



**The Ministry of Support of Mahalla and
Family of the Republic of Uzbekistan**

***Enhancing Economic Opportunities for Rural Women Project
in Uzbekistan***

**Stakeholder Engagement Plan
(SEP)**

February 9, 2021

Contents

Glossary.....	3
1. Introduction/Project Background	4
2. Brief description of the previous Stakeholder Engagement Activities	9
3. Identification and Analysis of Stakeholders.....	10
3.1. Affected Persons	12
3.2 Other Affected Persons.....	13
3.3 Vulnerable/persons or groups at-risk	13
3.4. Brief Overview of Stakeholder Needs.....	15
4. Stakeholder Engagement Program	17
4.1. Purpose and Terms of the Stakeholder Engagement Program Implementation	17
4.2. Proposed Strategy for the Information Disclosure	17
4.3. Proposed Consultation Strategy	19
4.4. Proposed Strategy for the Vulnerable Segments Feedback	19
5. Resources and Responsibilities of the Stakeholder Engagement Activities	21
6. Grievance Redress Mechanism.....	22
7. Monitoring and Reporting	25
7.1. Stakeholder Participation in the Project Monitoring.....	25
Annex 1	27
Annex 2	29

Glossary

CSO	Civil society organization
EEORWP	Enhancing Economic Opportunities for Rural Women in Uzbekistan Project
FM	Financial Management
GoU	Government of Uzbekistan
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
JICA	Japan International Cooperation Agency
JSDF	Japan Social Development Fund
MCA	Mahalla Citizens Assembly
MI	Mobilization Instructor
MELR	Ministry of Employment and Labor Relations
MIS	Management Information System
MMFA	Ministry of Support to Mahalla and Family Affairs
MTC	Mobilization Team Coordinator
M&E	Monitoring and Evaluation
NGO	Non-governmental organization
PMU	Project Management Unit
POM	Project Operations Manual
SM	Social Mobilizers
SEP	Stakeholder Engagement Plan
RFP	Request for proposal
UNDP	United Nations Development Programme
WB	The World Bank
WLG	Women's Livelihoods Groups

1. Introduction/Project Background

The Government of the Republic of Uzbekistan (GoU) has been taking significant measures for providing assistance to women from low income families, vulnerable groups and creation of appropriate conditions with the purpose of enhancing economic opportunities for women by launching various programs and events where women are the target audience.

GoU has ambitious plans to combat poverty through introducing comprehensive approaches and new non-standard methods. It recognizes that the problem of poverty cannot be solved only by providing loans, social allowances or housing. This requires a comprehensive solution to issues related to education, healthcare, vocational training, access to clean drinking water, energy resources and road infrastructure. COVID-19 pandemic exacerbated socio-economic challenges of people especially among women and youth from low-income families.

More than 600 thousand migrants returned to the country during pandemic. Over 20 thousand women¹ in the regions were identified as living in difficult conditions in 2020, 452 thousand boys and girls supposed to complete secondary schools. 155 thousand of them planned to continue education but over 200 thousand young people were potential new jobseekers. 732 thousand of unemployed are young people, 834 thousand - are women.

Starting from July 2020², families in need of financial assistance and support are enregistered in the lists (the Iron Notebook “Temir Daftar”), and thousands of citizens have gained access to lump sum financial allowance that is particularly necessary at the time of the coronavirus pandemic.

Since October 2020, the Government has introduced the Youth Notebook and the Women Notebook in order to strengthen a targeted approach in vocational education of women and youth, and with employment purposes. If boys and girls from 18 to 30 years old are enlisted in the Youth Notebook, the Women Notebook enregisters women over 30 years old. In the process of compilation of such lists, special attention is paid to young people and women in need of social, legal and psychological support, as well as to those who are seeking to acquire new knowledge, professions and skills in starting their own business, basics of business and entrepreneurship to get them out of poverty.

The following programs shall be also mentioned among other initiatives of the Government: the State Program "Every Family is an Entrepreneur"; "Yoshlar - Kelazhagimiz" (Youth is Our Future); creation of Women's Entrepreneurship Centers in all regions of the country in March 2019³ under the Women's Committee, which were transferred under the Ministry of Support of Mahalla and Family in February 2020⁴. Support to the women's entrepreneurship programs by the Agency for Development of Entrepreneurship under the Ministry of Economic Development and Poverty Reduction; by the Chamber of Commerce; by the Ministry of Employment and Labor Relations; by the Council of Farmers, Dekhkan Farms and Smallholding Owners. Clusters of youth

¹ <https://president.uz/ru/lists/view/3706>

² UP-6028 dated July 30, 2020.

³ PP-4235 dated March 07, 2019.

⁴ UP - 5938 and PP -4602 dated February 18, 2020.

entrepreneurship were created in the country, including clusters for young girls and women; handicraft support programs are being implemented; etc.

Rural women in Uzbekistan live in an environment characterized by gender disparity and lack of equal opportunities. This is related to the persistence of traditional patriarchal values as well as the strongly conservative character of rural communities, especially outside of the capital Tashkent. The lack of equal opportunities, especially in education and skills-building, combined with the expectation to conduct a life focused on the family to provide unpaid care work within the household, are the main barriers to women's economic empowerment. In addition, the limited access to affordable and high-quality childcare and pre-school services adversely affects women's participation in the labor force, and there is a particularly low level of employment rate amongst women between the age of 18-35⁵. Based on field consultations with stakeholders at all levels, the proposed project supports the GoU objectives for women's economic empowerment by addressing gaps in ongoing programs for rural women's skills development and entrepreneurship promotion.

In February 2020, the Ministry of Support of Mahalla and Family was established to ensuring effective implementation of the state policy for supporting women developing tailored programs to support women facing economic, social, legal, psychological and financial challenges through job creation, entrepreneurship and livelihoods facilitation activities.

Within one year after the establishing a new structure, the Ministry accomplished considerable work supporting women including on provision of support to women and vulnerable segments of population. Below are some statistics related to support women entrepreneurship.

- 99,100 women were employed within the programs Every Family is an Entrepreneur, Crafts Development Program and Youth is Our Future, and 41,110 women started doing their own business;
- More than 14 thousand women living in difficult social conditions got full time employment, 179.9 thousand were employed at paid social works, and 4.4 thousand started own business;
- Assistance in receiving loans in the amount over 1 trillion soum was provided to 11 thousand women;
- The Fund for Support of Women and Family allocated 102 billion soum in total to 5,500 women for small business projects;
- The Regional Women's Entrepreneurship Centers trained 31,696 women in sewing, cooking skills and entrepreneurship; 3 billion soum were allocated for the training programs for women;
- Vocational training centers were created at 136 mahalla venues, where 6,247 women were trained; 17,648 women were involved in handicrafts and 12,200 in domestic labor;
- Notebook" were employed;

⁵ FAO 2018

The experience gained in women support activities, work with vulnerable segments of the population, studying social and economic problems of citizens at the level of village and each household in more than 9 thousand mahallas throughout the country is a precondition for appointment of the Ministry of Mahalla and Family Affairs as an Implementing Agency for the proposed Enhancing Economic Opportunities for Rural Women Project.

The project will be financed from the Japan Social Development Foundation, which provides assistance for innovative development in countries. Project foresees close collaboration with the Japan Embassy in Uzbekistan to seek for synergies under other operations implemented in Uzbekistan on behalf of Japan Government.

The Project is aimed at enhancing economic opportunities of rural women in the project areas by development of skills and improved access to grant funding and markets. The Project will be implemented in 2 regions of Uzbekistan:

- Fergana Region: Furkat, Kushtepa, Sokh, Yezevon Districts; and
- Jizzakh Region: Bakhmal, Zaamin, Forish and Yangiabad Districts.

