atyrau: office of Zhaiyk-Capian Aarhus Centre: 060003, 4a Ostrovskogo str., Atyrau, Kazakhstan,

Tel: +7 (7122) 45-47-39;2

Aktau: office of Mangystau Aarhus Centre, 13 micro-district, Grand Hotel Victory, Trading house "Passage", 1-st floor;

Tel: + 7(72 92) 31-21-00;+ 7(72 92) 41-19-15; Mobile: + 7 701 533 15 30; +7 705 748 07 77

South-Kazakhstan oblast: Shymkent office of Aarhus Centre:

Address: 160050, , Shymkent city, Kunaev-Zheltoksan Str 14-3, Tel: + 7 (72 52) 96 82 43; Fax: + 7(72 52) 96 82 42; Mobile:: + 7 701 300 02 55

Karaganda office of Aarhus Centre: Address: 100012, Karaganda, 49 Zhambyl Str, office 2;

Tel./Fax: +7 (72 12) 56 29 22; Mobile: +7 701 255 36 68; +7 700 255 36 68

Pavlodar oblast; office of Aarhus Centre in Pavlodar,
Address: Currently unavailable due to relocation
Tel: Mobile.: + 7 705 2074501

- CD copies of KazREFF SER Draft Environmental Report and KazREFF SEP will be available on individual request;
- Hard copies and CDs with documents will be available in target regions libraries;

The National Library of the Republic of Kazakhstan, 14,
Abai Ave., 050013, Almaty,
Tel. +7 (7272) 67-28-83, 67-28-79

e-mail: org@nlrk.kz, www.nlrk.kz
Central Scientific Library of the Academy of Sciences of the Republic of
Kazakhstan, 28, Shevchenko Str., 050100, Almaty,
Kazakhstan
Tel. +7 (7272) 261003, 261 02 05

National Academician Library of the Republic of
Kazakhstan, Astana, 010000, 11 Dostyk Str., Tel. +7(7172)
446180, 446251; Fax: +7(7172) 446180, e-mail:
info@nabr.kz, edd@nabr.kz

Library named. Seifullina - a branch of the National
Library of the Republic of Kazakhstan, Address: 67,
Seifullin Str., Astana, 010000,
Tel. +7 (7172) 262214

Central City Library, a branch # 4, Address: 21, Koshke
Kemengeruly, Astana, Kazakhstan
Tel: +7 (7172) 312532

Mangistau Regional Library in Aktau, Microdistrict 7,
130200, Tel: +7 (7292) 514624, (7292) 516792; Fax: (7292)
507011

Republican Scientific and Technical Library in Karagandy,
20, Mira Str., 100061,
Tel. +7 (7212) 56-56-75, 56-69-05; Fax: +7 (7212) 56-13-85;
E-mail: kfrntb@mail.ru, www.rntb.org
South Kazakhstan Regional Universal Scientific Library
after AS Pushkin in Shymkent, 2-A, Tauke Khana str.,
160012, Shymkent
Tel: +7 (7252) 539762, (7252) 545005, Fax: (7252) 539762

North-Kazakhstan Republican Scientific and Technical Library in Petropavlovsk, 24, Internacinalnaya Str., 150000,
Tel: +7 (7152) 460555, (7152) 464936, Fax: (7152) 464936

Central Library after Abay Kunanbayev in Taraz, 36, Microdistrict 7, Samal, 080044, Taraz, Kazakhstan,
Tel +7 (72622) 7-77-82

Republican Scientific and Technical Library in Pavlodar, 91, Lermontov Str., 140000, Pavlodar,
Tel: +7 (7182) 55-52-48, (7182) 55-52-00; fax: (7182) 55-52-48

- Workshops. Detailed information on location and timing of the proposed meetings and tentative timetable for the workshops is shown in Appendix B of this document. Information will be revised and updated as necessary;
- Announcements in national and regional media;

Kazakhstanskaya Pravda, Express-K, Yuzhnyi Kazakhstan (South Kazakhstan), Ak-Zhaiyk (Atyrau), Ogni Mangystau (Aktau);
- Official correspondence with authorities; and
- Email and phone communication as per *Section 7*.

5.2 Stakeholder engagement and consultation programme.

Table 5.1 below describes the key elements of the KazREFF SER stakeholder engagement and consultation programme. A tentative schedule for KazREFF SER documents public disclosure and meetings is presented in the timetable in Appendix B of this SEP. The timetable will be revised prior to the public release of KazREFF Draft SER Report and renewable energy technical reports. The revised timetable will specify the *exact locations and dates for regional workshops* so that all interested regional stakeholders could plan attendance appropriately.

