

SEPTEMBER 2018

GENDER INCLUSION

in the EBRD public transport and water projects
in southern Kyrgyzstan

Authors

Ryskeldi Satke
Janyl Madykova

Editor

Adam Lancaster

Design

Nicky Pekarev
Zhenya Tsoy

Cover picture

Osh city, 2017, Janyl Madykova

The research team has conducted a survey that was focused on gender inclusion in the EBRD funded public transport and water projects in Osh, the second largest city in Kyrgyz Republic. The outcome of this publication revealed that the bank's objectives, to improve human resource policies and practices in the municipalities of Osh city, have yet to be fully implemented in the project's aim for gender inclusion. A month-long field research has also revealed the problems with accessibility for disabled residents and recurrent issues regarding school children's safety in private bus transportation. The quality of drinking water doesn't meet expectations of the Osh city population and women in particular. The Osh city development plan for 2016-2020 neither stipulates career opportunities for females in the public transportation and water sectors, nor it has included the EBRD funded project's gender component in the city budget which is effectively indicating that the bank funds were not fitting a purpose of mainstreaming gender.

This publication has been produced with the financial assistance of the European Union and the Dutch Ministry of Foreign Affairs. The content of this publication is the sole responsibility of its authors and can under no circumstances be regarded as reflecting the position of the European Union and the Dutch Ministry of Foreign Affairs.



Contents

Overview	4
Methodology of survey in Osh city	6
Public and private transportation	8
• Recommendations to the Osh city administration	15
Water project in Osh	16
• Recommendations to the mayor	20
Gender inclusion	21
Research summary and recommendations	23
Annex I	24
Annex II	25
Annex III	25

OVERVIEW

The EBRD is one of the major European development banks that has been providing financial support to the Kyrgyz Republic for twenty five years since the Central Asian country gained its independence following collapse of the Soviet Union in 1991. The bank has invested more than €650 million in the country during its two decades of operation. The European bank's core objectives in the Kyrgyz Republic include promotion of the "sustainability of public utilities through commercialization and private sector participation: to address underinvestment, a deficient regulatory environment, weak core competencies, poor financial and operational performance,...to support through the above priorities the reduction of regional economic disparities, by increasing its outreach to less developed rural areas, in particular in the southern regions, and addressing inclusion gaps in relation to gender and youth across sectors."¹

In line with its goals, the EBRD has provided a loan of €5,7 million and a grant of €3,1 million to implement the modernization of bus and trolleybus fleets, introduction of an e-ticket system, staff training and improvement of technical equipment in the country's second largest city of Osh, in accordance with the Loan Agreement which was concluded between the Government of the Kyrgyz Republic and the EBRD in December 2014; and more than €10 million² for the benefit of the Osh city municipal company to rehabilitate wastewater and drinking water supply infrastructure. Researchers were dispatched to study the project's impact on gender equality in Osh city's public transportation and water sectors in the month of October 2017. The team discovered that the EBRD's key investments in Osh city are largely welcomed and supported by residents who contributed to this study and participated in the field survey.

However, researchers learned the bank's objective to "improve human resource policies and practices both from equal opportunities and commercially focused perspectives"³ has yet to be fully implemented in the project's aim for a gender inclusion component. Indeed, in response to an investigative study the EBRD is acknowledging the challenges of gender

mainstreaming in the Osh city municipality - "The Gender Advisory Services Programme for the Osh Auto Public Transport Company started in 2015 and is scheduled to finish in mid-2018. The total cost of the assignment is €179,928. The Programme was developed by the bank after pre-investment due diligence revealed that only 20 of the Company's 236 workforce were women and only one of their 164 drivers was female. The due diligence revealed that the high staff turnover is one of the big challenges – for example, in 2015 they have reported a loss of 50% of their drivers."

The EBRD-supported consultants conducted "extensive trainings and seminars to key staff of the City administration and the [Public Transport] Company to look at how gender perspectives can be incorporated into Human Resources management and municipal services and how to develop a gender action plan for the Company." The Water Company of Osh city has similarly received technical assistance from the bank "for the implementation of a Corporate Development Programme, which inter alia includes strengthening capacity of the Company for gender mainstreaming, both in terms of service delivery and Human Resources management." The bank's reference indicated that 15 female drivers are presently being trained in Osh. The research team was unable to verify or observe the EBRD's "work-in-progress" in the Osh municipal services regarding gender inclusion, due to the city administration's failure to collaborate with observers on the ground. Additionally, the team found existing concerns for certain groups of residents, disabled and underage school children, in regard to accessibility and discrimination in private transportation.

According to one specific account of a female surveyee, sexual harassment in private minibuses must be addressed. And it appears many survey participants in Osh city who took part in polling for this study do not know whom to contact or how to report a problem in the public and private transportation. Similarly, the city Water Company seemingly lacks a sound communication strategy with its customers, as the research survey revealed. In essence, this study collected opinions and viewpoints of the

1

Kyrgyz Republic Overview; EBRD; <http://www.ebrd.com/where-we-are/kyrgyz-republic/overview.html>

2

Osh Water and Wastewater Rehabilitation Phase II Sub-Project; EBRD; <http://www.ebrd.com/cs/Satellite?c=Content&cid=1395243213628&d=Mobile&pagename=EBRD%2FContent%2FContentLayout>

3

EBRD response-letter to research inquiry; November 2017

city residents on the positive developments as well as concerns and problems in public and private transportation; and water sectors following the EBRD's financial and technical assistance to the Osh city municipal services:

- Regularity, geographical coverage and speed are crucial factors for Osh residents to ride more with private minibuses and less with public buses and trolleybuses.
 - Both male and female groups of school-age adolescents stressed harassment and unfair treatment by the private bus drivers who often don't make stops for students at the designated locations and demand school children to pay full price.
 - The cost of commuting was raised during survey as far from affordable by school children, students and retirees; and nearly 50 percent of pupils and more than 31 percent of females complained about negative impact of rising prices on commuters.
 - More than half of the female respondents highlighted negative level of safety and comfort in public and private transportation.
 - A significant number of the survey participants (89 percent), from both gender groups, don't know where to call and report a problem with the public or private transportation service in Osh city.
 - 93 percent of surveyees responded they are connected to the water supply system and both gender groups reported the shortages and limited access to water in Osh city (up to 4 times or more, annually).
- Survey participants from both gender groups indicated that they conserve water.
 - More than 63 percent of the female residents indicated they don't know the cost of water per household and 37 percent answered positive, while 75 percent of males said they know the prices for water and only 25 percent responded negative.
 - Nearly half of both male and female respondents believe tap water is safe and clean for drinking, but overall the quality of drinking water doesn't meet expectations of the Osh city population and women in particular. The quality of drinking water during or after weather events varies depending on the intensity of precipitation.
 - Osh city development plan 2016-2020 neither stipulates career opportunities for women in the public transportation and water sectors, nor the gender component of the EBRD funded project was included in the city budget.

Subsequently, the EBRD failed to ensure its client achieved initial objective to create equal employment opportunities for women. This survey proves that the bank funded projects in Osh city lack gender equality safeguards due to insufficient focus on impact assessment and mitigation measures despite the fact that the "environmental and social dimensions of sustainable development underlie all of the EBRD's activities" that are clearly outlined in the bank's Environmental and Social policy⁴.

METHODOLOGY OF SURVEY IN OSH CITY

The survey among residents in the city of Osh on gender inclusion in the public transportation and water sectors was conducted during the month of October 2017, which coincided with the country's presidential election. Research was focused on groups of city residents contingent on the following criteria: age, gender and occupation.

Correspondingly, 73 residents of Osh city have taken part in the survey, of which 76 percent were females and 24 percent were males. It must be taken into account that the survey participants have been selected on factors which are conditional to the common use of public and private transportation; and their daily experiences with the water service in the city. (Annex I)

The vast majority of respondents were pupils, university students, retirees and teachers as shown in Figure 1. However, the survey included a roundtable discussion with heads of the non-governmental organizations, women activists and more than ten female parents of disabled children in the rehabilitation center of Osh city.

The emphasis was centered on gender inclusion throughout the research process in the Kyrgyz Republic's second largest city. However, the poll has also revealed problems with accessibility for disabled residents and recurrent issues regarding school children's safety in private transportation.

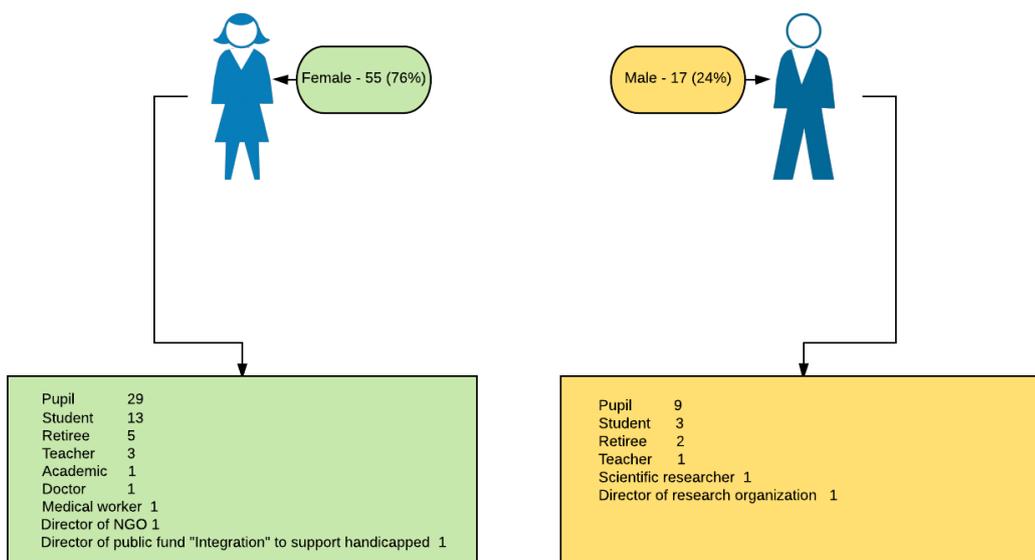


Figure 1. Osh city residents that participated in the survey, 2017

The breakdown of age groups as shown in Figure 2 outlines three main categories of the survey participants in following order: 1) 15-20; 2) 10-15; 3) 20-30. Classification of surveyees based on age scale is also consistent with the occupation grouping.