Grant amount: 2.73 million US dollars. Implementation period: 2021-2023/24.

Potential Social and Economic Risks and Impacts

Potential adverse risks and impacts on human population and the environment are not expected to be significant. Micro-entrepreneurship support financed activities might lead to increased environmental pollution with wastes, dust, noise, air pollution, health hazards and labor safety issues, during installation and operation of new equipment purchased with grant funds. These risks will have diverse sources, but expected to be small-scale, site-specific, predictable, and controlled if appropriate precautionary measures are taken and monitoring is performed. Activities with substantial and high risk will not be eligible for financing under the project.

Risk of ‘exclusion’ can be mitigated by putting in institutional measures in the selection of beneficiaries. Project will involve two regional NGOs that will be responsible for training Social Mobilizers, assigned among the staff of MCA for community mobilization and identification of women from low-income households. NGOs will be responsible for regular oversight and monitoring the process of community mobilization with specific focus on inclusion of vulnerable groups and women from the very poor households that overall will reduce risks of relying solely on MCA executive committees to identify women from low-income households. NGOs along with the PMU staff will be accountable for efficient stakeholder engagement, which includes transparency in the dissemination of project rules, and community-level discussions on project objectives and rules, and implemented throughout the project implementation period. The project may have some land based activities, as identified by woman/ women, but, they are expected to be of small scale and highly localized, without the need to resort to ‘involuntary resettlement’.

The Project consists of the following components:

Component 1: Community Engagement, Livelihoods Group Formation, Skills Development, Market Valuation, Business Area Selection and Business Plan Development. This component will support activities on mobilization of communities and establishment of livelihoods groups through the MMFA structures, with involvement of deputy heads of Makhalla Citizens Assemblies (MCAs) responsible for families and women support and social issues, and relevant officers in all mahallas (local communities) throughout the country. The goal of the community engagement and outreach activities will be identification of women from low-income households, as well as provision of support to key community representatives in involvement of women in economic activities. Groups of 7-10 women will be established and will be functioning as platforms for provision of project-related services, including social services, and which will also serve as a venue for women to discuss the barriers they face in the efforts to be engaged in economic activities.

Once the groups are formed, this component will finance skills development and training activities on the subjects such as financial literacy, business development, entrepreneurship and business planning. The grant will establish communication with operating training centers, including the Regional Women's Entrepreneurship Development Centers at the MMFA, located in target regions of the country, and training centers supported by the Chamber of Commerce and Industry, and the Ministry of Employment and Labor Relations (MELR) in order to provide training for members of the livelihoods groups and filling gaps in the education processes where they may exist. Skills development and training activities will complement the ongoing joint training initiatives organized by the MMFA and the MELR. In order to support business planning activities, this component will also fund financial market diagnostic and assessment activities as required.

Component 2: Provision of microgrants to support women's livelihoods group activities, business development and networking services. The groups that receive training and business development services will be eligible for receiving microgrants to carry out income-generating activities. During the project preparation, livelihoods group models were discussed, which will promote development of mutual support among women and will enable them to be engaged in scaled up collective entrepreneurial activities. However, taking into account that livelihoods group models (such as cooperatives) are relatively rare in Uzbekistan, the grant will provide for flexibility in the model formulation and allow for individual entrepreneurship for those people who prefer such format. The MMFA will be responsible for channeling the grant funds to selected beneficiaries in accordance with a procedure to be defined in the Project Operations Manual (POM). The grant funds will be used to finance both capital investments (goods, equipment) and additional specialized professional or technical services required for engagement in specific income-generating activity.

Component 3: Project Management, Monitoring and Evaluation (M&E), Knowledge Dissemination. A Working Group is established at MMFA (see annex 1) to prepare the project and core members of the Working Group will be transferred to Project Management Unit (PMU) to be set up after signing project Grant Agreement. The PMU consists of current MMFA staff, but this component will cover costs of additional project personnel needed to support project implementation, such as, for example, an M&E Specialist and other key positions.



2. Brief description of the previous Stakeholder Engagement Activities

In November 2018, the World Bank team and representatives of the Government of Uzbekistan held the first discussions on a potential project to support economic opportunities of women in rural area. Representatives of the Oliy Majlis (*Parliament*), the Ministry of Innovative Development, the Women's Committee, the Ministry of Investment and Foreign Trade, the Association of Banks of Uzbekistan and the Business Women Association solidly supported the proposed project and agreed to hold technical discussions.

In March 2019, the technical consultations on the proposed project were held with the key stakeholders and beneficiaries in Fergana, Jizzakh and Kashkadarya regions. In the process of discussions with khokimiyats of Fergana, Jizzakh and Kashkadarya regions, heads and representatives of the Ministry of Employment and Labor Relations, the Ministry of Innovative Development, the Agency for Implementation of Projects in the Area of the Agro-Industrial Complex and Food Supply, heads of Mahalla Citizens Assemblies, the Chamber of Commerce and Industry, NGOs (“Kalb Nuri”, “Ekhtirom Plus” “Umid”), the Business Women Association, women-farmers, women-entrepreneurs and unemployed women, focused on key entrepreneurship issues, including access to finance and markets, skills development and services for business development assistance in order to support the women-entrepreneurs in rural areas. The stakeholders in all three regions highlighted a need to extend rights and opportunities of rural women and expressed their readiness to support the proposed project. Based on these discussions, the project team designed an initial project structure, which was presented at a workshop in Tashkent on March 15, 2019.

In June and September, 2020, World Bank team, conducted negotiations with representatives of the Government of Uzbekistan and finalized preparatory activities in order to start implementation of the Project in Spring 2021, held meetings with the following organizations: the Ministry of Economic Development and Poverty Reduction; MMFA; the Ministry of Employment and Labor Relations; the Ministry of Finance; the Enterprise Development Agency; the Business Women Association; the Chamber of Commerce and Industry; the Agency for Implementation of Projects in the Area of Agro-industrial Complex and Food Supply; Embassy of Japan; Japan International Cooperation Agency (JICA); UNDP, NGO.

As a result of negotiations, in accordance with the Order of the Minister of Mahalla and Family Affairs of the Republic of Uzbekistan, the Working Group was established, and its functional responsibilities were identified with a purpose of project implementation. (Annex 1).

3. Identification and Analysis of Stakeholders

Interaction with various stakeholders is expected in the process of the Project implementation. The Project Stakeholder Map presents a list of potential stakeholders to be engaged during the Project implementation and ranking of the stakeholders according to their significance to the Project.

Chart 1. The Project Stakeholder Map

Item	Level – Administration	Stakeholders	Significance *****
1.	National level	Ministry of Mahalla and Family Affairs of the Republic of Uzbekistan	*****
		Ministry of Employment and Labor Relations of the Republic of Uzbekistan	*****
		WB and Embassy of Japan	*****
		Other donors (EU, USAID, UN, programs of the Embassies accredited in Uzbekistan)	***
		ACTED NGO	***
		Women's Entrepreneurship Centers under the MMFA	*****
		State Trust Fund for Support of Women and Families under the MMFA	****
		Banks of the Republic of Uzbekistan (Microcredit Bank and other banks providing microcredits)	***
		Ministry of Investment and Foreign Trade of the Republic of Uzbekistan	**
		Ministry of Economy and Industry of the Republic of Uzbekistan and the Agency for Development of Small Business and Entrepreneurship under the Ministry of Economy and Industry of the Republic of Uzbekistan	***
		Chamber of Commerce and Industry of Uzbekistan	*
		Business Women Association of Uzbekistan	***
		Republican mass media (newspapers, television)	**
		Social networks	**

