



**Eurasia Foundation of Central Asia**  
**“Local Transparency and Cooperation Initiative”**  
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**FINAL REPORT**

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## Acronyms

<b>Academ and K</b>	<i>Local experts on LSG development</i>
<b>AOR</b>	<i>Agreement Officer Representative</i>
<b>CSOs</b>	<i>Civil society organizations</i>
<b>EFCA</b>	<i>Eurasia Foundation of Central Asia</i>
<b>EMMP</b>	<i>Environmental Monitoring and Mitigation Plan</i>
<b>GIZ</b>	<i>Deutsche Gesellschaft für Internationale Zusammenarbeit (German Development Agency)</i>
<b>LSG</b>	<i>Local Self Government</i>
<b>LARC</b>	<i>Network of lawyers</i>
<b>LBD</b>	<i>Legal Business Development Foundation, Head organization of LARC lawyers network</i>
<b>MOU</b>	<i>Memorandum of Understanding</i>
<b>ME</b>	<i>Ministry of Economy</i>
<b>NGO</b>	<i>Non-governmental organization</i>
<b>PMEP</b>	<i>Performance Monitoring and Evaluation Plan</i>
<b>SALGIR</b>	<i>State Agency for Local Governance and Interethnic Relations</i>
<b>SAGMR</b>	<i>State Agency of Geology and Mineral Resources</i>
<b>SFK</b>	<i>Soros Foundation Kyrgyzstan</i>
<b>TOL</b>	<i>Tree of life foundation,</i>
<b>TOT</b>	<i>Training of Trainers</i>
<b>USAID</b>	<i>US Agency for International Development</i>

## ***Executive Summary of Accomplishments and Results Achieved***

EFCA implemented the USAID-funded “Local Transparency and Cooperation Initiative,” in February 2012 and completed in January 2015 a 36 month project with the budget of \$1,291,740, agreement # AID 176-A-12-00004. The main goal of the project was “To improve cooperation and accountability between citizens and local government for the provision of quality public services and to increase transparency, public confidence and mutual understanding in the extractive industry”.

The major problem is that citizens suffer from poor access to and quality of public services (including healthcare, education, social protection and public utilities) and low awareness of their entitlements. Although significant efforts have been made, including EFCA and USAID initiative to increase transparency in local budgeting and financial management, citizens remain largely unaware of services within the authority of Local Self Governments (LSGs) and there is no structured monitoring system to oversee service provision. Citizens and LSGs have little shared understanding and data to establish mutual cooperation for service improvement and budget prioritization. .

In order to address these problems the project pursued two objectives:

A) - Improve cooperation and accountability between citizens and local government in the provision of quality public services. The first objective is expected to educate citizens on their entitlements and increase access to public services. This was done by empowering citizens to monitor service provision by facilitating collaboration between citizens and state authorities, based on citizen monitoring results of public services and then holding the responsible authorities accountable for their performance.

To achieve the 1<sup>st</sup> objective—the project developed a comprehensive tool-kit for assessing citizens’ satisfaction with regards to public services provision established 66 citizen monitor groups and 10 municipal enterprises in Naryn and Jalalabad oblasts and was able to , raise over \$4,916,031 for the service improvement by soliciting LSGs and community residents,. The project provided 1360 households with access to potable water, 2061 legal consultations were provided for local citizens in pilot regions and community resource mobilization facilitated the opening of 29 kindergartens. This resulted in a Comparative evaluation of citizens’ satisfaction with municipal service provision before and after project implementation which shows a overall 49% improvement with satisfaction of services.

B) The second is objective was to raise awareness and understanding among community leaders in mining-affected areas about extractive industry, its potential social and environmental impacts.

According to the survey conducted by "Oxus International" during the initial project phase, as well as public concerns expressed on public hearings, informational meetings and citizens' requests at public reception centers, environment, employment policies and social package distribution are main reasons for local population to oppose mining company activities and extractive industry development in relevant areas. That is why program activities were primarily directed at providing objective information to local population to overcome negative perception of extractive industry. For this purpose, six public reception centers were established, providing over 450 consultations to local residents. Over 23 large public hearings were organized by mobilizers, SAGMR and MoE representatives in target areas to record public concerns and explain licensing procedures, environment protection, ecological standards and social package distribution to local population. 445 community residents benefited from trainings on Environment Impact Assessment, EITI benefits, principles and regulations, transparency accountability and taxation in mining sector. 16, 000 bulletins were developed in collaboration with SAGMR to inform population about extraction process, mine deposits, legislation and dispute resolution within the legal framework, and over 7,000 people registered on the online forum (<http://forum.eiti.org.kg/>) were they actively discuss news in extractive industry, vividly illustrating increased public awareness. Two national conferences additionally stimulated discussions of the most controversial subjects in mining sector by key stakeholders, including local residents, relevant state agencies, parliamentary members, international organizations and experts to establish the foundation for cooperation, culminated in a

national resolution that described stakeholder's duties and responsibilities and was developed taking into consideration comments and suggestions of relevant parties. The document was signed by conference participants and further presented to the Prime Minister and President of Kyrgyz Republic for consideration. Moreover, four EITI consortium meetings increased awareness of EITI implementation among relevant state agencies and companies, contributing to the upcoming state validation process. In general, project activities facilitated public awareness of mining sector development benefits, budget transparency issues, local budget planning and environmental regulations to overcome initially negative public perception of extractive industry.