The survey underlines common use of public and private transportation which is presenting evident limitations with respect to the scope of research that is primarily focused on the EBRD funded project to improve public services in Osh city. Thus, the survey results for the private transportation sector outline whole set of separate challenges in contrast to the city's public transportation. In context with the methodology of research, additional questions have been prepared for the Osh city Mayor's Office and municipal services. However, the city officials were not available for interviews, after the October presidential election, citing procedural requirements for the meeting with researchers. The city administration representatives failed to respond in a timely manner or demonstrate their willingness to provide information for this research.



Meeting with survey participants in the Rehabilitation Center for Disabled Children, 2017

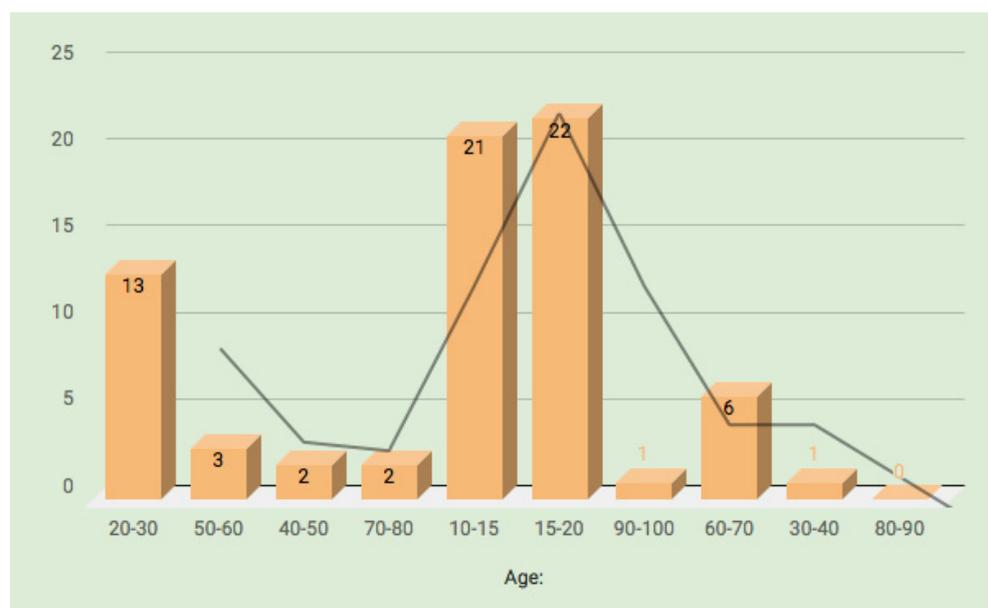


Figure 2. Structure of age groups

PUBLIC AND PRIVATE TRANSPORTATION

More than 90 percent of the participants, both male and female, indicated the public buses, trolleybuses and private minibuses are fairly available within city limits. Data reveals the daily routine of nearly all female residents in Osh includes going to the bus station and then travelling onto final destination, which varies from 100 meters to more than 500 meters per day. The research findings in Osh are consistent with the conclusions of the paper “Gender Equality Initiatives in Transportation Policy” authored by Yael Hasson and Marianna Polevoy:

“ The travel patterns of women differ from those of men. These differences are linked to gender inequality within the home and the labor market, urban structures, and the processes of socialization and education. Women and men make different use of a shared system of transportation.”⁵

How far do you walk from home to the bus stop? or from the bus stop to destination?

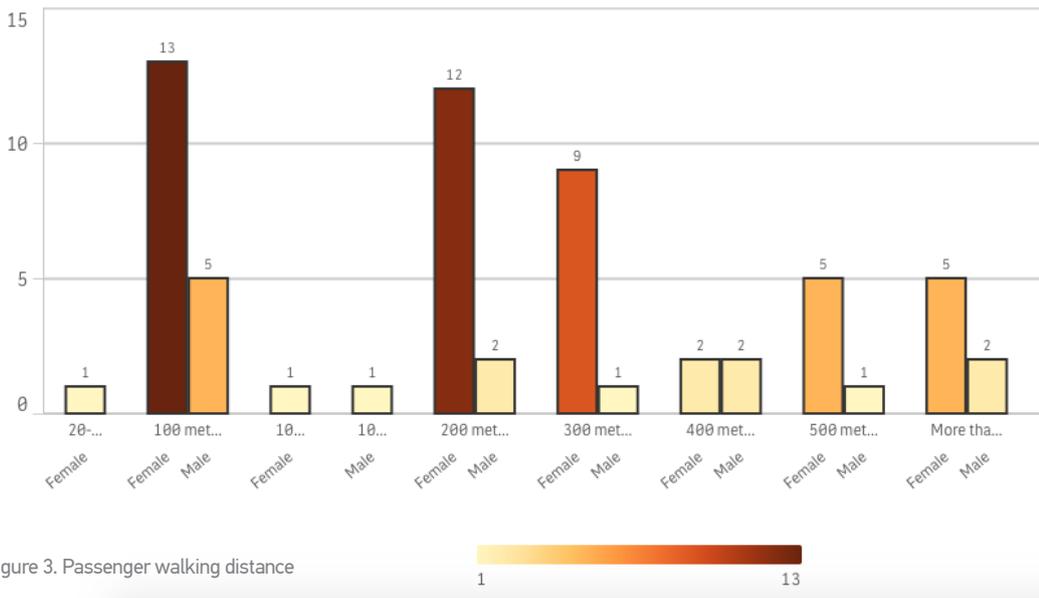


Figure 3. Passenger walking distance

Both groups, male (68 percent) and female (64 percent), believe the city public transportation is accessible for handicapped and elderly residents while remaining 31 percent of male and 35 percent of the female participants disagreed, outlining concerns. Furthermore, opinions on accessibility vary within the groups of residents.

For example, the parents of disabled children and local activists insist the problems with accessibility haven't been properly addressed by the city administration and general public, yet. Such critical views are widely directed at the private sector which operates minibus routes also known as “marshrutka” routes.

5

Gender Equality Initiatives in Transportation Policy: A Review of the Literature; Yael Hasson and Marianna Polevoy, July 2011; https://il.boell.org/sites/default/files/gender_and_transportation_-_english_1.pdf



Midtown bus stop in Osh city, 2017

How long do you wait for the bus and trolleybus or private minibus?

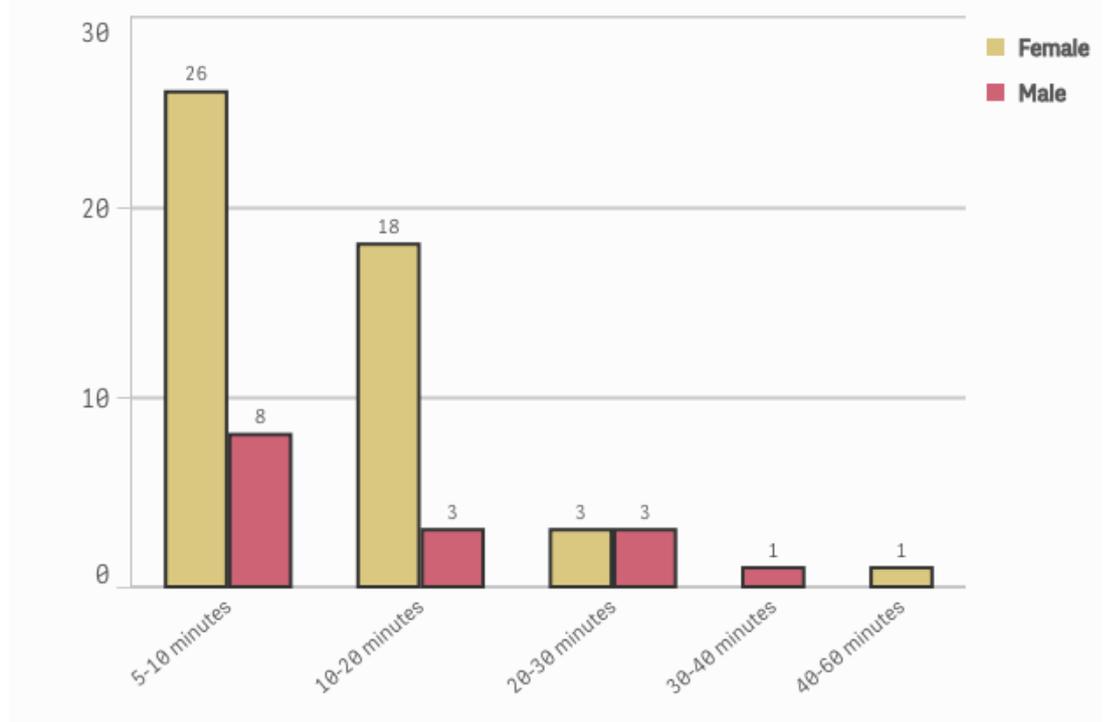


Figure 4. Waiting time

Likewise, the survey participants highlighted positive improvements in public transportation after introduction of the new low-floor buses and trolleybuses. Data shows 91 percent of the female respondents in Osh spend between 5 and 20 minutes of waiting time on average per day to board the public buses, trolleybuses and

private minibuses and reach the point of arrival. More than 52 percent of the female respondents pointed out that private minibus is a preferable option, 38 percent said both public and private services are used, and only 9 percent answered that public buses and trolleybuses are well suited to their commuting needs.