		State Committee on Statistics of the Republic of Uzbekistan	**
		Gender Commission under the Senate	**
		Council of Dekhkan Farms and Smallholding Owners	*
		The Committee on Ecology and Environment Protection	***
		The Committee on Tourism Development	*
		The Agency for Youth Affairs	**
		The Youth Union	***
		The Society of the Disabled	***
2	Regional Level Fergana and Jizzakh regions	First Deputy Head of the Mahalla and Family Support Department	*****
		Regional Khokimiyat	****
		Women's Entrepreneurship Centers under the MMFA at the regional level	****
		Regional Department of the Ministry of Employment and Labor Relations	**
		Women's NGOs	***
		Mass Media	***
		Chamber of Commerce and Industry of Uzbekistan	*
		Business Women Association of Uzbekistan	**
		The Society of the Disabled	**
		Commercial banks	***
		Regional Department for Ecology and Environment Protection	**
		Regional Department of the Agency for Youth Affairs	**
		Regional Administration of the Youth Union	**

		Regional Directorate of the Council of Dekhkan Farms and Smallholding Owners	**
3	District level Fergana region: 4 pilot districts Jizzakh region: 4 pilot districts	First Deputy Head of the Mahalla and Family Support Department	***
		District Khokimiyat	*****
		District departments of employment and labor relations	**
		District branch of the Chamber of Commerce and Industry of Uzbekistan	**
		Local office of the Business Women Association of Uzbekistan	**
		Commercial banks	***
		Public Service Centers	**
		District Office of the Tax Committee	*
		Representatives of the Youth Union	**
		Branch of the Council of Dekhkan Farms and Smallholding Owners	**
4	Village/Mahalla	Mahalla Citizens Assembly	*****
		Activists of Mahalla Citizens Assembly	*****
		Rural Women	*****
		Youth (14-30)	*****
		Low-income families	*****
		Female-headed households (under 50 years old)	*****
		Youth, girls with disabilities	*****
		Socially vulnerable women and girls	*****
		Families of migrants	***
		Families severely affected by COVID 19	***

3.1. Affected Persons

The category “Project Affected Parties” includes those who may be affected by the Project due to actual impacts or exposed to potential risks to their physical environment, health, safety, cultural

practices, well-being or livelihood. Individuals or groups, including local communities may be among the stakeholders. These are people or households that are most likely observe the changes associated with the environmental and social impacts of the Project.

3.2 Other Affected Persons

The second category “Other Stakeholders” refers to individuals, groups or organizations interested in the Project who may be related to location of the Project, its characteristics, impact, or public interest issues. For example, this category may include regulators, government officials, private sector, academic community, scientists, trade unions, women's organizations, other institutions of the civil society and cultural groups, societies for the disabled people, women and youth organizations, business and entrepreneurship development organizations, permit-issuing agencies, commercial banks, and others. These groups basically may affect the results of the Project.

3.3 Vulnerable/persons or groups at-risk

The territories where the Project will be implemented have different social and living conditions, considering matters of employment of population in rural and urban areas, access to basic services, and the situation that the profile of the beneficiary is not homogeneous, and possibly includes a range of subgroups, identified on the basis of differences in availability, gender, ethnicity, various economic groups and other regional functions. Therefore, the problem resides in responding the needs of all social groups, paying special attention to the poor and socially excluded groups and people with disabilities. Given this situation, the following factors are identified as key aspects of social development that are important in the Project development. These include the following: (i) inclusion/exclusion; (ii) participation; (iii) fairness, transparency and accountability; (iv) decentralized governance; (v) human and institutional development at the local level.

Appropriate institutions at different levels of the administrative horizon will be involved for project implementation that will be supplemented by new mechanisms of involving local NGOs, the actors as well as roles and responsibilities of each actor will be clearly identified. Special attention in the Project activities, particularly in the process of mobilization, will be paid to inclusion of vulnerable segments, persons with disabilities, female-headed households and other categories of population.

Village level. Mahalla Citizen’s Assembly (MCA): the Project will involve the MCA staff in the capacity of social mobilizers (SM) for (i) conducting outreach work on the Project's objectives, Project implementation details and facilitation of effective feedback arrangements among communities, (ii) mobilization and identification of women from low-income households, as well as provision of support to key representatives of the community for engagement of women in entrepreneurship; (iii) assistance in formation of women's groups and facilitation of training in business and other skills required for successful business and entrepreneurship; (iv) implementation of the Project in cooperation with selected NGOs and mobilization instructors; (v) individual approach in work on involvement of vulnerable segments of population in consultation with NGOs, coordinating activities of SM at the regional level.

District level. The Project will work closely with district deputy khokims on the issues of mahalla support, district centers for entrepreneurship promotion under the Chamber of Commerce and Industry, the Business Women Association, the Ministry of Employment and Labor Relations. A Mobilization Instructor will be assigned to each district covered by the Project.

Regional level. The Project will work closely with regional deputy khokims on the issues of mahalla support, regional centers for development of women's entrepreneurship under the MMFA, regional centers for entrepreneurship promotion under the Chamber of Commerce and Industry, the Business Women Association, the Ministry of Employment and Labor Relations and other organizations. An NGO will be selected to ensure implementation of the Project in the project area, which will appoint a Mobilization Team Coordinator (MTC). The MTC in cooperation with the mobilization instructors in the project areas and SM from the MCA staff, will be responsible for effective and successful implementation of the Project under the general coordination of the Project Implementation Unit under the MMFA.

National level. The Government of Uzbekistan designated the Ministry of Support of Mahalla and Family of the Republic of Uzbekistan to implement the Project. The First Deputy Minister of the MMFA, in accordance with the Order of the Minister of the MMFA, is the Head of the Working (Coordination) Group for the Project implementation. The PMU that will replace Working Group after project grant signature will be placed at the MMFA and be responsible for the daily activities of the Project. The PMU consists of the current staff of the MMFA and newly recruited staff.

Project Management Unit

Project Management Unit (PMU) will provide successful implementation of the Project. On the basis of the Order of the Minister, the MMFA delegates project implementation tasks to the PMU, including fiduciary oversight⁶, procurement and control of the EEORWP contracts, M&E, environmental and social risk management, communications and FM, feedback arrangements, as well as communication of the Project with other programs and projects funded by the Government and development partners. The PMU will include, in particular:

- The PMU Manager - Coordinator
- Procurement Specialist
- Financial Management Specialist
- Environmental Specialist
- Social Specialist
- Specialist in Community Engagement and Women's Livelihoods groups formation
- Specialist in Management Information Systems (MIS)
- M&E Specialist.

In addition to these specialists, through a Request for Proposals (RFP) competitive selection, PMU will contract 2 NGO (one in the Fergana region and one in Djizzakh region) that will include 2 Regional Coordinators, Mobilization Instructors and other key staff. NGOs will be responsible for social mobilization, WLG formation, support for business creation and development, and micro-entrepreneurship in the Jizzakh and Ferghana regions and will be based in their own offices. If necessary, as part of the project, PMU will hire a Business Development Specialist.

⁶ Fiduciary oversight means evaluation and audit of the results, programs, policy implementation, activities and processes of the Project

The PMU is responsible for managing and coordinating the project and its implementation in the future.