## 1. In-Depth Analysis of Progress and Results

EFCA assesses this project as successful in contributing to general goal of greater stability through transparency, accountability and confidence in public financial management, mining sector, and public service delivery. More specifically, the project contributed to the general goal in two specific and measurable objectives:

**Objective 1:** *To improve cooperation and accountability between citizens and local government in the provision of quality public services*

**Objective 2:** *To increase transparency, public confidence and mutual understanding in the extractive industry*

In achieving these objectives, the project followed the Theory of Change:

***“If the traditional holders of power - government and business – operate more transparently and citizens have opportunities to hold them to account for their activities, then there will be greater trust between these groups and confidence that decisions are made in the interests of the whole community; this will lead to greater cooperation between these groups in the mutually beneficial development of economic activities and improvement of public services”***

Through the proposed theory EFCA believed that citizens need to engage more holistically in local processes, including monitoring people’s experience in receiving public services, cooperation with local authorities and service providers, including schools and health care centers, to mobilize available local resources and generate feasible improvements. For the second objective, the project emphasized access to reliable information, dialogue among stakeholders and recognition of mutual interests as the key to resolve tensions in mining sector this was done by strengthening community development mechanisms, empowering local citizens and authorities in the decision-making process regarding mining development in their communities.

The project has following achievements and lessons learned:

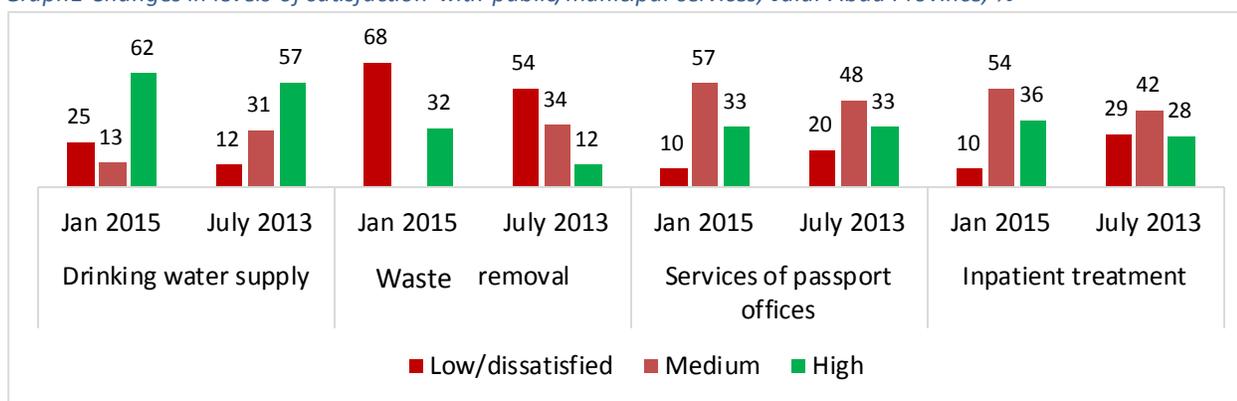
### ***1) To improve cooperation and accountability between citizens and local government in the provision of quality public services***

#### ***Increase in satisfaction in services recorded by citizen monitoring***

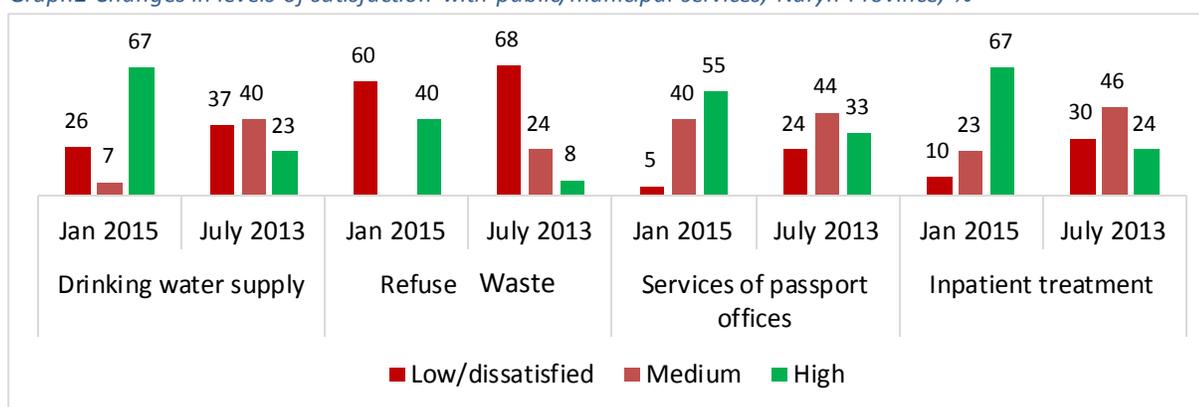
The initial project activities **focused on developing a tool-kit to assess citizen satisfaction with municipal services and build cooperation between local citizens and service providers** in 13 districts of Naryn and Jalalabad Oblasts of Kyrgyz Republic to establish a baseline. After which the project established 66 citizen monitor groups in all local self governments of the two oblast, mobilizing nearly 400 active individuals and community groups. These citizen groups have so far supported and engaged with over 7,000 counterparts in the above mentioned Oblast building citizens’ rights-based knowledge, civic activism, and proactive engagement to monitor service delivery.