Passengers inside the minibus in Osh city, 2017

The majority of women commute with private transportation because the minibuses are faster, regular and suitably cover city limits despite the higher cost of travel and lack of comfort. Above all, both gender groups stressed the limited capacity of public transportation, due to the insufficient number of routes in Osh city. The common use of private transportation as opposed to public buses and trolleybuses is a necessity rather than a preferable choice. Data shows

regularity, geographical coverage and speed are crucial factors for Osh residents to ride more with private minibuses and less with public buses and trolleybuses.

In contrast to the females, 43 percent of the male participants preferred the private minibuses, another 43 percent indicated they use both the public and private transportation and 12 percent choose the public transportation.

Do you use public transportation or private minibuses?

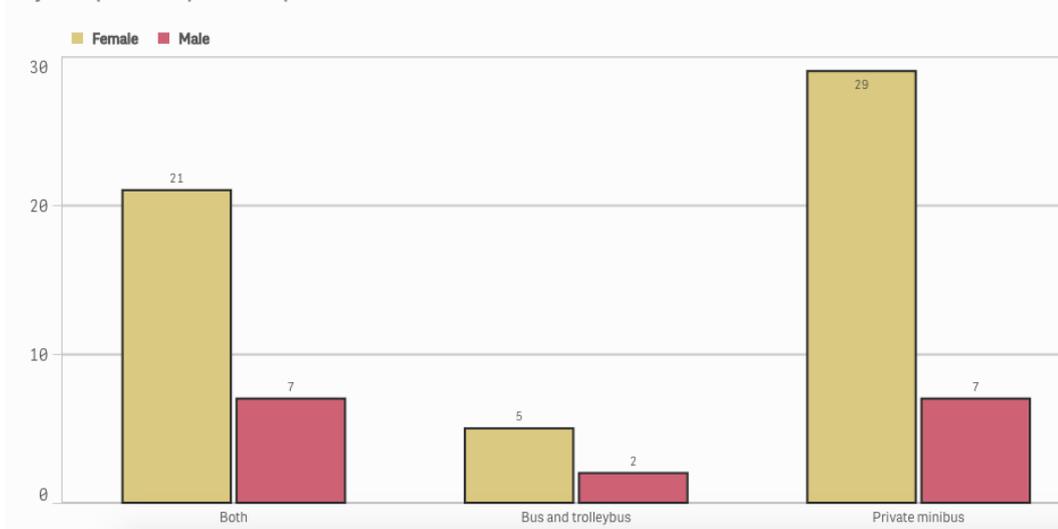


Figure 5. Passenger preferences



Passengers in the public bus in Osh city, 2017

Nearly 63 percent of the female respondents indicated their daily commute fare is 10 Som per travel. Almost 46 percent of the male residents said their ride fare is 10 Som. In some cases, the pupil passengers complained they are forced to pay 10 Som for commuting with private minibuses although school children must pay 1, 5 and 6 Som per ride, according to surveyee accounts.

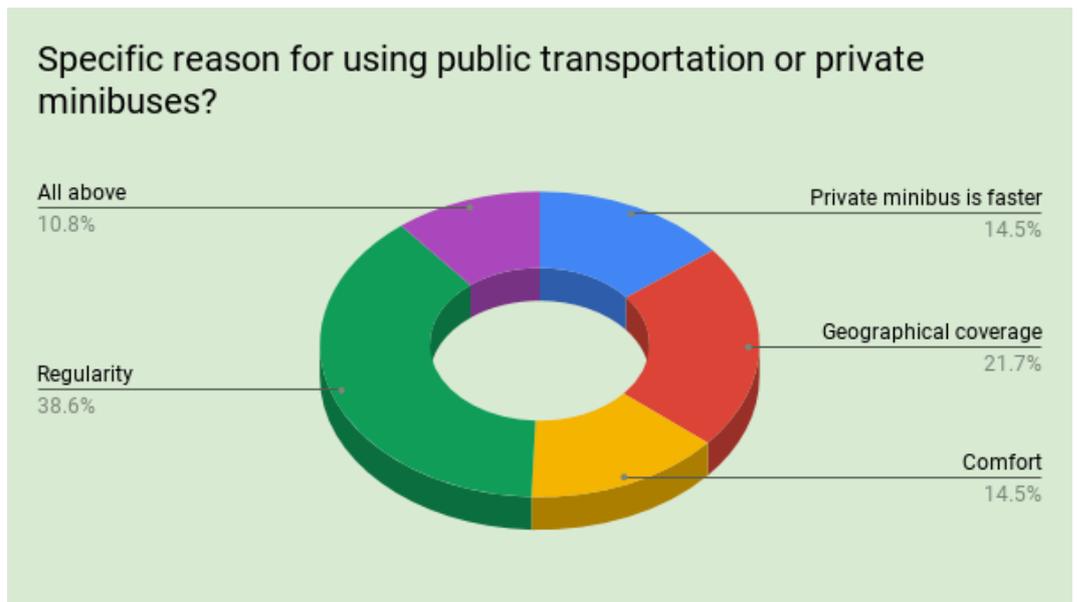


Figure 6. Reasons for using public transport and private minibuses

How much do you pay per ride to use public transportation or buses?

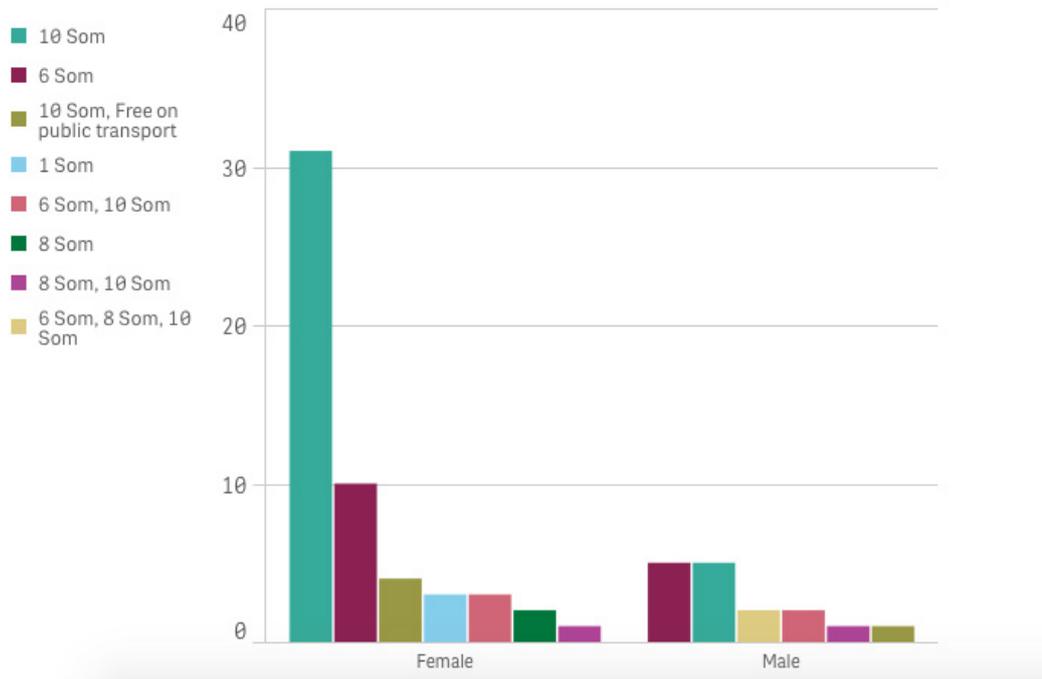


Figure 7. Ride fare

A considerable number of the student respondents told researchers the drivers of private minibuses forcibly demand a full price of 10 Som when they board or exit the vehicle. Few pupils said harassment and unfair treatment of school children (in particular toward 1st, 5th or 6th graders) are not uncommon. The drivers of private minibuses don't stop for the student passengers at the designated landmarks, which makes children arrive late or miss classes, according to several accounts. Whether such practices routinely take place in Osh city or otherwise is difficult to determine due to limited amount of time and resources for this specific task.

However, in the category of students, both male and female groups shared similar concerns about poor level of service and unfairness toward school children in private transportation. Subsequently, 48 percent of female respondents said the city transportation doesn't have a system of monthly passes or discount metric for the retirees, students and pupils while 44 percent believed there is a mechanism which makes discounted ride available for the same categories of passengers. A slightly higher number of males, 56 percent, responded there is a discount ride system in place, while 37 percent said that Osh city doesn't have a monthly pass or discounted ride for certain categories of residents.

However, the majority of female residents said the commute prices for public transportation including the private minibuses are somewhat affordable. 78 percent of respondents from both gender groups approve the city policy on current prices. Among respondents who indicated that the cost of commuting is far from affordable were school children, students and a retiree.

Is the price you pay affordable?