Key functions of the NGO will include the following activities:

- Select the piloted MCAs,
- Agreed methodology with PMU M&E specialist and conduct the need assessment on SM' Capacity building and at the end of the project will conduct the final evaluation on the capacity of SMs based on project influence to SM' capacity;
- Communicate with MMFA representative on regional level -as the Coordinator on selecting Mobilization Instructors (MI) and social mobilisers (SM);
- Provide the trainings and coaching for SM on formation of WLGs;
- M&E of SM activities and formed group of WLG;
- Assess of the readiness of formed WLGs before the small grant programme
- Provide trainings on basic financial and business skills training; and other duties

3.4. Brief Overview of Stakeholder Needs

Chart 2. Map of stakeholders needs

Locality	Stakeholders	Key characteristics	Language	Preferred method of notification (e-mail, phone, radio, letter)	Special needs (accessibility, large print, childcare, daytime meetings)
Fergana and Jizzakh Regions	local government bodies, commercial banks, business related agencies	maximum 20 people for a meeting	Official language	Telephone, verbal information, written letters	Take their work schedule into account when planning joint events
Fergana Region Furkat District Mahalla	Low-income families, women and girls, female-headed families	About 180 affected households;	Official language	Telephone, verbal information, radio, local TV	Care for children during meetings; preferred time for events - in the evening
Jizzakh Region Forish District	Families affected by the COVID-19 quarantine	38 extended families, poverty rate	Official language	Telephone, verbal information, radio, local TV	Care for children during meetings; preferred time for events - in the evening

____ Mahalla					
Jizzak Region, Bakhmal District	Families with the disabled members	5 families	Official language and sign language interpretation	Telephone, verbal information, radio, local TV	Sign language interpretation, transportation of a beneficiary in a wheelchair to the place of meeting
Fergana Region, Sokh District	Ethnic minorities	100 families of Tajik nationality	Tajik language, official language	Telephone, verbal information, radio, local TV	Translation if necessary

4. Stakeholder Engagement Program

4.1. Purpose and Terms of the Stakeholder Engagement Program Implementation

Work with stakeholders will be carried out regularly. Frequency of interaction depends on the project implementation cycles, for example, activities on presentation of the Project, its goals as well as implementation arrangements are planned to be carried out during the Project launch stage (approximately in April, 2021) at the national and regional levels. Further, work on determination of the villages where the Project shall be implemented will be performed in the Project areas. Close liaisons with district khokimiyats and other parties involved shall be carried out at the village level as part of communication with stakeholders, as well as interaction with the affected persons shall be maintained constantly until the Project is completed. As part of the Project, information materials about the Project, feedback and grievance redress mechanisms will be developed, and the Project progress will be extensively covered on the MMFA website, on the Project website, in social networks and the Mass Media. As the Project comes into force, regular work plans will be developed, including indication of the stakeholders, interaction is planned with.

4.2. Proposed Strategy for the Information Disclosure

In the process of the Project implementation the MMFA has a possibility to disclose information on the website of the Ministry: www.moqqv.uz, and in the official account <https://t.me/mahallavaoilainfo> in the Telegram social network with more than 15,000 subscribers.

Besides, the Ministry plans to create a website where all information related to the Project will be periodically published.

In addition, the Ministry has an official Facebook account: <https://www.facebook.com/mahallavaoilavazirligi> with about 1,000 subscribers.

In addition, the following media may be involved in dissemination of information about the Project within the framework of the Project: local TV channels “O'zbekiston 24”, “Mahalla”, “Oilaviy”, “Mening yurtim”, “Sevimli”, “Zo`r”, radio channels “O 'zbekiston 24”, “Mahalla”, newspapers “Yangi Ozbekiston”, “Khalq Sozi”, “Mahalla”, “Oila va Jamiyat”, “Nuroni”, “Qurriyat”, “Qishlok Kayoti”, “Vatanparvar”, a magazine “Saodat”, popular Internet sites: uza.uz, kun.uz, xabar.uz, daryo.uz, human.uz, foreign media accredited by the Ministry of Foreign Affairs, including the agency “Fars news” (Iran), “Sputnik” (Russia), TV and radio company “TRT” (Turkey), as well as bloggers. To date, the Ministry has established close relationships with these media.

Press Service of the MMFA establishes active partnerships with foreign media through the Ministry of Foreign Affairs. The following foreign media: Bloomberg News AA (USA), news agencies Anadolu (Turkey), Sinhua (China), France-Presse agency (France) are planned to be involved under the Project implementation. Project will close engage with the MMFA's press-service to widely raise awareness of internal and external audience on project implementation processes.

Chart 3. Information Disclosure Scheme

Project implementation stage	List of information to be disclosed	Proposed methods	Schedule: location/dates	Target stakeholder groups	Coverage percentage	Responsible
Gender-sensitive activities with population, and community engagement. This will also include regular communication and information campaign to raise awareness of village residents on grant opportunities. Specific communication plan will be developed after project effectiveness.	Community Engagement and Outreach Plan and Women's Livelihoods Groups formation	Conducting a meeting in the mahalla committee with the residents. Posting of an information poster on a local notice board in the mahalla committee and in the streets of the mahalla	Organization of meetings in the mahalla with the residents of the mahalla once a day during the outreach activity period	Residents of the Mahalla Citizens Assembly and the mahalla committee (men and women, activists of the mahalla in the pilot district	Conducting a meeting in the mahalla committee with population, with the minimal coverage of 60%.	Community Relations Officer
Women's Livelihoods Groups (WLG) formation	Women's Livelihoods Groups (WLG) Formation Plan	Organization of meetings for the group formation. Creation	Organization of meetings with women twice a week	Women from vulnerable groups of the pilot mahallas in pilot districts under the Project	Posting an information poster on the local notice board in the mahalla committee and on the streets of the mahalla	Facilitators-representatives of pilot mahalla committees of the Ministry of Mahalla and Family Affairs

4.3. Proposed Consultation Strategy

Public consultations with stakeholders with the purpose of the Project presentation were held at the end of January this year in order to inform the population of the pilot districts of Fergana and Jizzakh regions, as well as presentation of two draft documents regulating social and environmental issues in the process of the Project implementation, including the present Stakeholder Engagement Plan and an Environment and Social Management Plan Comments and feedback received in the course of the public consultations will be taken into account in preparation of final versions of the documents; minutes of the consultation meetings will be attached to these documents. Minutes of public consultation are given in annex 2.

In the process of works on community engagement and women's groups establishment, regular meetings with such groups will be organized. Consultations with the governmental agencies and stakeholders will be held in form of public meetings and seminars.

Chart 4. Information disclosure methods

Project implementation stage	Consultancy subject	Methods used	Schedule: place / dates	Target stakeholder groups	Responsible
Women's Livelihoods Groups (WLG) formation.	Women's Livelihoods Groups (WLG) Formation Plan	Organization of meetings on the group formation. Creation	Organization of meetings with women twice a week	Women from vulnerable groups of the pilot mahallas in pilot districts under the Project	Facilitators-representatives of pilot mahalla committees of the Ministry of Mahalla and Family Affairs
Planning stage	ESMP SEP	Organization of public consultation	January 2021, Ferghana and Jizzakh regions	NGO, local Khokimiyats, Chamber of commerce, MCAs	MMFA
Residents of selected villages	Microgrants implementation requirements	meetings and information products	Regular during the scheduled events	Village residents, women from low-income households	SM, NGO

4.4. Proposed Strategy for the Vulnerable Segments Feedback

In order to give due consideration to the opinion of vulnerable segments, meetings will be held with respect to their needs, examples of which are mentioned above. Also, such groups will get

access to the Project feedback channels, including Hotline, Internet, preparing of booklets and posters, placement of them at the MCA buildings and other public places on village level and other means. Individual meetings can be arranged with vulnerable segments where appropriate. The Project will be implemented with definite involvement of representatives of vulnerable groups as direct beneficiaries. A website will be created for the Project, introducing an Information Management System, to enable real-time monitoring of the Project progress and active participation in its implementation.

5. Resources and Responsibilities of the Stakeholder Engagement Activities

General coordination of interaction with stakeholders will be implemented by the PMU management in coordination with the MMFA and with support of the Public Affairs Department. PMU staff members will be hired to deal with technical issues including processing of requests submitted via the Hotline, either in writing or electronically; such activities will be part of job responsibilities of these employees (the Management Information Systems (MIS) Specialist, M&E Specialist) with support of the authorized MMFA departments.