Over the project implementation the level of satisfaction with public/municipal services in general has increased from 27 % in 2013 to 48.8% in 2015 (Graph 1-2).

Graph1 Changes in levels of satisfaction with public/municipal services, Jalal-Abad Province, %



Graph2 Changes in levels of satisfaction with public/municipal services, Naryn Province, %



Drinking Water service delivering

- *Better prioritization of government expenditures on local services according to local needs*

LTCI project worked on improving quality of drinking water in target regions. **Over 1360 households received the access to drinking water** in target areas. **\$11.450** was raised by residents and LSGs in Aksy district. Water supply system was maintained and water pump repaired in Baetov and Sakaldin rural areas of Ak-Talin and Nooken districts respectively. Water meters were maintained and tariffs defined for over 200 households in Ala-Buka and Nooken districts. Over 700 meters of water-pipes were maintained for 60 households by village residents of Chatkal and Nooken districts. Project also facilitated disinfection and safeguard of drinking water zone in Jungal district.

- *Increased mobilization of community resources, in cooperation with public service providers, leading to higher quality services*

External evaluation showed that payments collected for drinking water, and water supplies are not enough to pay a decent wage for water workers. Majority (49%) of local population pay \$1 per person for month, and 40% of local residents willing to pay \$3. Repairs and replacements of water pipes are being financed by international organizations and local budgets. Also, residents in many AOs have to make additional payments to get their problems solved.

EFCA conducted a series of trainings and public hearings on tariff for drinking water and as a result external evaluation showed that about 50% respondents in the Naryn oblast and 28% in the Jalalabad oblast would be willing to pay a higher tariff for drinking water in case of better quality of delivered service.

“If someone promises to install water mains, we will find the money. Now we take water everywhere we can».

*Mobilizing agent, FGD participant, Kargalyk village, JalalabadOblast*

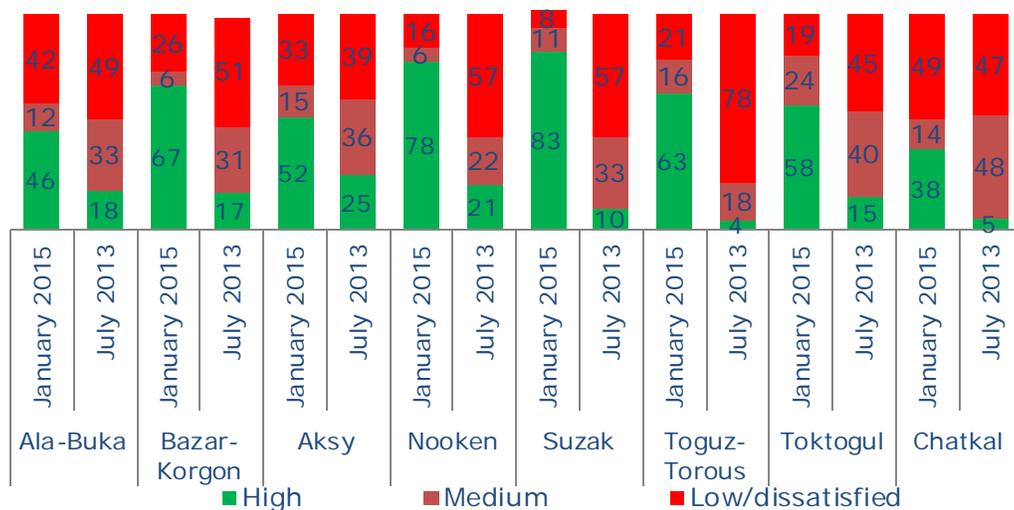
“The problem of drinking water. The Eurasia Foundation has informed us and we filed the request with aiyl okmotu. Based on this, we were given money to install the pump”.

*FGD participant, Jany-Jol village, Jalalabad Oblast*

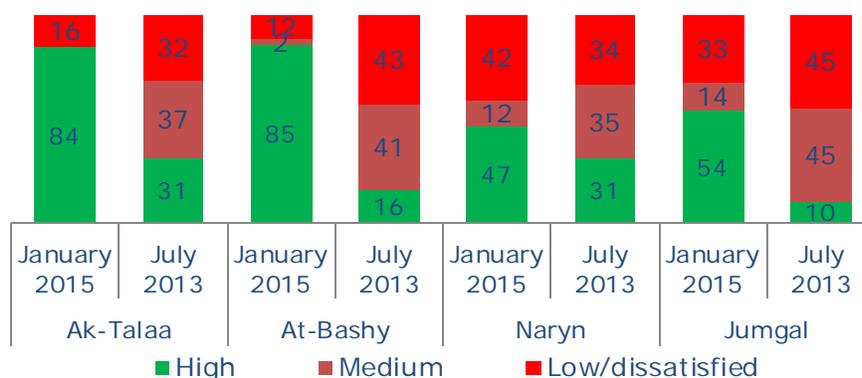
➤ **Improved citizen access to higher quality public services**

Average level of satisfaction among the surveyed residents in pilot regions revealed an increase in the level of satisfaction with drinking water service delivering over the last 1.5 years (Graph 1 and 2). We can assume that one of the factors explaining this positive trend is awareness raising events organized as part of the "Local Transparency and Cooperation Initiative" program implemented by EFCA with the financial support of USAID.