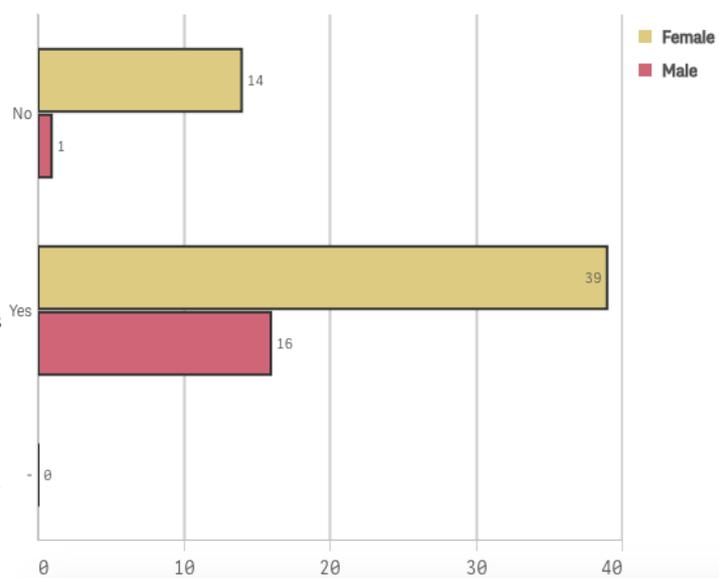


Figure 8. Affordability of commute

How do you find the quality of service?

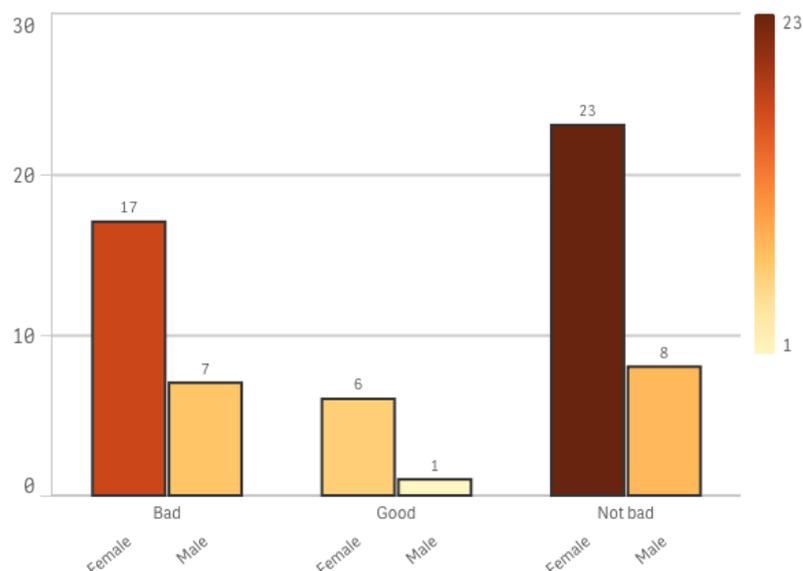


Figure 9. Quality of service

Similarly, more than 65 percent of the participants responded they hadn't observed a rise in prices for both public transportation and private minibus services in the last several years or anytime lately. Breakdown of occupation and gender for this specific question has shown that the rise of prices has had an impact on nearly 50 percent of pupils and more than 31 percent of females who have taken notice of rising prices for city commuting.

The quality of service in the public transportation units and private minibuses may require improvements, which has been acknowledged among both gender groups. 38 percent of respondents are critical of it while a little more than 50 percent said, the level of service was not bad. And only 11 percent positively evaluated the quality of service on the public and private buses. Regularity of the public transportation was viewed favourably by almost 80 percent of residents. Overcrowding was named as the most common difficulty among female and male commuters.

However, the female participants pointed at the number of problems in comparison to males as follows:

“ The public buses and private minibuses don't stop for handicapped, sometimes. The public bus drivers don't assist the handicapped to get on the buses.; The private minibuses don't stop for school children. The drivers demand school children to pay more sometimes.; Safety on private minibuses is a concern. Sexual harassment.

Comfort, safety and cleanliness in the public transportation units and private minibuses are raised as a concern by more than 40 percent of residents while 46 percent responded that their commute is rather safe and comfortable. However, among female surveyees, opinions vary, with more than half of the respondents highlighting negative levels of safety and comfort. The majority of male respondents, or 56 percent in contrast to females, were happy with comfort, safety and cleanliness; and only 37 percent provided negative feedback. An overwhelming number of females outlined poor level of communication and customer service skills among the public and private bus drivers.



Passengers during rush hour inside the public bus in Osh city, 2017

Among female residents, 50 percent indicated they do not communicate with the bus drivers, whatsoever and another 50 percent said they do interact but that the bus drivers observe an unsatisfactory level of communication with the passengers. Surprisingly, more than 50 percent of the male respondents have given positive feedback regarding politeness and friendliness of the bus drivers in both, private and public transportation sectors. Females also pointed out bus stops and buses are not well lit in the evening and night hours with 50 percent responding

negatively and nearly 20 percent being unaware of the subject.

Consequently, 45 percent of the female surveyees said the bus stops and buses aren't safe for commuting, while 54 percent responded positively to the question of safety on the buses and at bus stops. A significant number of the survey participants (89 percent), from both gender groups, don't know where to call and report a problem with the public or private transportation service in Osh city.

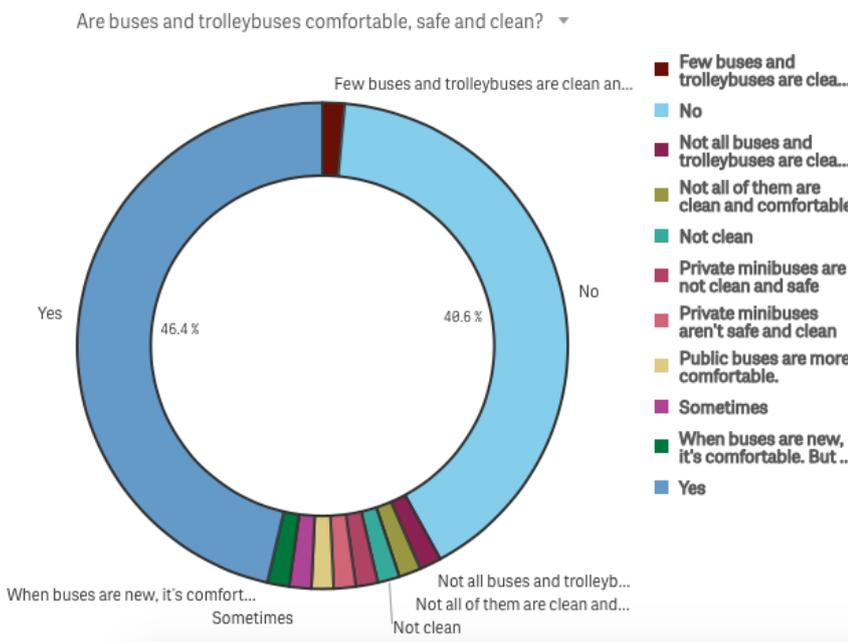


Figure 10. Comfortability, safety and cleanliness of buses and trolleybuses

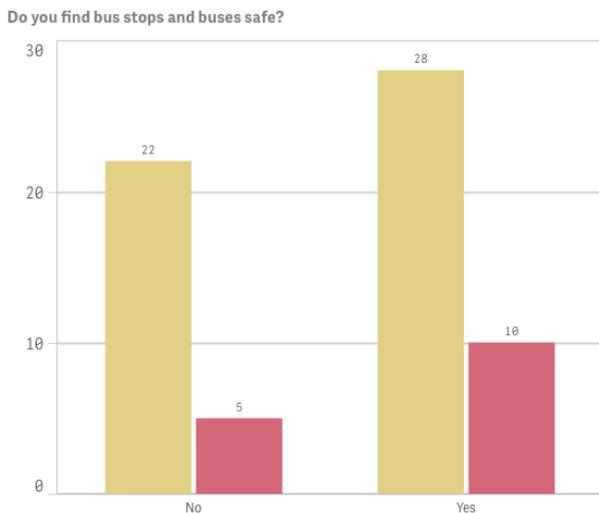


Figure 11. Safety of the buses and bus stops

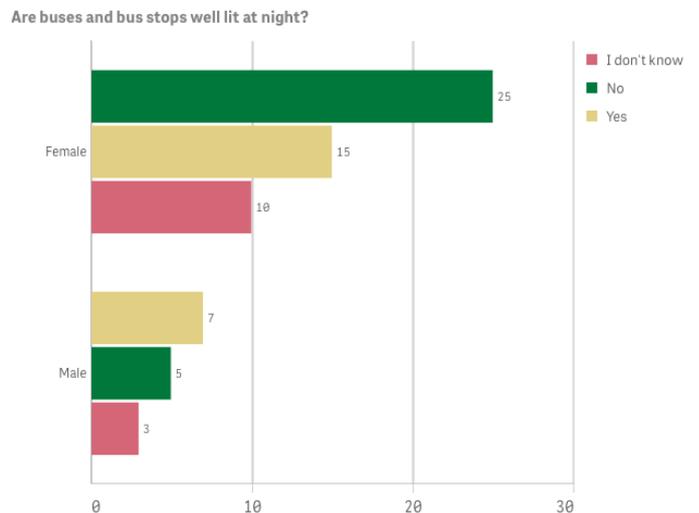


Figure 11. Safety of the buses and bus stops

RECOMMENDATIONS

TO THE OSH CITY ADMINISTRATION FROM BOTH GENDER GROUPS FOR THE IMPROVEMENT OF SERVICE IN PRIVATE AND PUBLIC TRANSPORTATION:

1. I want drivers to be polite and not to treat schoolchildren badly; I want trolleybus routes in many districts of the city. Many more buses, trolleybuses and private minibuses to accommodate the volume of passengers.
2. An automated pay system is needed to make rides convenient for passengers; Buttons in the buses to alert drivers for stops where passengers would like to get off; More comfort for school children, especially when buses or trolleybuses are overcrowded
3. Drivers must stop exactly at the bus stops; 50 percent discount for elderly people on private minibuses.
4. Increase speed because public transportation vehicles are too slow; Professionalism of bus drivers needs to be improved; Private minibus drivers have to stop packing passengers when the bus is full and no seats are available.
5. Ticket operators on every bus and trolleybus for convenience because passengers have to move through the bus or trolleybus to step out through one exit after paying the driver;
6. Private minibuses need to be clean and safe; and should extend working hours till midnight; the price for a ride in the private minibus can be between 10-15 Som which is acceptable.
7. Drivers don't stop for school children (5-6th graders) and the kids have to wait for up to one hour in the cold sometimes to get a ride home.
8. Technical maintenance of buses, trolleybuses and private minibuses on a regular basis; A comprehensive route map of all minibuses, city buses and trolleys; Expanded geographical coverage; Accessibility for the people with disabilities needs to be improved; Private minibus drivers should stop using cell phones while driving and they must have better conditions for passengers: clean seats, air conditioning or working windows in the minibus when it's hot.
9. Stop buttons in the buses, trolleybuses and private minibuses. It is easier to press a button to get off, rather than screaming to the driver to make a stop; Switching to pay cards or passes from using cash on public transport.
10. Drive slow because some private minibuses are driving too fast with kids and elderly people inside.
11. 50% of the drivers are very rude to school children, especially to the 1-2-3 graders because they pay 1 Som for a ride. Sometimes they demand full price (10 Som) from the pupils and insult us.
12. I want drivers to be polite and not to scream at the school children. The drivers have to comply with road safety laws. The bus drivers must stop at the designated stops and pupils (1-11 grade) should pay 1 Som, only
13. Public engagement on accessibility of public transportation for the handicapped; bus drivers (public and private transportation) must be trained to assist the handicapped
14. Regular monitoring of public transportation by NGOs, activists and city administration.
15. Safety of passengers on private minibuses; Training for municipal transportation workers and drivers; Training for private minibus drivers.

WATER PROJECT IN OSH



EBRD and Switzerland funded new wastewater treatment plant in Osh city, (EBRD) 2016.

The Swiss government and EBRD collectively provided funding for a new wastewater plant in Osh city in 2016. The EBRD “extended a €3 million sovereign loan and Switzerland a €5.05 million grant for the project, undertaken by the Osh Water Company, a municipal water and wastewater operator. The works included an upgrade of existing facilities as well as the installation of brand new equipment.”⁶

93 percent of surveyees reported that they are connected to the water supply system. An overwhelming majority of females use water for

household purposes only. The overall figure (male and female) shows that nearly 60 percent use water for the household, 24 percent for watering the garden and 6 percent for household animals.

Nearly 55 percent of the respondents said their households have 1-5 dependents in the family, 43 percent indicated 5-10 family members and little more than 1 percent had 10-15 members in the family. It must be noted that more than 90 percent of the survey participants are Osh city residents and the rest of the respondents reside in the suburbs.

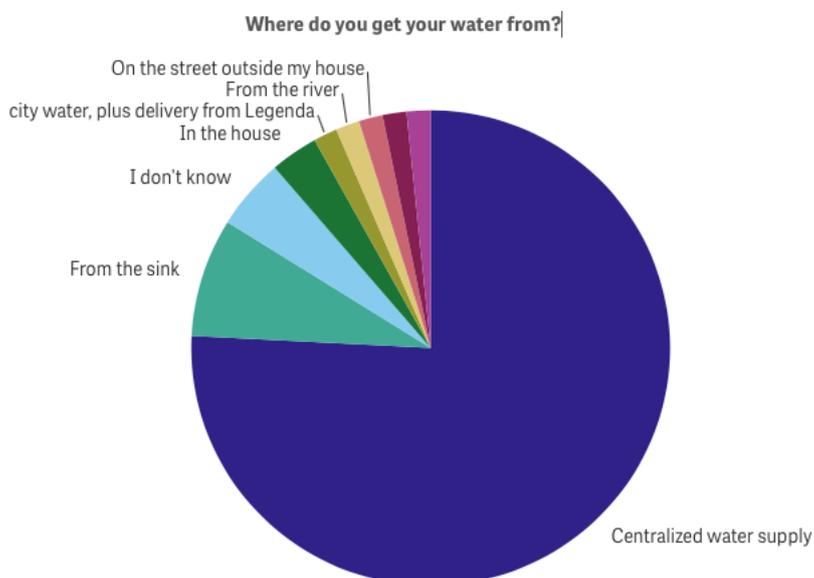


Figure 13. shows more than 70 percent of respondents enjoy centralized water supply

6

Switzerland and EBRD support wastewater management upgrade in Osh; 29 July 2016; EBRD; <https://www.ebrd.com/news/2016/switzerland-and-ebrd-support-wastewater-management-upgrade-in-osh.html>

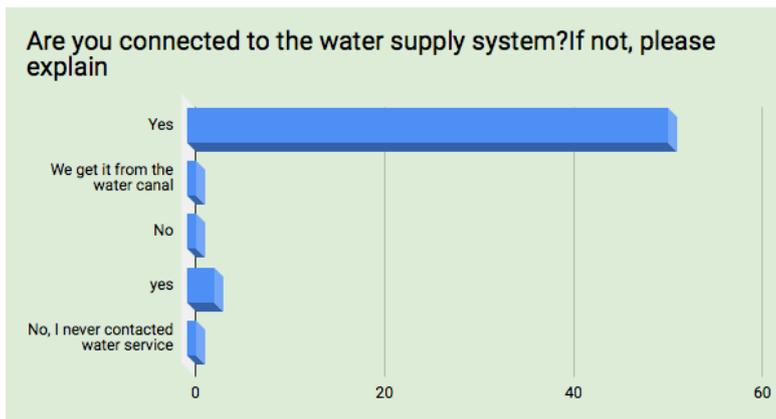


Figure 14. 93 percent indicated their households have access to water supply

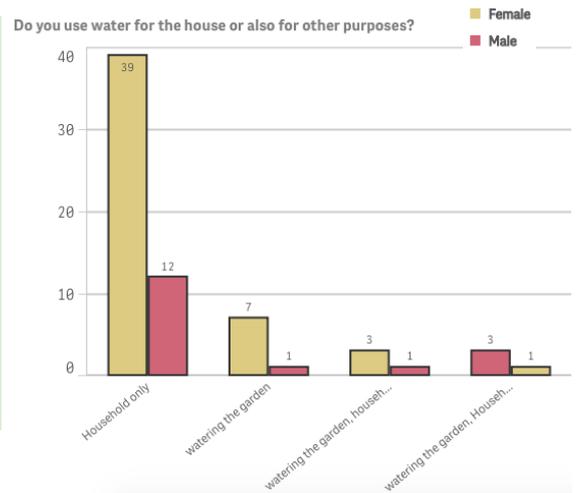


Figure 15. shows shows that nearly 60 percent use water for the household, 24 percent for watering the garden and 6 percent for household animals

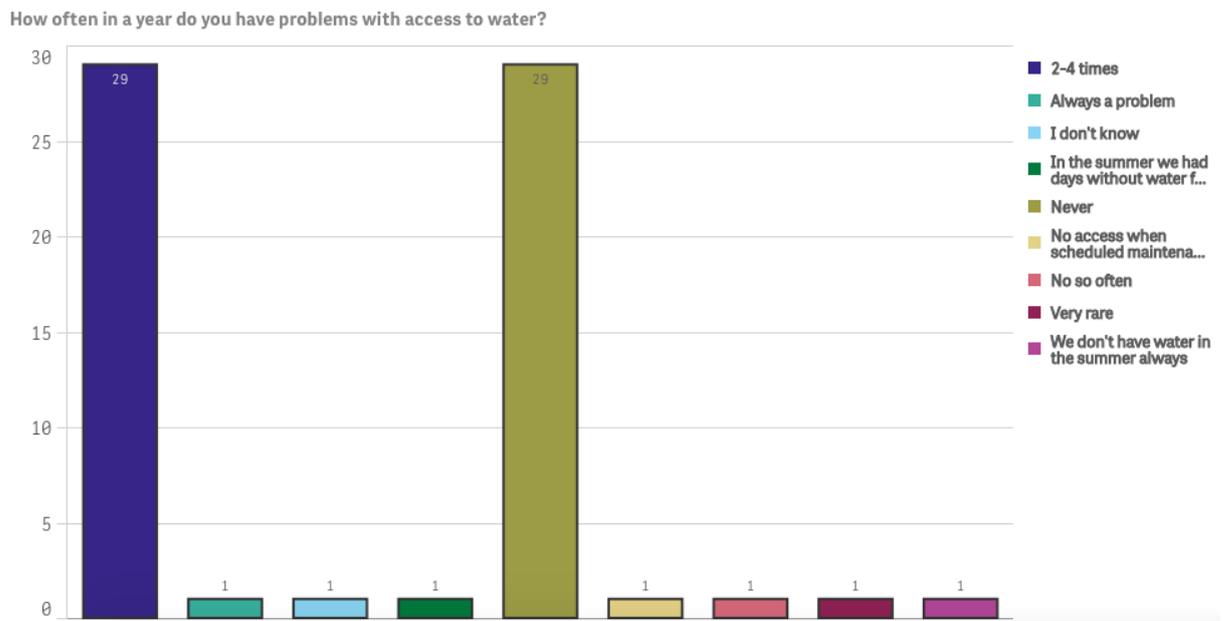


Figure 16. Problems with access to water

More than 50 percent of females answered that shortages and limited access to water in Osh occur up to 4 times or more, annually. Two female surveyees even said their households experience severe water shortages in the summer, when supply is extremely inadequate throughout the day. Less than half of the female respondents said access to water has never been an issue. Male respondents seem less critical of the problem regarding water supply. 50 percent of males said they never have problems with access to water while 35 percent answered it's a concern that affects their families 2-4 times a year.