The activities required for organization of work on interaction with stakeholders will be funded under Component 3. Tentative budget for stakeholder engagement workshops is given below. This does not include costs associated with producing booklets and other information products, that will be financed through the Operational Costs sub-section.

Chart 5. Knowledge Sharing Events Budget

Outcome Knowledge Sharing Event				\$	-
Publications	2	Report	8000	\$	16,000.00
Stakeholder engagement workshop	4	Training/Workshop	10000	\$	40,000.00
Knowledge sharing workshop	1	Event/Workshop	10000	\$	10,000.00
TOTAL COMPONENT 3C:				\$	66,000.00

Institutional Arrangements

1. The PMU Monitoring and Evaluation Specialist is responsible for the general coordination of monitoring and evaluation of the Project's activities, and is also responsible for the SEP implementation and reporting. preparation of a Summary Report on the Project.
2. The PMU Director and all Project staff are responsible for timely submission of the Project Summary Report to the donor and all stakeholders.
3. All Project specialists including selected NGOs participate in monitoring and evaluation of the components under their responsibility.
4. PMU staff and other specialists, SM, MI and NGOs are responsible for timely and accurate data entering into the MIS.

6. Grievance Redress Mechanism

The GoU is working on strengthening of interaction with citizens and creation of a reliable Grievance Redress Mechanism. The MMFA work in this area is performed in line with the Law of the Republic of Uzbekistan dated September 11, 2017 No 445 "On Amendments and Additions to the Law of the Republic of Uzbekistan on Appeals of Individuals and Legal Entities" (No 445). The Law establishes a procedure for submission of applications, proposals and complaints to the state agencies, describes a procedure for work of the People's Receptions and the Virtual Reception Office of the President of the Republic of Uzbekistan, as well as the web portal.

The Grievance Redress Mechanism (GRM) is a number of procedures for receiving, consideration and responding to project-related grievances from disadvantaged individuals and communities. These adverse impacts may include involuntary resettlement, problems related to construction works, restrictions in access to infrastructure, environmental and social impacts, violations of labor legislation and other impacts.

The GRM is aimed at enhancement of accountability of the Project to the beneficiaries and provision of channels for the community feedback with the project stakeholders. The GRM provides a channel for reporting about the Project issues such as security problems, staff misconduct, misuse of funds, abuse of power and other concerns. By improvement of transparency and accountability, the GRM will reduce the risk of unintentional harm to the Project beneficiaries and the general public and increase the Project effectiveness.

The GRM will cover all the villages selected for participation in the Project.

On October 27, 2020, operation of a Call Center was launched at the MMFA (Hotline number - 1146). A Call Center area was placed in the building of the Ministry; the room was adapted for these purposes, equipped with computers, communication means and office equipment.

As of January 11, 2021, 7,735 calls were received via the Hotline, including 6,002 (77.6%) the appeals sent by women, and 1,733 (22.4%) appeals sent by men.

By regions: majority of the applications were received from Surkhandarya in number of 1,010, Kashkadarya - 982, Samarkand - 935, Tashkent Region - 745, Andijan - 644, Namangan - 604, City of Tashkent - 500, Fergana - 431, Jizzakh - 373, Syrdarya and Navoi - 364 persons.

Analysis of content of the requests shows that the requests were mainly related to the following issues:

- Financial assistance and social allowances – 1,308;
- family issues, family pressure and violence, as well as interference of third parties in the family – 1,116;
- housing for population and women on the basis of concessional loans - 678;
- employment of unemployed women - 661;
- housing repairs - 491;
- behavior of the MCA employees - 670;
- provision of financial assistance and foodstuff to the citizens during the quarantine period - 474.

This call center will be used to receive calls related to project. In order to create the convenience of filtering incoming proposals and applications for the project, a technical adjustments will be made to the call center software and funding will be allocated from the project budget.

The applications from population via the Hotline are studied in accordance with requirements of the Law of the Republic of Uzbekistan "On Appeals of Individuals and Legal Entities".

Information and applications of the citizens submitted via the Hotline are registered electronically through the Ministry virtual system (an application portal) crm.moqqv.uz, and sent through the virtual system to an Officer for resolution.

The Call Center will serve as one of the channels of feedback and the Grievance Redress Mechanism for the Project beneficiaries.

Channels for Request Submission.

The Project beneficiaries and general public may submit verbal and written requests through the following GRM channels.

- Hotline telephone: 1146
- Address for written requests to the PMU office: 51, Istiklol Street, Tashkent
- E-mail address: info@moqqv.uz
- Information Management System (MIS): [http:// www.](http://www.uz)
- Accounts of the MMFA in social networks
- Verbal or written appeals to the MCA, district departments of the MMFA, regional departments of the MMFA, PMU staff.

The NGO and relevant PMU staff will be responsible for informing the Project beneficiaries, contractors and the residents of the Project area about the GRM channels of the Project, especially at the meetings with stakeholders, during public consultations and other events held under the Project. The PMU will develop flyers and other information products explaining the GRM for distribution at these meetings.

Moreover, resources for training PMU staff, GM staff, personnel of participating NGO and other stakeholders responsible for GRM will be allocated under the Component 3. Training programs will be related to the GRM principles, the conditions required for its effective operation, how it shall be implemented in the Republic of Uzbekistan, as well as examples of successful operation in the other countries. After the training, the Project coordinators and specialists of two NGOs will work in a capacity of the GRM Training Coordinators to train village, district and regional levels.

GRM Structure will include 4 level approach to receive project-specific grievances.

Village-Level GRM

GRM focal point. The MCA social mobilizer trained by NGO, will be the GRM “focal point,” the contact person responsible for informing villagers with Project-related queries about project GRM channels.

District-Level GRM

GRM focal point. A member of the of district MMFA trained by NGO with regular support from MI.

Regional-Level GRM

GRM focal point. A member of regional MMFA and assigned staff of NGO will be focal points for smooth implementation of project GRM.

PMU- Level GRM

Social Specialist with Project M&E Specialist will be responsible for smooth operation of the whole GRM system. Detailed description of duties and reporting mechanisms will be developed and agreed after the recruiting the required staff.

Anonymous Complaints

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

The World Bank's Grievance Redress Service (GRS)

The World Bank's Grievance Redress Service (GRS) is separated from the GRM established under the EEORWP in Uzbekistan. Communities and individuals who believe they are negatively affected by a World Bank-supported project can file grievances through current Grievance Redress Mechanisms at a project level or in the WB GRS. The GRS ensures timely consideration of the grievances received in order to resolve the project-related problems.

The affected communities and individuals can file a complaint through the WB's Independent Inspection Commission, which will determine any harm caused by or resulted from non-compliance with the World Bank policies and procedures. The grievances can be filed at any time after submission of the problems directly to the World Bank's attention and after the Bank management has been given the opportunity to respond.

Information on the procedure for complaint filing to the World Bank's corporate GRS is available at: <https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. Information on how to file the complaints to the World Bank Inspection Panel, is available at: <https://www.inspectionpanel.org/>. Contact phone number of the World Bank Country Office in Uzbekistan is+99878-1202400

7. Monitoring and Reporting

7.1. Stakeholder Participation in the Project Monitoring

Successful project implementation requires a comprehensive Monitoring and Evaluation (M&E) Plan to track ongoing project progress and to measure its impact and achievements.

The PMU will hire a full-time Monitoring and Evaluation Specialist who will be responsible for development of a reliable baseline assessment and will ensure close monitoring of the Project on the ground to guarantee achievement of the critical milestones in accordance with the Project objectives and to propose corrective actions if needed.