*Graph3 Changes in levels of satisfaction with drinking water services in the Jalalabad Oblast, %*



*Graph4 Changes in levels of satisfaction with drinking water supply service in the Naryn Oblast, %*



➤ **Greater trust and appreciation between citizens and government, and lower risk of political instability**

Local communities members believe that LSGs do a good job of providing drinking water services; in particular, they attract investors due to limited financial resources and try to solve problems associated with the supply of drinking water. FGD under external evaluation noted that some LSGs do not have time to implement their core responsibilities, as their employees are delegated with a number of tasks by various ministries and departments.

“There are departments like social agencies, Tax Service, Defense Office, Statistical Committee, etc. Their job is being done by LSG administrative offices. Therefore, they need more employees, while the personnel in those structures should be cut down. The staffs of LSG offices have to do paperwork and prepare reports for ministries instead of providing services”.

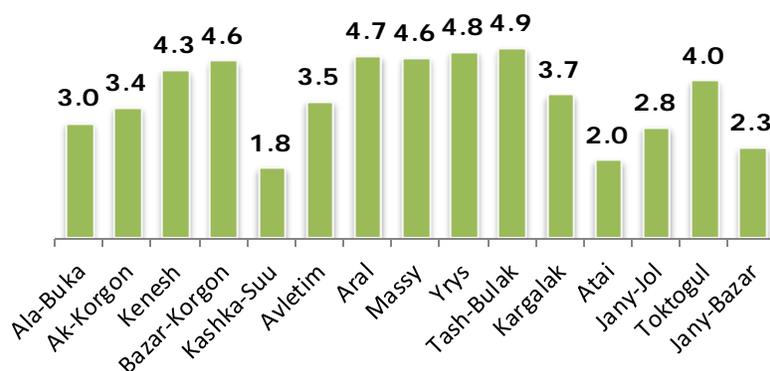
*Employee of LG, former deputy, Toguz-Torous rayon, Jalalabad oblast*

Local residents in pilot regions noted that LSGs are subsidized by the state, and since there is a shortage of both financial and human resources, LSGs are not able to readily solve all problems in the villages. Also, many respondents of the external evaluation stress that the majority of outreach tasks are unofficially assigned to opinion leaders / activists. FGD participants draw attention to the fact that LSGs have no right to demand something from the citizen monitoring group leaders, as the latter work is on a volunteer basis.

“The state does nothing. Or it actually does - by delegating responsibilities to LSGs, which are 90% subsidized”.

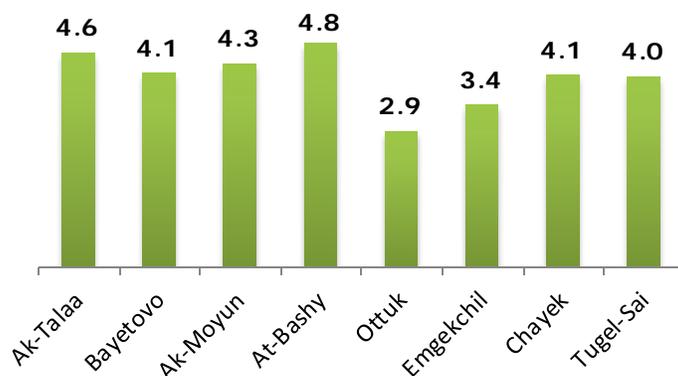
*FGD participant, Jany-Bazar village, Jalalabad oblast*

*Graph5 Quality of LGS' work in provision of drinking water services by village, Jalalabad Oblast*



External evaluation respondents rated the provision of the water service by LSG at 3.6 points out of a possible 5 points (5 being the highest score).

*Graph6 Quality of LGs' work in provision of drinking water services by village, Naryn Oblast*



External evaluation respondents rated the provision of the water service by LSG at 4.0 points out of a possible 5 points (5 being the highest score).