The combined outlook for this question reveals limited access to water is a concern in more than 50 percent of cases. Regardless of gender, nearly 59 percent of all survey participants in Osh utilize water saving practices and surprisingly, almost 65 percent of males conserve water whilst 57 percent of females apply similar measures to manage water consumption. This interesting pattern among both gender groups is indicative of a public awareness in Osh that highlights existing problems concerning water supply in the city.

Do you apply any kind of water saving measures?

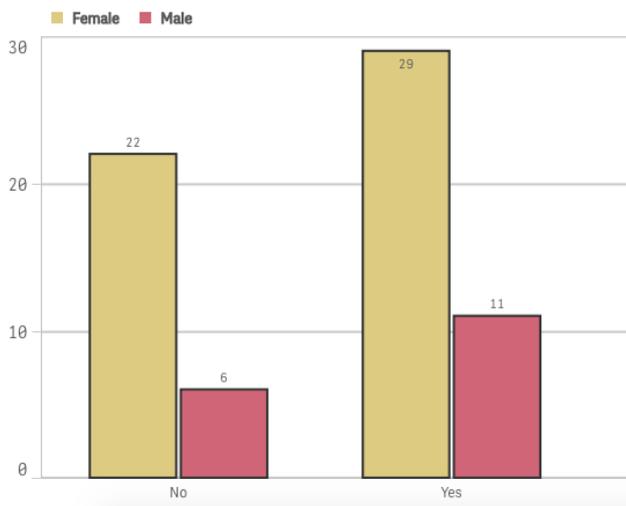


Figure 17. Public awareness of water saving measures among respondents

How much does the household pay for water per month?

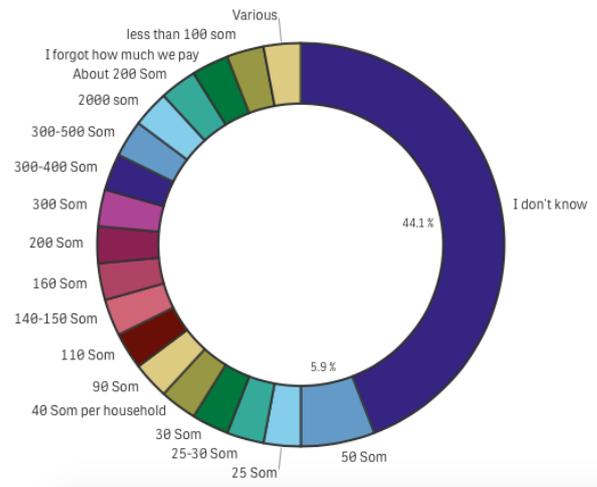


Figure 18. Level of awareness concerning monthly water bill among respondents

44 percent of respondents don't know the amount that their household spends on water bills each month. This can be attributed to the fact that more than half of the surveyees are underage teenagers and children. The majority of participants said their households pay 50-300 Som (\$0.70-\$4.30) on average every month. However, more than 63 percent of the female residents answered they don't know how much the cost of water per household is; nearly 37 percent said they know the price of water in Osh.

On the other hand, 75 percent of males responded positive to the question regarding the price of water and only 25 percent negative. Despite lack of information about the cost of water supply, 70 percent of surveyees, male and female, indicated the price of water is affordable and only 13

percent said the current cost of water supply in Osh city is not affordable for their families. Similarly, an overwhelming majority (77 percent) of the respondents from both gender groups didn't observe a rise in the price of water while 22 percent said they did.

But opinions on the quality of drinking water clearly indicate a divide among city residents. Almost 54 percent said it is clean and safe to drink when 46 percent believed it is not. The split is even among males (50/50), which is not the case in the opposite group. 55 percent of females were positive that water is safe and clean; and nearly 45 percent didn't agree the water quality is adequate for drinking.

Is the water price affordable for you?

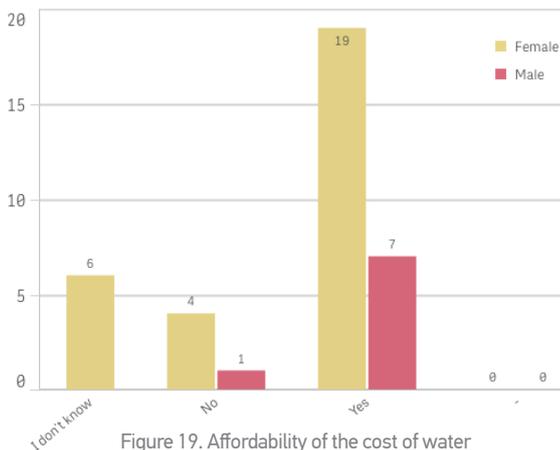


Figure 19. Affordability of the cost of water

Is the water safe and clean to drink?

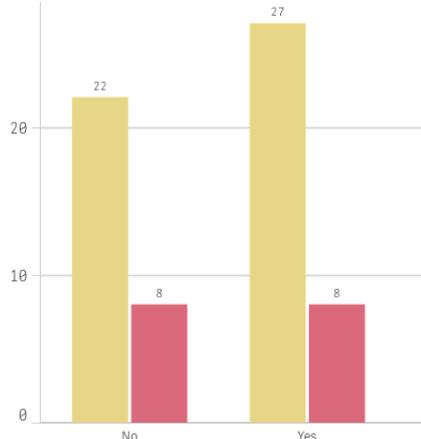


Figure 20. Quality and safety of drinking water

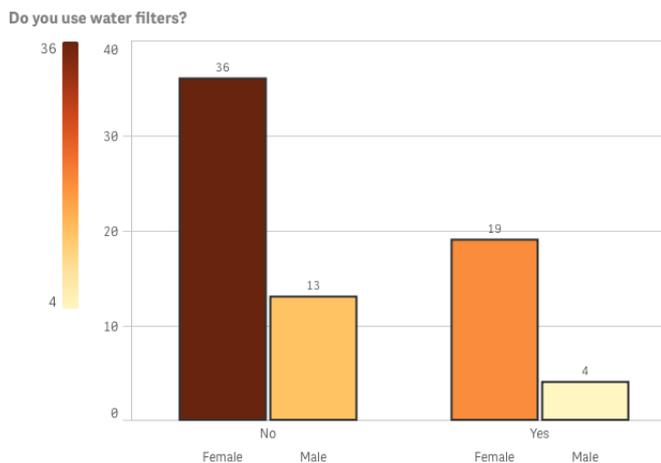


Figure 21. 34 percent of the female surveyees use water filters while 65 percent do not feel that filtering is necessary. 76 percent of males do not believe water filters are needed.

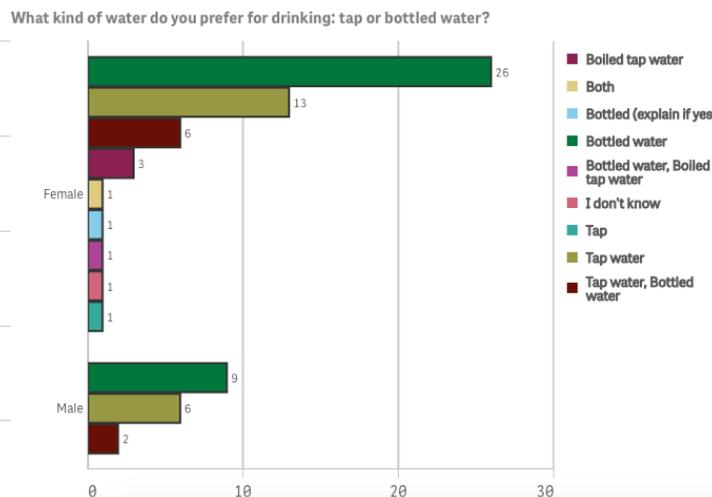


Figure 22. Preferences of bottled water vs tap water among respondents

The quality of drinking water in Osh seemingly makes 34 percent of the female surveyees use water filters while 65 percent do not feel that filtering is necessary. Even more males (76 percent) do not believe water filters are needed. However, the patterns of choice between bottled and tap water shows that preference is given to bottled water by more than 50 percent among females and by almost 20 percent among males. Such responses may not reflect the overall public opinion regarding drinking water but it is imperative to emphasize the fact that the quality of drinking water doesn't seem to meet the expectations of the population of Osh city and in particular those of the female residents. The research team witnessed first hand the limits of water supply on several occasions during the month of October in 2017.

The surveyees and city residents alike, whom researchers have interacted with in the same period of time, said they conserve water to avoid instantaneous shortages when the municipal service conducts maintenance or a related activity in the city districts. It must be noted that maintenance may happen as scheduled by the municipal company or in the aftermath

of weather events such as rainfall. The quality of drinking water during or after weather events varies depending on the intensity of the precipitation.

According to Osh city residents, the authorities limit or cut water supply up to one or two days in some instances to conduct maintenance following rainy days. The team hasn't been able to verify these accounts with the Mayor's Office representatives due to the failure of city officials to collaborate with researchers on the ground. The majority of participants, both, male and female, were not aware of water shortage during different seasons. Thus 64 percent indicated they didn't observe shortages while almost 36 percent positively identified a problem with shortage of water from season to season. Essentially, communication between the city authorities and residents of Osh regarding water supply doesn't seem to be satisfactory in its present form and shape. More than 62 percent of surveyees (both, male and female) do not know the contact number for the Water Company to report a disruption of service or difficulty with water supply.