M&E specialist will be responsible for SEP monitoring. For smooth monitoring purposes, M&E Specialist will develop Action Plan with reporting timelines that will be applicable for regional NGOs (Mobilization Instructors, Social Mobilizers and other relevant staff) and PMU Staff involved. M&E Specialist will closely work with the MIS Specialist.

Professional and well-designed approaches to monitoring and evaluation will be the key area of the Project, and their importance will be taken into account in the following issues:

- ***The Management and Information System (MIS)***. The Project MIS will be maintaining a user-friendly and highly interactive dashboard that will share publicly available information related to the key project results and outcomes and provide an opportunity for the stakeholders to submit requests and complaints with respect to the Project implementation. The MIS will also be used for the success stories exchange within the system of the Project beneficiaries, the Government, Government of Japan and other development partners.
- ***Monitoring of processes at the community level***. In order to collect quality information about the Project implementation, questionnaires/surveys will be developed for evaluation of the processes implemented within the Project at the community level. Much attention will be paid under the Project to introduction of joint monitoring techniques, including oversight by representatives of mahalla and relevant CSOs. The Project may use inter-regional knowledge exchange among enterprises to support joint training activities and monitoring.
- ***Baseline, midterm and final assessments/reports***. The baseline assessment will be carried out as a basis for monitoring of the impact, and the Project will also include a mid-term and final assessment and a Project Completion Report. Secondary data sources can be used in these assessments, including social and economic data collected using the Mahalla Passports, containing data about poor families and vulnerable groups such as female-headed households, as well as interviews among the livelihoods group members. The data shall be also collected in non-project

communities in order to get information for determination of relative initial impact of the Project. Focus group discussions and information about the process monitoring will be used for analysis and improvement of qualitative aspects of the Program implementation. The reports shall be developed on the basis of the World Bank recommendations. The Audit Report will be developed by an independent consultant and will present a complete report on the overall performance and outcomes of the Project.

- ***Regular reporting.*** Semi-annual progress reports will be ready in one month after the end of each reporting period, and will also include Project status and independent feedback from the beneficiaries. SEP progress reporting will be produced semi-annually and annexed to other project progress reports submitted to the World Bank.

Annex 1.

Order of the Minister for Support of Mahalla and Family of October 17, 2020 on the creation of the Working Group.

Working group comprising of Project coordinator, specialists in FM, procurement, environmental and social issues, communication support is established at MMFA. First Deputy Minister of MMFA is assigned as responsible staff for the implementation of this Order.



**ЎЗБЕКИСТОН РЕСПУБЛИКАСИ МАҲАЛЛА ВА ОИЛАНИ
ҚўЛЛАБ-ҚУВВАТЛАШ ВАЗИРИНИНГ
БҲЙРУҒИ**

**Жаҳон банки гуруҳи билан ҳамкорликда “Ўзбекистондаги қишлоқ
аёлларининг иқтисодий имкониятларини кенгайтириш” лойиҳасини
амалга ошириш тўғрисидаги буйруғига ўзгартириш киритиш тўғрисида**

Ўзбекистон Республикаси Маҳалла ва оилани қўллаб-қувватлаш
вазирининг 2020 йил 14 октябрдаги 78 Б-сонли Жаҳон банки гуруҳи билан
ҳамкорликдаги “Ўзбекистондаги қишлоқ аёлларининг иқтисодий
имкониятларини кенгайтириш” лойиҳаси бўйича ташкил қилинган ишчи
гуруҳи фаолиятини янада жонлантириш, ишни тўғри тақсимлаш ва ишчи
гуруҳи аъзолари масъулиятини ошириш мақсадида буюраман:

1. “Жаҳон банки гуруҳи билан ҳамкорликда “Ўзбекистондаги қишлоқ
аёлларининг иқтисодий имкониятларини кенгайтириш” лойиҳасини амалга
ошириш тўғрисидаги” Ўзбекистон Республикаси Маҳалла ва оилани
қўллаб-қувватлаш вазирининг буйруғи билан тасдиқланган ишчи гуруҳининг
янги таркиби иловага асосан тасдиқлансин.

2. Мазкур буйруқ ижросини назорат қилиш вазирнинг биринчи
ўринбосари Г.М. Маруфова зиммасига юклатилсин.

Вазир

Р. Маматов

Тошкент шаҳри
2021 йил “ 4 ”
март
Б-108-сон

Маҳалла ва онлани қўллаб-қувватлаш вазирлиги томонидан
Жаҳон банки гуруҳи билан ҳамкорликда “Ўзбекистондаги кишлоқ
аёлларининг иқтисодий имкониятларини кенгайтириш” лойиҳасига
тайёргарлик кўриш ва Лойиҳани амалга ошириш гуруҳи фаолиятини
ташkil этиш масалалари бўйича ишчи гуруҳи
ТАРКИБИ

Г. Маруфова	Вазирнинг биринчи ўринбосари, <i>ишчи гуруҳ раҳбари</i>
М. Махмудова	Хотин-кизларнинг ижтимоий-сиёсий фаоллигини ошириш бошқармаси бошлиғи ўринбосари, <i>ишчи гуруҳ раҳбари ўринбосари</i>
Г. Шукурова	Халқаро алоқалар бўлими бошлиғи, <i>ишчи гуруҳ маъсул котиби</i>
Б. Тешебаев	Ободонлаштириш, томорка ва экология масалалари бошқармаси бошлиғининг ўринбосари
Б. Даминов	Молия-иқтисод бўлими бош бухгалтери ўринбосари
С. Ахраров	Молия-иқтисод бўлими бош мутахассиси
С. Боймирзаева	Матбуот хизмати бошлиғи
М. Рўзибоев	Халқаро алоқалар бўлими етакчи мутахассиси

Изоҳ: Ишчи гуруҳи аъзолари бошқа ишга ўтган тақдирда унинг таркибига ушбу
лавозимга янгидан тайинланган ёки зиммасига тегишли функцияларни бажариш
юклатилган шахслар киритилади.

Annex 2

REPORT

On the results of consultations with members of the general public on the topic “Economic empowerment of women in rural areas of Uzbekistan: introduction to the project”

Prepared by: Project Implementation Unit of “Economic empowerment of women in rural areas of Uzbekistan”

Project dates:

1. Fergana – **28 January 2021**
2. Jizzakh – **29 January 2021**

Venues:

1. Fergana region, the building of the Fergana Regional Council of the Trade Unions Federation.
2. Conference hall of the Jizzakh regional Department for support of mahalla and family.

Participants:

- Fergana region:**
- MMFA Working Group specialists: *Guljamol Shukurova, Bakhtiyor Teshebayev*
 - Specialist of the Uzbekistan branch of Agency for Technical Cooperation and Development (ACTED, France) – *Birodar Mirzayev*.
 - Fergana regional Department for support of mahalla and family.
 - Responsible staff of district departments.
 - Officials of the Regional Department of Ecology and Environmental Protection.
 - Regional Federation of Trade Unions.
 - Chairpersons and their deputies of mahalla citizens’ assemblies of Fergana region.
 - Representatives of NGOs (list of participants in the appendix).

Total – 34 persons.

Gender distribution: 30% men and 70% women.

- Jizzakh region:**
- MMFA Working Group specialists: *Guljamol Shukurova, Bakhtiyor Teshebayev*
 - Specialist of the Uzbekistan branch of Agency for Technical Cooperation and Development (ACTED, France) – *Venera Ermetova*.

- Jizzakh regional Department for support of mahalla and family.
- Responsible staff of district departments.
- Officials of the Regional Department of Ecology and Environmental Protection.
- Regional Federation of Trade Unions.
- Chairpersons and their deputies of mahalla citizens’ assemblies of Jizzakh region.
- Representatives of NGOs (list of participants in the appendix).

Total – 47 persons.

Gender distribution: 25% men and 75% women.