### Waste removal

- *Better prioritization of government expenditures on local services according to local needs*

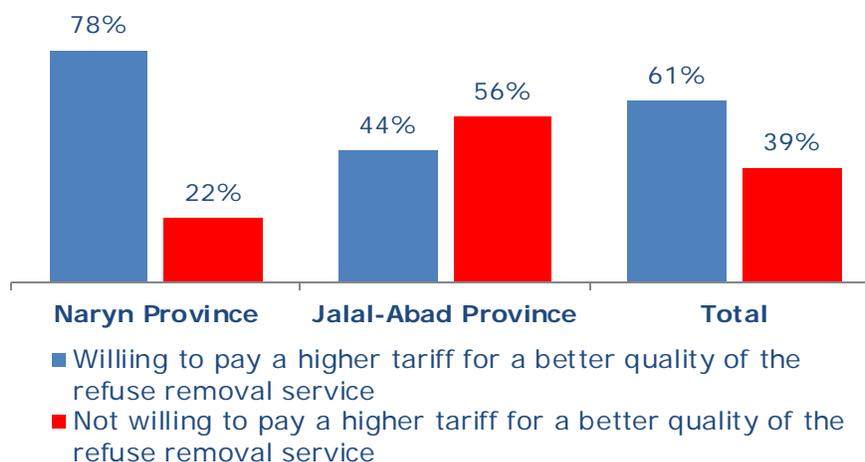
**10 municipal enterprises were established to provide waste removal**, water supply, public area landscaping and other services. Public land for conversion to Landfills was identified and legislation established to transfer in 10 rural areas, and 30 waste bins maintained in public places. For the first time a tender on waste removal services was conducted among local companies in Suzak district with support of legal experts. Through mobilizing local resources and direct investments from LSG's \$4.758.997 was budgeted for improving municipal services. These funds were used to purchase 2 trucks, 2 tractors of MTZ-82 and DT-75 models, 2 combines, 1 baler, 1 seeding-machine, 1 bull dozer and 2 garbage-trucks for communal services in Kargalyk and Masy rural areas of Toguz Toro and Nooken districts.

- *Increased mobilization of community resources, in cooperation with public service providers, leading to higher quality services*

LTCI project focused on waste disposal and the prevention of illegal dumping; discharge of waste into primary sources of irrigation and drinking water, which, in turn, negatively affect the environment, the health of residents, and the moral portrait of villages.

During project implementation tariffs and timetables for waste collection services were defined. And Local residents welcomed these changes and agreed to pay for the waste removal services provided both by newly established and existing municipal enterprises. This will ensure the waste removal services sustainability beyond the project.

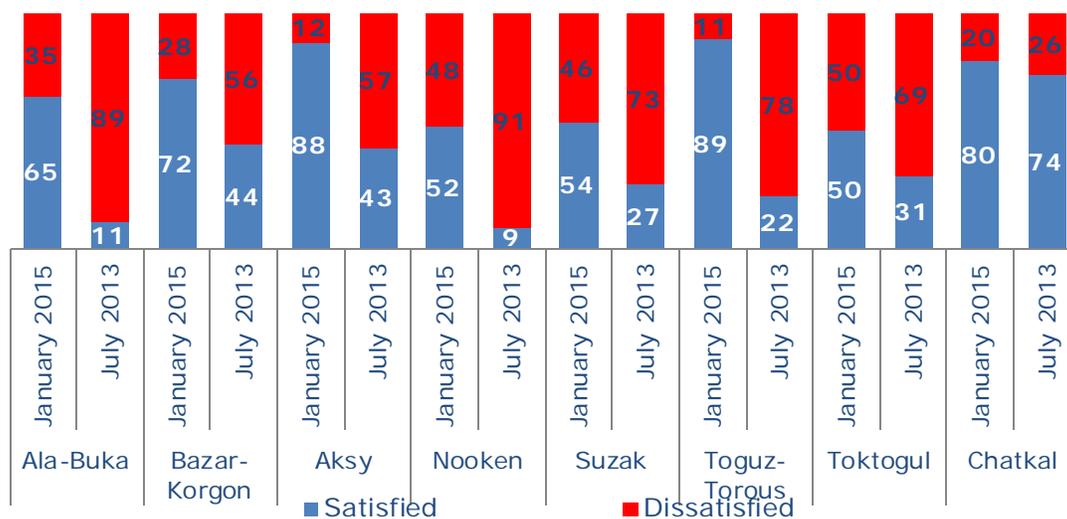
Graph7 Willingness to pay a higher tariff for a better quality of the waste removal service, n=193



➤ *Improved citizen access to higher quality public services*

According to external evaluation results the average percentage of respondents who are satisfied with the waste removal service has increased in almost all the targeted districts, except for the At-Bashy District, over the last 1.5 years (Graph 8-9).

Graph8 Changes in levels of satisfaction with the waste removal service in Jalalabad Oblast, %



Graph9 Changes in levels of satisfaction with the waste removal service in Naryn Oblast, %



➤ **Greater trust and appreciation between citizens and government, and lower risk of political instability**

Respondents of external evaluation note that EFCA supported the establishment of 10 municipal enterprises to organize process of waste removal in Naryn and Jalalabad oblasts. Established municipal enterprises on balance of LSGs and funded by local budget. LSG offices allocating funds for supporting daily work of enterprises and providing special equipment for waste removal services. All established enterprises working well. But in local communities where no municipal enterprise, waste removal is the responsibility of LSGs.