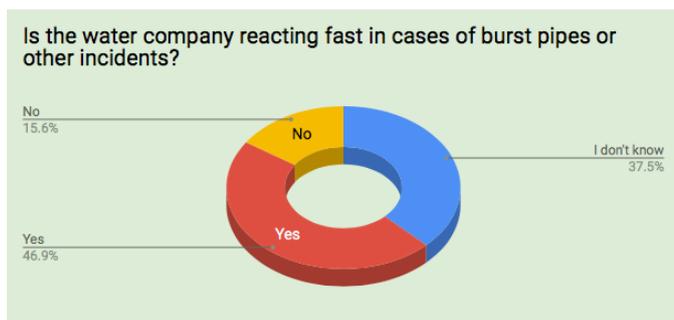


Figure 23. Evaluation of the water company job in response to emergencies

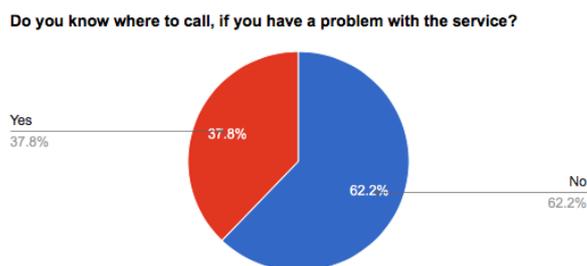


Figure 24. 62% of Osh residents don't know where to call to report disruption of water supply



Screenshot from the news outlet “5News” report on the quality of drinking water in Osh city, 2017.⁷

RECOMMENDATIONS

FROM THE SURVEY PARTICIPANTS TO THE MAYOR CONCERNING THE DIFFICULTIES AND PROBLEMS WITH WATER SUPPLY IN OSH CITY:

- | | |
|---|--|
| 1. More communication with people and regular meetings with the Water Company | 7. Modern water treatment technologies are needed. |
| 2. It would be great if water is supplied regularly. | 8. Faster response to fix the problems with the water service and more attention to the water users. |
| 3. Water pressure is not sufficient. | 9. I want less chlorine in the drinking water. |
| 4. More people should install water meters in their households. | 10. I notice sometimes that small bugs come out with the water. |
| 5. It would be good if water quality wouldn't depend on weather conditions. | 11. Expansion of water reservoir. |
| 6. Maintaining the water infrastructure. | 12. Public monitoring of the city services. |

7

“We are not animals, but people - the residents of Osh asks for solution to the problem of dirty water”; (Russian) 20 June 2017; 5News.kg; <https://5news.kg/ru/articles/my-ne-skoty-a-lyudi-zhitel-osh-a-prosit-reshit-problemu-gryaznoy-vody>

GENDER INCLUSION

Open source information stated the “**EBRD-supported gender advisory services programme will see the city’s authorities and the Osh Auto Transport Company work together to offer improved job and career growth opportunities to women in the company**” - according to the bank’s announcement⁸.

However, the Osh city development plan 2016-2020⁹ does not stipulate career opportunities for women in the public transportation and water sectors; nor does it include objectives for the municipal services in the same period of time. It does include a chapter which underlines priority for the gender policy and support of women. In the expected outcome, the development roadmap implies more job opportunities will be created for women and youth in Osh, which seemingly has declarative intent rather than a realistic plan based on an agreement.

Furthermore, the Mayor’s Office pledge, in the very same roadmap, for greater transparency and open access to public and civil society organizations, falls short of fulfillment as well. The affirmed goal of close cooperation with public and civil society regarding evaluation and monitoring of the city development programs raises questions regarding lack of communication in the Mayor’s Office.

The city plan for 2016-2020 has a detailed description of expenditure for the public transportation sector which includes modernization of the bus and trolleybus fleet, introduction of e-ticket system, staff training and improvement of the technical equipment, but the gender component of the EBRD funded project is not included in the city budget, whatsoever.

8

First EBRD-financed buses arrive in Osh, Kyrgyz Republic; 9 December 2016; EBRD; <http://www.ebrd.com/news/2016/first-ebrdfinanced-buses-arrive-in-osh-kyrgyz-republic-.html>

9

Osh city development plan 2016-2020 #10 (Kyrgyz); 24 August 2016; Osh City Council; <https://www.oshkenesh.kg/session/49?page=2>

1.	Троллейбустук жана автобустук парктын ДЭПОсун реконструкциялоо жана реабилитациялоо	2017	0,209 млн. евро	ЕБРР	Жүргүнчүлөрдү ташуунун сапаты жакшырат
2.	Троллейбустук чубалгыларды куруу жана иштеп жаткан кошулуучу тармактарды толук реабилитациялоо	2016-2017	2,0 млн. евро	ЕБРР	Жүргүнчүлөрдү ташуунун сапаты жакшырат
3.	Жаёу унаа каражаттарды сатып алуу: 1. Троллейбустар – 23 бирдик 2. Автобустар – 30 бирдик	2015-2016	5,8 млн. евро	ЕБРР	Жүргүнчүлөрдү ташуунун сапаты жакшырат
4.	Троллейбустук жана автобустук паркка машина жуучу аппараты орнотуу	2017	0,065 млн. евро	ЕБРР	Жүргүнчүлөрдү ташуунун сапаты жакшырат
5.	Электрондук билеттештирүү системасын орнотуу	2016-2017	0,6 млн. евро	ЕБРР	Жүргүнчүлөрдү ташуунун сапаты жакшырат
6.	Бири-бирин кайталоочу маршруттарды кыскартуу менен оптималдаштыруу жана жаёу автобустук, троллейбустук маршруттарды ишке киргизүү	2017	-		Жүргүнчүлөрдү ташуунун сапаты жакшырат
7.	Иштеп жаткан диспетчердик түйүндөрдү борборлоштуруу жана заманбап техникалар: радио байланыш, уюлдук телефондор, компьютерлер менен камсыз кылуу	2018-2019	0,185 млн. евро	ЕБРР	Маршруттардын кыймылы ыраатталат
8.	Жүргүнчүлөрдү ташуу тармагынын кызматкерлеринин, айдоочулардын билимин жогорулатуу боюнча такай окууларды, семинарларды өткөрүү	2016-2020			Кызматкерлердин, айдоочулардын билими, тейлөө маданияты жогорулайт
	Жалпы:		8,86 млн. евро(673,3 млн. сом)		
	Анын ичинен:				
	Инвесторлор (ЕБРР)		8,86 млн. евро(673,3 млн. сом)		

The Osh city development plan 2016-2020; Public Transportation budget expenditure; (Kyrgyz). See Annex II (English)

In a similar fashion, the city budget for the Water Company doesn't include expenditure for inclusion of the gender policy for 2016-2020 period as shown here below.

2.	Эскилиги жеткен узундугу 5,5 км суу т\т\кт\рд\и алмаштыруу	2014-2016	0,584 млн. евро	ЕБРР	Кошумча 5-8 миң шаардын тургундары таза суу менен камсыз болот
3.	Узундугу 8,5 км канализациялык т\т\кт\рд\ куруу	2014-2016	1,220 млн. евро	ЕБРР	Шаардыктардын канализацияны колдонуусу 20% к\т\р\л\г\т
5.	№ 1-экс, 3,7,6,7,9 насостук бекеттерин реконструкциялоо	2016-2017	1,831 млн. евро	ЕБРР	Насостук бекеттерде электр энергиясы 30 % \нг\м\д\ь\л\т
6.	«Туран» аймактык Кеёшинин абоненттерине 3360 даана суу эсептегичтерин орнотуу	2014-2017	1,651 млн. евро	ЕБРР	«Туран» аймактык Кеёеши боюнча таза сууну керект\т\ 20 % \нг\м\д\ь\л\т
7.	«Курманжан-Датка» аймактык Кеёшинин абоненттерине 3276 даана суу эсептегичин орнотуу	2016-2017	1,6 млн. евро	ЕБРР	«Курманжан-Датка» аймактык Кеёеши боюнча таза сууну керект\т\ 20 % \нг\м\д\ь\л\т
8.	«Манас-Ата» аймактык Кеёшинин абоненттерине 4914 даана суу эсептегичтерин орнотуу	2016-2017	2,4 млн. евро	ЕБРР	«Манас-Ата» аймактык Кеёеши боюнча таза сууну керект\т\ 25 % \нг\м\д\ь\л\т
9.	№ 4,8,12 насостук бекеттерин реабилитациялоо	2016-2017	0,75 млн. евро	ЕБРР	Насостук бекеттерде 50 % электр энергиясын \нг\м\д\ь\л\т
10.	Т\т\ь\т\ь\к\н айылына канализация системасын куруу боюнча иш алып баруу	2016-2020			Атын сууларга саркынды суулардын кошулушу азаят. Шаардыктардын канализацияны колдонуусу к\т\р\л\г\т
11.	Суу пайдалануучулардын арасында таза сууну сарамжалдуу жана \нг\м\д\ь\ пайдалануу боюнча массалык маалымат каражаттары, «тегерек столдорду» \т\к\р\л\, жолугушууларды уюштуруу аркылуу т\ш\нд\р\л\ иштерин ж\р\г\з\л\	2014-2017			Шаар боюнча таза сууну 10 % чейин \нг\м\д\ь\г\т негиз т\з\л\т

The Osh city development plan 2016-2020; Water Company budget expenditure; (Kyrgyz). See Annex III (English)

RESEARCH SUMMARY AND RECOMMENDATIONS

Throughout the month-long research in the city of Osh, the team has discovered acute concerns and problems regarding functionality of the public and private transportation; and water services in the country's second largest city. Just as in the country's capital Bishkek, the city of Osh may require expansion of the public transportation routes within city limits in addition to existing geographical coverage. The private transportation or minibuses remain a preferable choice for the majority of residents who took part in the survey.