Additional Note: Each discussion participant wore a mask due to COVID-19 following special precautions.

Key ideas expressed on the project concept and strategy

During the meetings in Fergana and Jizzakh regions, the participants were informed about the content of the project, its purpose and aspects that need to be addressed before the discussion (the event agenda is in the appendix).

In particular, to give participants a complete picture of the project:

- Forming groups of rural women in project areas with the help of social mobilization technology;
- Organization, coordination and management of the social mobilization process by NGOs and mobilizers from each community;
- Providing financial and economic knowledge and skills to women in the groups;
- Close support for groups or individual women who want to start their own businesses to develop a business plan;
- At the next stage, business plans submitted by groups which were fully and actively involved in all processes will be considered by a Special Commission, and the most appropriate projects will be funded by grants;
- Informing the group members, they will receive full support for further development of their business activities.

In addition, information on how to reduce the negative impact of business activities on the environment was delivered at the meetings

During the meetings, the participants presented their proposals on the draft “Stakeholder Involvement Plan” and “Guidelines for the establishment of an environmental impact assessment and environmental management plan” developed by the project implementation unit.

In each discussion held in both regions, all visitors actively participated and expressed their views and opinions on the project.

More comments and suggestions were made during the discussion than during question and answers session. Each question asked by the participants was fully answered by the project working group leader and experts.

Below are the participants' opinions and questions asked in each region.

Fergana region

Opinions expressed on the idea, necessity, and advantages of the project

- Districts are selected correctly to implement the project. There are problems related to women's employment that need to be addressed in these districts.
- Advantages of project tasks: women are trained to be involved in entrepreneurship, but there are no mechanisms in place for them to start their own businesses. Because they have low income, they do not have collaterals necessary to get a loan. Grants are a great opportunity for low-income women to start running their own businesses. (Qo'shtepa district).
- The project is very important, because in the border areas of Fergana region, 25-30% of women work as hired workers outside their home territory. This puts under risk provision of social protection for both their families and their future (length of service - retirement benefits).
- The implementation of this project will create prospects for investment in the regions.
- Neighborhood elder: *"The project is very necessary, a good and important opportunity for our women. As it is a priority for our specialists to work on this project, we are ready to create all necessary conditions for their work within the project"*.

Questions from participants

- Can economically active women (accountants) be involved in Welfare Enhancement Groups as part of the project?
- Does the project also provide financial knowledge to Welfare Enhancement Group members?

Jizzakh region

- The project is very important because it allows to achieve clear results in a short time.
- The advantage of the project is not only increase of the welfare of low-income women through entrepreneurship, but also building the capacity of professionals working in the community in the process of social mobilization, improving their professional skills.

Questions from participants

- How are the NGOs involved in the project funded? What is the procedure for participation of NGOs? (by concluding an agreement)
- Conditions for conducting environmental expertise? Should the costs of expertise be covered by the grant funds? Because it is part of a social project.
- Terms of allocating grants to groups (registration, account opening, selection, etc.).
- What were the selection criteria when choosing the project districts?
- Is it possible to choose other districts in Fergana region, given that travel to and from Sokh district requires special permits and is difficult?
- Can women who participate in other programs also join groups?

Suggestions

Fergana region

- Yazyavan. Specialists working with women and families in the neighborhood visit different families throughout the day, resolving family and other domestic conflicts. As a result, they develop emotional exhaustion and “burnout at work”. To prevent this, it is advisable to conduct training for professionals on preventing “burnout syndrome” and stress management and increase productivity.
- Training in social psychology, the basics of communication is necessary for professionals working under the project to effectively communicate with vulnerable groups.
- Training programs on modern IT technologies and computer literacy should be implemented in order to improve the quality of reporting and statistics of each specialist.

Jizzakh region

- Bakhmal district. Since women with disabilities and women who have family members with disabilities make up the majority in this district, it is necessary to develop measures to involve this segment of the population in entrepreneurial activities. Inclusive entrepreneurship training programs for women with disabilities need to be developed and delivered.
- It is necessary to take into account the different conditions in Jizzakh and Fergana. In other words, the settlements in Jizzakh are scattered and the distance between them is large, and the population density differs from that of the Fergana region. Therefore, there is a mismatch between the number of districts where the project will be implemented and the number of people involved. Maybe we need to increase the number of districts.
- It is necessary to take into account the low level of development of road infrastructure in Jizzakh region, which is necessary for other businesses.

Questionnaire survey results

A questionnaire survey was conducted as part of the consultation meetings. A total of 78 people completed and submitted the questionnaires.

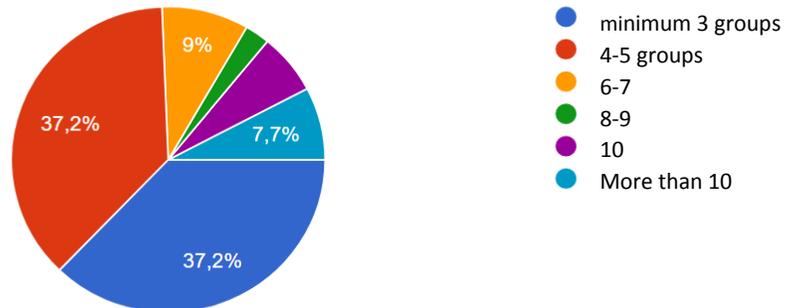
The questionnaire consisted of 10 questions (a sample questionnaire is provided in the appendix) and included questions on the formation of women's groups in the mahallas, their number and composition, the cost of the grant, and business areas.

The following is an analysis of the key questions.

How many such groups can be in one mahalla?

Number of groups in one mahalla

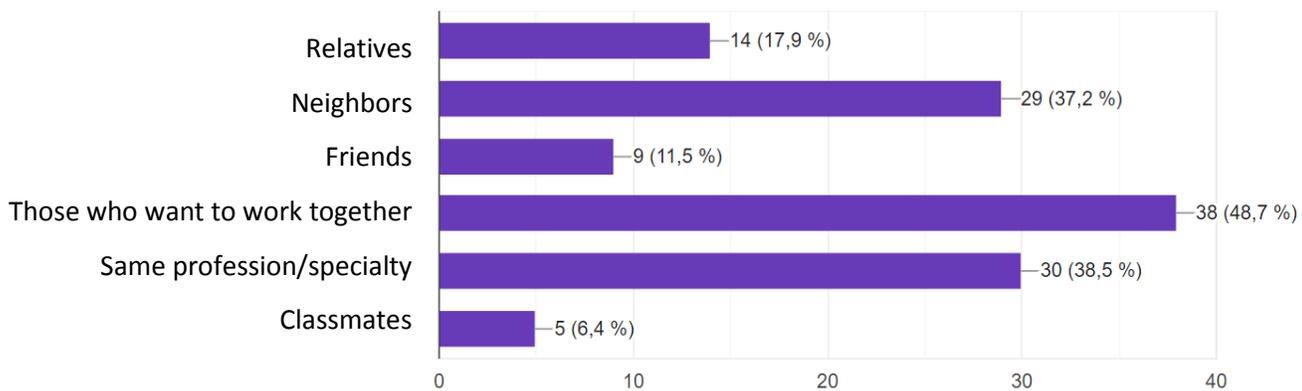
78 responses



What are the factors which unite the groups?

Unification factors

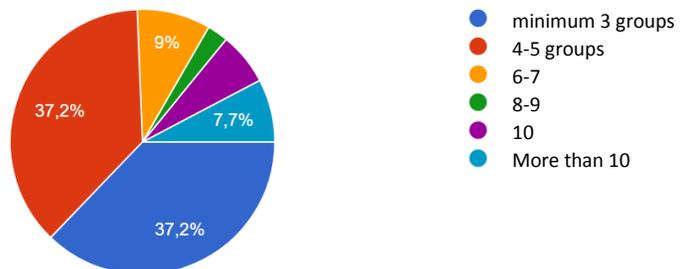
78 responses



How many such groups can be in one mahalla?