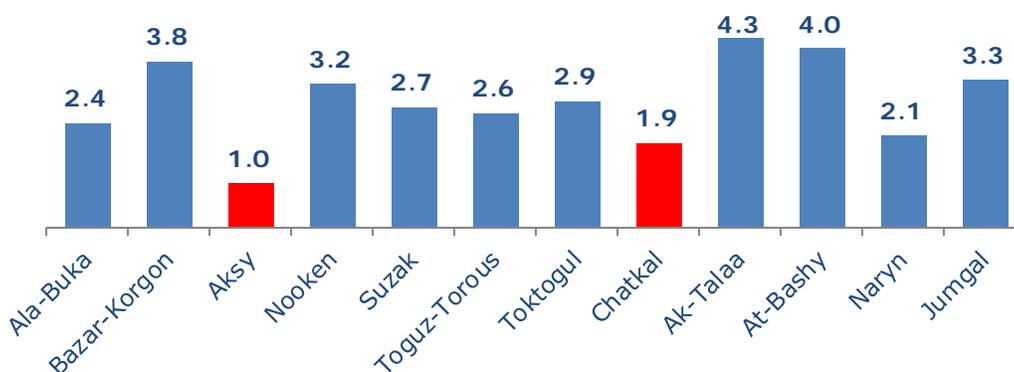
Majority of FGD participants note that LSGs make a lot of effort in this area and allocate funds from their budgets for waste removal (special machinery, fuel and lubricants).

“LSG work well; they appropriated funds from their budget, mobilized people, removed trash and cleaned the streets. The Aiyl Okmotu provided a machine to remove large piles of debris. We don’t mean to say that it’s clean now, we are human beings. We ignore this problem and dispose wastes in the field, which becomes a habit”.

*FGD participant, Bayetovo village, Naryn oblast*

External evaluation respondents rated the provision of the waste removal service by LSG at 3 points out of a possible 5 points (5 being the highest score).

Graph10 Average score received by AOs for the waste removal service, n=575



Health care services and inpatient treatment

➤ **Better prioritization of government expenditures on local services according to local needs**

LTCI project conducted public hearings related to improvement of health care services, but it did not implemented in practice. The main reason is that health care service is state service which delegated to municipalities to implement it on local level. In this regard LSGs doesn’t have management functions for

budgeting process in health care service. EFCA worked on improvement of inpatient treatment area, and according to external evaluation from 2013 base line survey from average level of satisfaction with quality of inpatient treatment were 27% it is increased to 51.5% in Naryn and Jalalaabad oblasts.

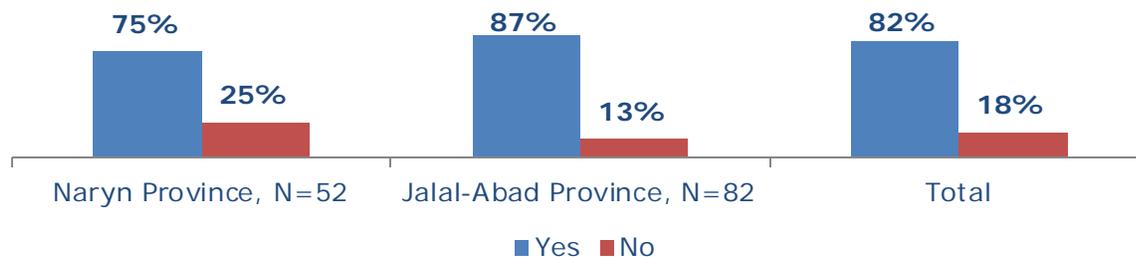
➤ *Increased mobilization of community resources, in cooperation with public service providers, leading to higher quality services*

During implementation of the project the most citizens stated that they are willing to pay more to receive better quality of delivered services is health care services.

The comparison of the current findings and the results of monitoring from May-July 2013 indicate a significant decrease in responses, reporting the limitation of options, lack of information on the service, and unofficial fees for services. This progress can be linked to activities providing legal assistance and greater awareness of their rights. The majority of respondents mention a high cost of professional services, analysis and diagnosis as the key difficulties.

It is important to say that the majority of respondents in both oblasts paid for inpatient treatment (82%)

Graph11 Responses to the question “Did you pay for inpatient treatment?” by oblast, N=134