- Stage 1 – Project Introduction and Stakeholder Identification (April through July 2013)
- Stage 2 – Scoping and Capacity Building (July through October 2013)

- Stage 3 – Public Consultation and Implementation (October 2013 through April 2014)

Table 5.1: Timeframe for each event/activity

Events/Activities	Tasks	Information for disclosure	Timeframe
1. Stage 1 – Project Introduction and Stakeholder Identification (April through July 2013)			
1.1. Individual consultations with identified key stakeholders (Annex A)	Gathering baseline information; presenting SER process	Initial KazREFF SER flyer (in English and Russian)	April-May 2013
2. Stage 2 – Scoping and Capacity Building (July through October 2013)			
2.1 Posting SEP on the KazREFF website	Presenting the document to public for discussion and comments	SEP (in English and Russian)	June 2013
2.2. Posting draft SER Scoping Report on the KazREFF website	Presenting the document to public for discussion and comments	Draft SER Scoping Report (in English and Russian)	June 2013
2.3 SER Scoping Meetings in Astana and Almaty	Gathering feedback on SER Scoping Report from the stakeholders and identification of capacity building needs	Presentation of key topics from the SER Scoping Report (in Russian)	July 2013
2.43. On going Phone/email/mail correspondence with key stakeholders	Gathering feedback on SER Scoping Report from the stakeholders	Draft SER Scoping Report (in English and Russian)	June – October 2013
2.5. Scoping and capacity building workshops as needed	Building dialogue capacity for KazREFF and its applicants and local experts; introduction of SER approach	Draft SER Scoping Report; hand-out materials (in Russian)	July - October 2013
3. Stage 3 – Public Consultation and Implementation (October 2013 through April 2014)			
3.1 Notify stakeholders of availability of Draft SER for 120-day public consultation	Email communication with all identified stakeholders	Availability of SER for public consultation. Revised KazREFF SER Leaflet (from Stage 1)	October 2013
3.2. Posting Draft SER Report on the KazREFF website	Presenting the document to public for discussion and comments	Draft SER Report (in English and Russian)	October 2013

Events/Activities	Tasks	Information for disclosure	Timeframe
3.3. Posting Draft SER Report Non-Technical Summary on the KazREFF website	Presenting the document to public for discussion and comments	Non-Technical Summary (in English, Russian, and Kazakh)	October 2013
3.4 SER workshops in Astana, Almaty, and regional centres as necessary	Presentation of key conclusions of the SER (in Russian)	<ul style="list-style-type: none"> • Draft SER Report in English and Russian • SER Non-Technical Summary in English, Russian, and Kazakh 	November 2014
3.4.1 Announcement of SER workshops in Astana, Almaty, and regional centres as necessary	Publish meeting, date, and venue announcement in regional newspaper.	SER report meeting announcement	14 days prior to each meeting
3.4.2 Establish SER report repositories in Astana, Almaty, and regional centres as necessary	Place copies of the SER Report in libraries for public review	<ul style="list-style-type: none"> • Draft SER Report in English and Russian • SER Non-Technical Summary in English, Russian, and Kazakh 	14 days prior to each meeting
3.5. Implementation round tables/by-invitation workshops in the target regions if level of interest indicates the need for it	Provide stakeholders with key guidance for using the SER, both within EBRD's KazREFF programme and for other RES developments projects outside of the KazREFF.	<ul style="list-style-type: none"> • Renewable Project Environmental Review Report 	February 2014. <i>Specific dates for meetings will be announced through SER and KazREFF public websites, and regional newspapers</i>
3.6. Collecting feedback and comments on Draft SER report	Discussion of the SER results	Draft SER documents	On-going process throughout the 120 day consultation period October-February 2014
3.7. Closing of public comment period	Obtain and process public feedback	Draft SER documents	At the end of the 120 day consultation period (February 2014)

Events/Activities	Tasks	Information for disclosure	Timeframe
3.8. Preparation of Report on Public Consultation	<ul style="list-style-type: none"> • Addressing all comments and feedback • Preparing a summary of the KazREFF SER stakeholder engagement consultation process 	<ul style="list-style-type: none"> • Final SER Report in English and Russian • Report on Public Consultation 	April 2014

6.0

ROLES AND RESPONSIBILITIES

Environmental Resources Management (ERM) team will be in responsible for the implementation of stakeholder engagement and public consultation activities. It is envisioned that the SEP implementation process will be completed concurrently with the completion of the KazREFF SER process in April 2014.