The number of groups in one mahalla

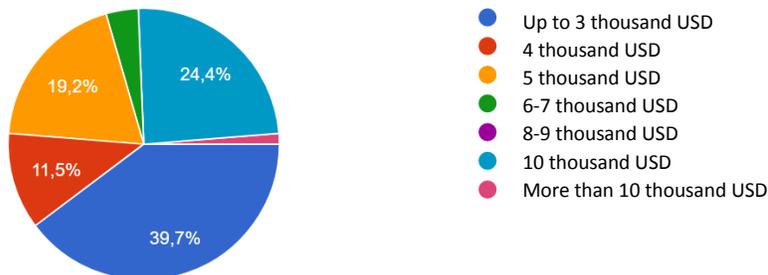
78 responses



What should be the maximum amount of individual and group grants?

Appropriate grant amount for individual entrepreneurs

78 responses



Appropriate grant amount for groups of entrepreneurs

78 responses

жамоавий тартибдаги бизнес учун мақбул грант миқдори

78 ответов



Report prepared by:
Guljamol Shukurova
Birodar Mirzayev
Venera Ermetova

APPENDICES

Appendix 1.

LIST of participants of consultations in Jizzakh region

№	Participant	Position
1	Akbar aka	Regional Office for Employment and Labor Relations

2	Alimova Nodira	"Light of the Heart" Center for Social and Legal Support of Women and Their Families
3	Kamalova Nazifa	Istiqlol Avlodi NGO
4	Begmatov Umid	Jizzakh branch of Istiqlol Avlodi NGO
5	Murodova Iroda	Head of the Women's Center
6	Akhmedova Dilfuza	Executive Director of the Rehabilitation Center
7	Aripova Mamlakat	“Sog’lom avlod uchun”
8	Zokirova Shakhzoda	Xalq Bank’s Jizzakh branch deputy head
9	Raimov Yorqinjon	Chairman of the Jizzakh regional branch of the Public Foundation "Mercy and Health"
10	Negmatova Khalima	First Deputy Head of the Jizzakh City Mahalla and Family Support Department
11	Boboeva Mekhrinso	First Deputy Head of the Mahalla and Family Support Department of Gallaorol District
12	Berkinova Gavkhar	First Deputy Head of the Mahalla and Family Support Department of Forish District
13	Karimova Sabokhat	First Deputy Head of the Mahalla and Family Support Department of Zarbdor District
14	Raimova Gulbakhor	First Deputy Head of the Mahalla and Family Support Department of Yangiabad District
15	Boymurodova Kholnisa	First Deputy Head of the Mahalla and Family Support Department of Bakhmal District
16	Abduvaliev Olimjon	Chairman of Kutlugabad mahalla of Bakhmal district
17	Baratov O`ktam	Chairman of Sangzor rural citizens’ assembly of Bakhmal district
18	Omonova Nigora	First Deputy Head of the Mahalla and Family Support Department of Zaamin District
19	Juraeva Khurshida	First Deputy Head of Mahalla and Family Support Department of Dustlik District
20	Mavlonova Dilfuza	First Deputy Head of the Mahalla and Family Support Department of Mirzachul District
21	Bekmurodova Dilnavoz	1st Deputy Chairman of mahalla of Zaamin district
22	Abdullaeva Zubayda	First Deputy Head of the Mahalla and Family Support Department of Zafarabad District
23	Boboeva Mekhrinso	First Deputy Head of the Mahalla and Family Support Department of Gallaorol District
24	Kenjaeva Yulduz	Deputy Chairman of Sarmich mahalla of Yangiabad district
25	Ergashev U	Chairman of Oq tepa mahalla of Forish district
26	Mamarakhimov Alisher	Chairman of Nushkent mahalla of Bakhmal district
27	Abdullaeva Mamlakat	Chairman of Usmat rural citizens’ assembly of Bakhmal district
28	Omonkulov Bakhtiyor	Chairman of Chorvador mahalla of Zaamin district
29	Sherov Zayniddin	Chairman of the Turkmen mahalla of Zaamin district
30	Ismoilov Bakhodir	Chairman of Gulshan rural citizens’ assembly of Zaamin district

31	Alimov Odil	Chairman of Nurlikent mahalla of Zaamin district
32	Makhsudova Gulchekhira	Chairman of Qayirma mahalla of Zaamin district
33	Nuralieva Sakina	Chairman of Forish district mahalla Uzbekistan
34	Makhkamova Jongelish	Deputy Chairman of Taraqqiyot mahalla of Zaamin district
35	Orzikulova Sharofat	Yangiabad district Deputy Chairman of Khojamishkent rural citizens' assembly
36	Nabieva Adolat	Deputy Chairman of Yangiabad Sovot rural citizens' assembly
37	Suvonova Gulsara	Deputy Chairman of Forish district Oqtom mahalla
38	Abdurahmonova Buvrakhima	Deputy Chairman of Bakhmal district Usmat mahalla
39	Suyarov	Chairman of Forish district Osmonsoy mahalla
40	S.Shaxarov	Chairman of the Uzbekistan mahalla Forish district
41	F.Egamberdiev	Chairman of Sarmich mahalla of Yangiabad district
42	Jumanazarov Azamat	Chairman of Oqtom mahalla, Forish district
43	Zarpullaeva Makhbuba	Deputy Chairman of Oqtepa mahalla, Forish district
44	Konisheva Gulnoz	Deputy Chairman of Osmonsoy mahalla, Forish district
45	Abdullaeva Zamira	Press Secretary of the Ecological Department of Jizzakh region
46	Tolipova Malika	Deputy Chairman of Chorvador Farm of Zaamin district
47	Kushmuradova Gulkhayo	Gallaorol district Samarkand mahalla

Appendix 2.

LIST

of participants of consultations in Fergana region

#	District (city)	Organization	Number of participants
1.	Fergana region	Mahalla and Family Support Department	2 people
2.	Furqat district	Mahalla and Family Support Department	6 people
3.	Qoshtepa district	Mahalla and Family Support Department	6 people
4.	Sokh district	Mahalla and Family Support Department	4 people
5.	Yazyavan district	Mahalla and Family Support Department	6 people
6.	Fergana city	Representatives of NGOs involved in supporting women	4 people
7.	Fergana region	Employee of the Regional Department of Ecology and Environmental Protection	1 person
8.	Fergana region	Officer of the Regional Employment Promotion Department	1 person
9.	Fergana region	Representatives of commercial banks	4 people
Total:			34

Appendix 3.

QUESTIONNAIRE

for participants of round table discussions

Dear participant, please write the answers to the questions below, expressing your personal opinion. If the question is unclear, you can address the moderators.

1. 1. What could be the name of a project aimed at improving the well-being of women through entrepreneurship?

2. What areas/districts do you think need such a project and why?

3. How can we name the groups of women?

4. How many groups can be in one mahalla?_____

5. What principles do you think women can use to form groups?

a) Relatives,

b) Neighbors,

c) Friends,

d) Those who want to work together,

e) Owners of the same profession,

f) Classmates,

g) Others_____

6. 6. How many people can such groups consist of?_____

7. What should be the maximum value of individual and group grants?_____

8. In your opinion, what kind of entrepreneurial activities can women engage in in terms of market demand? Write three options, excluding beauty salons, confectionery and pastries, and sewing.

9. What do you think is necessary to train the staff of the district offices of the Ministry for Support of Mahalla and Family?

What knowledge should the staff of the Ministry for Support of Mahalla and Family have when working with the public?

Thank you for your answers!