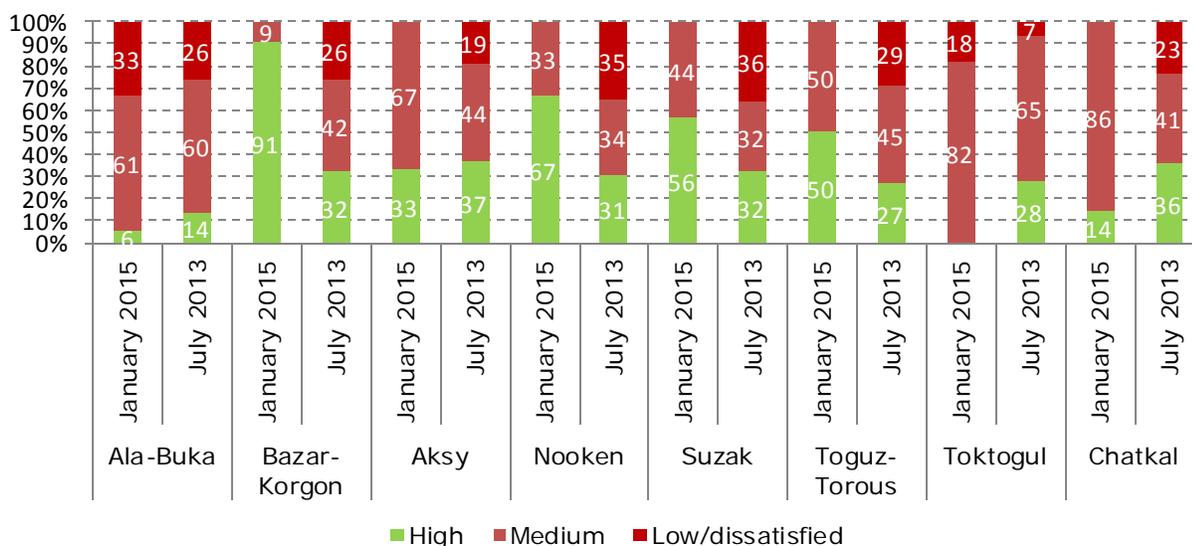


FGD participants report the availability of a co-payment option and discounts for certain categories of citizens (pensioners and disabled people).

➤ *Improved citizen access to higher quality public services*

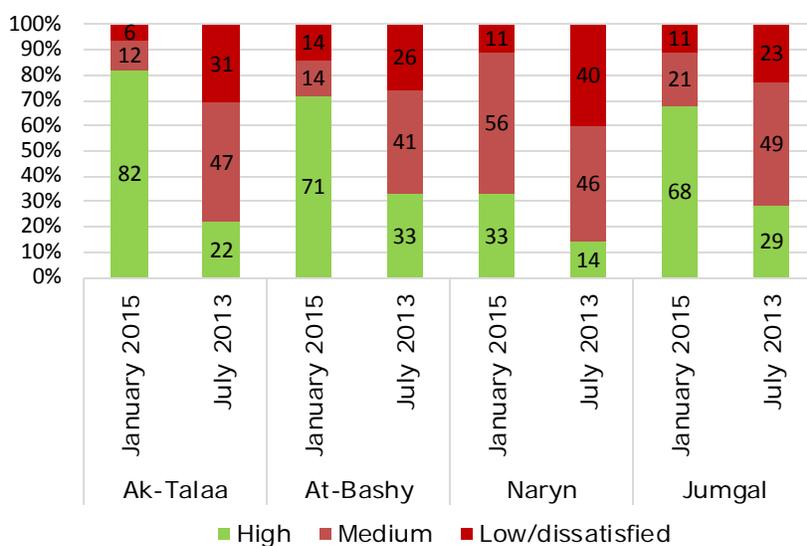
According comparison analyze of baseline survey and final external evaluation report majority of respondents, note improvement of health care services in local communities. The most significant improvement was identified in Naryn oblast where the average for 2013 was 24.5% and in 2015 is 63.5% . In Jalalabat oblast average level of satisfaction in 2013 was 29.6% and it increased to 39.6%.

Graph12 Levels of respondents' satisfaction with health care services by district, Jalalabad Oblast, N=134



Compared with the results of monitoring for 2013, the overall satisfaction of respondents with inpatient treatment services has increased in most of the targeted districts in both the Jalalabad and Naryn Oblasts.

Graph 13 Levels of respondents' satisfaction with health care services by district, Naryn Oblast, N=134



The quantitative study has gathered respondents' subjective assessments of the quality of health care services provided in the course of inpatient treatment. The quality of services is rated as high (average score 3.8-4.4 points out of 5, with 5 being the highest score attainable).

➤ **Greater trust and appreciation between citizens and government, and lower risk of political instability**

Local governments have a number of powers to improve the quality of medical institutions. Assessing the work of LSGs is important for improving the quality of services and strengthening cooperation with the local population. The assessment has found that the majority of respondents report that LSGs conduct “good work”. 40% of respondents rate it at 4 points and 41% of respondents – at 5 points (Graph 14

Graph14 Scores received by LGs for improving the quality of health care facilities' work by oblast, N=575

Scores	Average		Naryn Oblast N=200		Jalalabad Oblast, n=375	
	n	%	n	%	n	%
<b>1 point</b>	5	1%	5	3%	0	0%
<b>2 points</b>	32	6%	6	3%	26	7%
<b>3 points</b>	76	13%	28	14%	48	13%
<b>4 points</b>	228	40%	57	29%	171	46%
<b>5 points</b>	234	41%	104	52%	130	35%

### Passport and birth certificate issue service

- *Better prioritization of government expenditures on local services according to local needs*

LTCI project mobilizers and LARC lawyers conducted 65 thematic meetings in target communities, and over 700 legal consultations were conducted for passport and birth certificate issuings. Legal consultants conducted 65 workshops for LSG office staff on their responsibilities and establishing a plan of action for passport services.