After the KazREFF SER documents are made publicly available in draft form, a 120 day comment period will commence, from October 2013-February 2014. All stakeholders can comment, suggest revisions, or add information that is pertinent to the SER process. Any person or organization may send comments in person or via post, email, or facsimile using the contact information, specified below. The comments will be reviewed, and where appropriate, the KazREFF SER documents will contain changes that result from the comments.

The comments will be summarized and organized by topic or issue. Comments will not normally be responded to individually; at the end of the consultation period, stakeholders will be notified by the above process (website, regional newspapers) of the final decision, a summary of comments received, and how the comments were taken into account. Comments can be in writing or at a public meeting where the comments are recorded. Three methods of commenting are provided:

- Comments may be made via email to the contacts listed below;
- Comments may be sent via post to the contacts listed below; and
- Comments may be made via telephone to the contacts listed below.

The comments and feedback can be submitted in Kazakh, Russian or English. A Kazakh/Russian speaker will be available to answer any questions related to the comments/feedback submittal process.

Contacts:

1. Gulmira Khobdabergenova (Russian, Kazakh and English)
ERM Eurasia Limited Almaty
Republic Square 15, Office 37
Almaty, Kazakhstan
Telephone: +7 (727) 250-31-06
Mobile phone: + 7-701-250 15 35
email: Gulmira.Khobdabergenova@erm.com
2. Ardak Zhakezhanova (Russian and Kazakh)
ERM Eurasia Limited Almaty
Republic Square 15, Office 37

Almaty, Kazakhstan
Telephone: +7 (727) 250-31-06
Mobile phone: + 7-701-220 22 45
email: Ardak.Zhakezhanova@erm.com

3. Xeniya Rogan (Russian)
EBRD
41 Kazybek bi Street, Entrance 3, 3rd Floor
480100 Almaty, Kazakhstan
Tel: +7 7272 581 423-76
Fax: +7 7272 581 422

A procedure is provided should there be a grievance about the SER process. All grievances will be acknowledged within 5 working days and responded to within 20 working days, and can be submitted via the following methods:

- via email;
- via post; and
- via telephone.

Please specify Grievance in the communication/text. Claimant has a right to file an anonymous complaint. Yet, even in such cases, it is recommended to leave reliable contact information in order to obtain an answer. Complaints can also be introduced by phone. However, we will inform the caller that they must submit a complaint or comment in writing or at a recorded public meeting.

Any complaints or concerns received will be summarized and listed in a complaints log book, containing the name/group of commenter/complainant, date the comment was received, brief description of issues, information on proposed corrective actions to be implemented (if appropriate) and the date of response sent to the commenter/complainant. Any person or organization may send complaints in person or via post, email, or facsimile using the contact information, specified above. All complaints will be responded to either verbally or in writing, in accordance with preferred method of communication specify by the complainant in the comments and complaints form.

To submit a grievance, complaint or a concern, please use the contacts provided in Section 7 of this SEP and format in Appendix D.

Appendix A
Initial Consultation Matrix

Face to Face stakeholder consultation

No.	Institution/Organization	Type	Date/place
1	First Wind Power Station LLP	Developer	11 April 2013 Astana
2	Committee of the State Power Surveillance JSC	Developer	16 April 2013 Astana
3	KAZENERGY (KZ Association of oil-gas and energy sector organizations)	Developer	16 April 2013 Astana
4	Ministry of Environmental Protection (MEP)	State Authority	16 April 2013 Astana
5	Ministry of Environmental Protection, Information Center	State Authority	17 April 2013 Astana
6	Samruk Green Energy Aidan Kassymbekov, Project Manager, Solar	Developer	17 April 2013 Astana
7	Association for the Conservation of Biodiversity of Kazakhstan(ACBK)	NGO	17 April 2013 Astana
8	Joint Stock Company for Green Development (formerly MEP Ecology and Climate Research Inst.)	JSC(Former State Agency)	18 April 2013 Almaty
9	The Regional Environmental Centre for Central Asia(CAREC)	NGO	18 April 2013 Almaty
10	Joint Stock Company Energy (ABB)	Consultant	18 April 2013 Almaty
11	Republic of Kazakhstan "Kazselenergo project Institute;, Ltd.	Consultant	18 April 2013 Almaty
12	Kazakh Research Institute of Power Engineering Named after Acedemician S.C. Chokin JSC Marat Bulatovich Kosumbayev, Director, Deputy Chairman of the Board	Consultant (Scientific)	19 April 2013 Almaty
13	Forestry and Hunting Committee of the Ministry of Environment Protection of the Republic of Kazakhstan Kairat Ustemirov, Deputy Chairmen; Duman Dukebaev, Expert of Forestry management and Specially Protected Natural areas Department	State Authority	3 May 2013 Astana
14	Kazakhstan Agency for Land Management Marat Chakanaev, Deputy Head of Department on State control over the use and protection of land, state land cadastre	State Authority	3 May 2013 Astana
15	Committee on Water Resources of the Ministry of Agriculture of the Republic	State Authority	3 May 2013 Astana