Among critical concerns which were raised by the survey participants: **the discrimination and harassment of pupils in the private transportation sector; unsafe rides on private minibuses underscored by both gender groups**; under-capacity of the existing transportation system due to traffic congestion and the insufficient number of public transportation units; **a report of sexual harassment in one specific case**; untrained staff in both, public and private transportation; disparity of communication between the authorities and city residents; **an unsatisfactory level of service for the disabled residents in public and private transportation.**

Among respondents who indicated that the cost of commuting is far from affordable were school children, students and a retiree. Survey has shown that the rise of prices has had an impact on nearly 50 percent of pupils and more than 31 percent of females who have taken notice of rising prices for city commuting in Osh.

Respectively, the Water Municipal Company may require **enhancement of the communication policy with city residents** which seems inadequate at its present level; more efforts to maintain an uninterrupted supply of water throughout the year; **improvement of the quality of drinking water during rainy seasons**; cooperation with local civil society organizations and activist groups on the promotion of water conservation practices in the city.

The gender-mainstreaming study objective of the research mission couldn't be fully achieved as a result of the city administration's failure to

communicate with the team after the presidential election in October 2017. It appears the EBRD-provided funds are prioritized on the first-need service basis rather than the long-term strategy goals in both the public transportation and water sectors.

Previously, the media coverage of the Mayor's Office roadmap 2016-2020 highlighted deficiencies in the city development plan. RFE/RL Kyrgyz language service "Azattyk" report¹⁰ stressed the city administration's immediate focus on infrastructure projects and lack of human development programs in the plan itself. It is unclear how the city authorities conduct or implement their original development target goals with respect to gender-mainstreaming.

Furthermore, it is even less clear whether gender equality is part of the city administration's long-term planning for the public transportation and water sectors, despite the official narratives. Concurrently, it is suggested for the EBRD to conduct further consultations with clients on bringing focus back to the gender component in the decision-making process for Osh city.

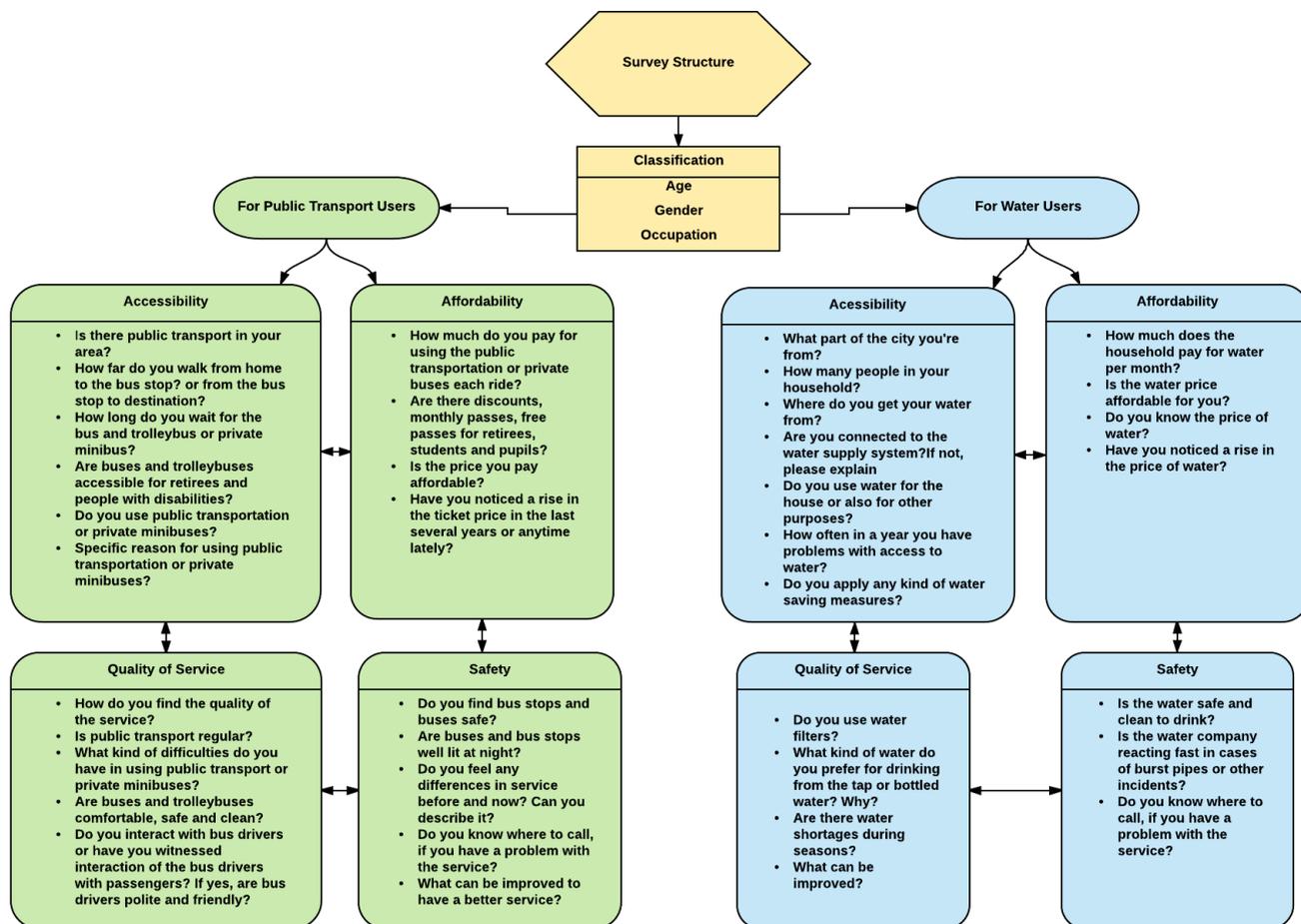
It is recommended for the administration of Osh city:

1. To facilitate open access for civil society organizations to the information on gender equality in the municipal companies of Osh city
2. To undertake annual research and analysis in the public transportation and water sectors based on gender component
3. To improve the city administration's communication strategy with the public and civil society organizations
4. To include the perspectives of women and youth in the decision-making process
5. To integrate women in planning and implementation of development plans for the municipal services
6. To introduce annual target goal parameters for gender equality in the public transportation and water sectors.

10

Osh: Mayor's unchanged two year program (Kyrgyz); 18 August 2016; RFE/RL service Azattyk; https://www.azattyk.org/a/osh_city_major_program/27928799.html

ANNEX I



ANNEX II

The Osh city development plan 2016-2020; The Public Transportation budget expenditure

Reconstruction and rehabilitation of the public transportation facilities	2017	€209,000	EBRD	Improvement of public services
Construction and rehabilitation of trolleybus electric lines	2016-2017	€2million	EBRD	Improvement of public services
New equipment purchase: 1) Trolleybuses – 23 units; 2) Buses – 30 units	2015-2016	€5.8million	EBRD	Improvement of public services
Bus fleet washing equipment	2017	€65,000	EBRD	Improvement of public services
E-ticket system installation	2016-2017	€600,000	EBRD	Improvement of public services
Optimization of existing bus and trolleybus routes	2017			Improvement of public services
Improvement of dispatch service, new equipment – radio communication, landline communication, computers.	2018-2019	€185,000	EBRD	Improvement of bus routes
Regular classes and seminars for public transportation staff and bus and trolleybus drivers	2016-2020			Drivers and staff training will improve professionalism of public service workers
Total:		€8.86million (673.3million Som)		
Investor: EBRD		€8.86million (673.3million Som)		

ANNEX III

The Osh city development plan 2016-2020; The Water Company budget expenditure

Replacement of outdated infrastructure 5,5km	2014-2016	€584,000	EBRD	5-8,000 city residents expected to have access to clean drinking water
Building 8,5km sewage	2014-2016	€1.220million	EBRD	20% more residents will be connected to system
Reconstruction of 1, 3, 6, 7, 9 pump stations	2016- 2017	€1.831million	EBRD	Improvement of pump stations' energy efficiency by 30%
Installation of 3360 water meters in Turan district	2014-2017	€1.651million	EBRD	Expected improvement of water management by 20%
Installation of 3276 water meters in Kurmanjan-Datka district	2016-2017	€1.6million	EBRD	Expected improvement of water management by 20%
Installation of 4914 water meters in Manas-Ata district	2016-2017	€2.4million	EBRD	Expected improvement of water management by 25%
Rehabilitation of 4, 8, 12 pump stations	2016-2017	€75,000	EBRD	Improvement of pump stations' energy efficiency by 50%
Planning sewage system for Tylytyk district	2016-2020			Decrease of sewage drop into local water sources
Creation of public discussion platforms and roundtables, media campaign, PR, etc.	2014-2017			Raising awareness and improvement of water management



CEE Bankwatch Network is today the largest network of grassroots environmental groups in countries of central and eastern Europe and a leading force in preventing dubious public investments that harm the planet and people's well-being in this region and beyond.

Operating since 1995 in countries that have undergone significant social and economic transformation, we have the know-how to effectively work in unpredictable environments from North Africa to Central Asia.

Together with local communities and other NGOs we work to expose their influence and provide a counterbalance to their unchecked power.

W: bankwatch.org

[Facebook.com/CEEBankwatch](https://www.facebook.com/CEEBankwatch)

[Twitter.com/CEEBankwatch](https://twitter.com/CEEBankwatch)