No.	Institution/Organization	Type	Date/place
	of Kazakhstan Mukhtar Zhakenov, Head of Department on Regulation and Use of water resources		

Initial Consultations with oblast Akimats (a brief telephone introduction and e-mails)

No.	Institution/Organization	Type	Date/place
1	Akimat of Akmola region Aitmukhametov Kosman Kairtaevich, Akim	State Authority	3 May 2013
2	Akimat of Almaty region Ansar Musakhanov Tursynkhanovich, Akim	State Authority	3 May 2013
3	Akimat of Zhambyl region Kanat Bozumbayev Aldabergenovich, Akim	State Authority	3 May 2013
4	Akimat of Kyzylorda region Kusherbayev Krymbek Yeleuovich, Akim	State Authority	3 May 2013
5	Akimat of South-Kazakhstan region Askar Myrzakhmetov Isabekovich, Akim	State Authority	3 May 2013
6	Akimat of Northern-Kazakhstan region Samat Yeskendirov Saparbekovich, Akim	State Authority	3 May 2013
7	Akimat of Karagandy region	State Authority	3 May 2013

	Abdishev Baurzhan Tuiteevich, Akim		
8	Akimat of Aktyubinsk region Arkhimed Mukhambetov Begezhanovich, Akim	State Authority	3 May 2013
9	Akimat of Mangistau region Alik Aidarbayev Serikovich, Akim	State Authority	3 May 2013
10	Akimat of Atyrau region Baktykozha Iz mukhambetov Salakhatdinovich, Akim	State Authority	3 May 2013
11	Akimat of West Kazakhstan region Nogayev Nurlan Askarovich, Akim	State Authority	3 May 2013
12	Akimat of East Kazakhstan region Saparbayev Berdibek Mashbekovich, Akim	State Authority	3 May 2013
13	Akimat of Kostanai region Nuraly Saduakasov Mustafinovich, Akim	State Authority	3 May 2013
14	Akimat of Pavlodar region Aryn Yerlan Mukhtaruly, Akim	State Authority	3 May 2013

Appendix B
Timetable for KazREFF SER Report
Public Disclosure and Consultation
Meetings

TIMETABLE FOR KazREFF SER REPORT PUBLIC DISCLOSURE AND CONSULTATION MEETINGS

City	Activities	Address	Dates	Time
Astana	KazREFF SER scoping meeting	Rixos, 7 D. Kunayev Street, Astana, 010000, Kazakhstan Astana	16.07.2013	9:00am -1:00pm
Almaty	KazREFF SER scoping meeting	Intercontinental Almaty, 181 Zheltoksan Street, Almaty, 050013 Kazakhstan, Almaty	18.07.2013	9:00am -1:30pm

Astana

Appendix C

*List of Stakeholders Identified During
the KazREFF SER Stage 1 Consultations
(April, 2013 – July 2013).*

Stakeholder group	Region
Internal Stakeholders	
KazREFF	National
EBRD	National
KazREFF 'applicants (To be determined)	National
State authorities	
Ministry of Environmental Protection of the Republic of Kazakhstan	Astana
Ministry of Industry and new technologies of the Republic of Kazakhstan (MINT)	Astana
Ministry of Oil and Gas of the Republic of Kazakhstan	Astana
Ministry of Regional Development	Astana
Ministry of Emergency Situations of the Republic of Kazakhstan	Astana
Ministry of Healthcare of the Republic of Kazakhstan	Astana
Ministry of Culture and information of the Republic of Kazakhstan	Astana
Committee on Water Resources (Ministry of Environmental Protection of the Republic of Kazakhstan)	Astana
Committee of Forestry and Hunting (Ministry of Environmental Protection of the Republic of Kazakhstan)	Astana
Committee of Land Management (Ministry of Regional Development)	Astana
Committee of State Energy Supervision and Control (MINT)	Astana
Atomic Energy Agency of the Republic Kazakhstan	Astana
Regional authorities	
Akimat of Akmola region	Kokshetau
Akimat of Almaty region	Taldykurgan
Akimat of Zhambyl region	Taraz
Akimat of Kyzylorda region	Kyzylorda
Akimat of South-Kazakhstan region	Chymkent
Akimat of Northern-Kazakhstan region	Petropavl
Akimat of Karagandy region	Karagandy
Akimat of Aktyubinsk region	Aktobe
Akimat of Mangistau region	Aktau
Akimat of Atyrau region	Atyrau
Akimat of West Kazakhstan region	Oral
Akimat of East Kazakhstan region	Oskemen
Akimat of Kostanai region	Kostanai
Akimat of Pavlodar region	Pavlodar
Local Authorities	
Akimat of Almaty City	Almaty
Akimat of Astana City	Astana
Municipal authorities (in target regions)	
To be determined at later stages	
Companies	
NC "KazMunayGas" JSC	Astana
National Atomic Company "Kazatomprom"	Astana
Atomic Energy Agency	Astana
KEGOC	Astana
Samruk-Energy JSC	Astana
Union of Legal Entities	Astana

Stakeholder group	Region
«Kazakhstan Association of Oil/Gas and Energy Sector Organizations «KAZENERGY»,	
The Kazakhstan ElectricEnergy Association	Astana
KazEnergoExpertise JSC,	Astana
Company Energy Partner	Almaty
Developers	
Scientific and education organization	
“Kazselenergoproekt” Institute	Almaty
The Kazakhstan Scientific Research Design and Survey Institute of Fuel and Energy systems «Energy» JSC,	Almaty
KazNIIEnergy JSC named after Academician Chokin,	Almaty
Almaty University of Energy and Communication,	Almaty
Republican State Organization «Kazakh Institute of Ecology and Climate (Kazniiek);	Almaty
NGOs and activists	
Human Health Institute	Astana
National Aarhus Center	Astana
The Regional Environmental Center for Central Asia, Kazakhstan Association on conservation of biodiversity	Almaty
Renewable Sources Committee of the Kazakhstan ElectricEnergy Association	Almaty
NGO "Institute of ecology and sustainable development" ;	Almaty
NGO KazLEEP"	Almaty
CAMP	Almaty
«Consumers Advocate» Akmola regional public union	Astana
idc - Institute for Development Cooperation	Almaty
«EcoIDEA» Agency development environmental initiatives	Almaty
"Greenwomen" Agency environmental news	Almaty
«SMEDA» Agency the development of medium and small businesses	Aktobe
"VITA" ecological center	Almaty
"Akbota" public Fund	Akmola region
Bird Conservation Union Kazakhstan	Almaty
"Center for Sustainable production consumption "	Almaty
Ekosfera	Petropavlovsk
Green Salvation	Almaty
Blago	Karaganda
EcoMuseum (Dana Sadykova)	Karaganda
International development organizations	
United Nations Development Program	
Regional stakeholders	
Agricultural enterprises: Horse plant Lugovoi	Zhambyl oblast
Pavlodar brewery plant	Pavlodar
Recycling plant	Astana
Other regions	
Wildlife Conservation	

Stakeholder group	Region
Ornithology station	
Institute of the problems of nature use and ecology	
Oblenergo in key regions	
Institute of the problems of market and environmental economics research	
Mass Media	
National newspaper: KazPravda	Astana
National newspaper: Egemen kazakhstan	Astana
Regional newspaper: Astana Khabary	Astana
Regional newspaper: Almaty Akshamy	Almaty

Appendix D
Grievance and Complaints Form

FORM FOR COMPLAINTS OF INDIVIDUALS

Reference No	
Full Name	
<p>Contact Information and Preferred method of communication</p> <p>Please mark how you wish to be contacted (mail, telephone, e-mail).</p>	<p>By Post: Please provide mailing address:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>By Telephone:</p> <p>_____</p> <p>By E-mail:</p> <p>_____</p>
Description of Grievance:	
What would you like to see happen to resolve the problem?	

Signature: _____

Date: _____

Please return this form to:

Gulmira Khobdabergenova, ERM Eurasia Limited Almaty
 Republic Square 15, Office 37, Almaty, Kazakhstan 050000
 Telephone: +7 (727) 250-31-06; Mobile phone: + 7-701-250 15 35;
 email: Gulmira.Khobdabergenova@erm.com