- *Increased mobilization of community resources, in cooperation with public service providers, leading to higher quality services*

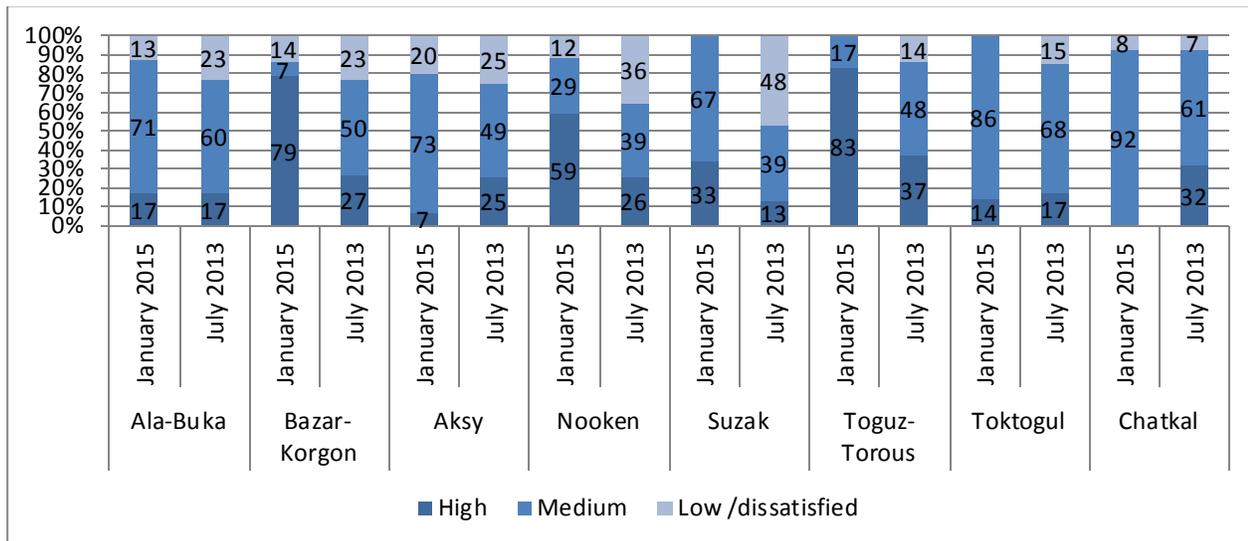
Over **589 residents obtained birth certificates** and other registration documents. 189 persons registered their rights on real estate at the Department of Cadastre (state registrar agency) and Registration of rights to immovable property. Moreover legal experts supported registration of 51 non-commercial organizations aimed at improving state and municipal service quality improvement.

- *Improved citizen access to higher quality public services*

External evaluation showed that the majority of respondents did not overpay for services rendered in excess of the official tariff (78.2%). The situation with informal payments for receiving services has improved slightly in comparison with the time period of May-July 2013, when 30% of respondents reported hidden fees for services.

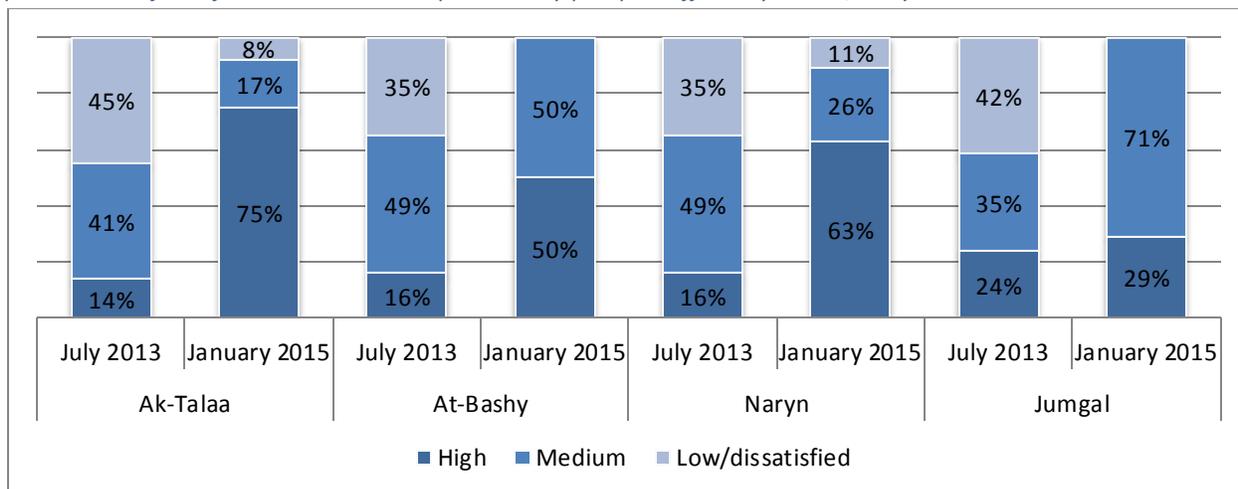
The overall level of satisfaction with services has improved in most districts in both the Jalalabad and Naryn oblasts, compared to that at the end of July 2013 (Graph 15).

*Graph 15 Levels of satisfaction with services provided by passport offices by district, Jalalabad Oblast*



The overall level of satisfaction with services has increased in the Jumgal District in the Naryn Oblast – the number of respondents reporting a low level of service has decreased significantly as compared to 2013 (Graph 16)

Graph 16 Levels of satisfaction with services provided by passport offices by district, Naryn Oblast



➤ **Greater trust and appreciation between citizens and government, and lower risk of political instability**

Providing the population with quality and accessible public services is necessary for the development of the state structure. Timely replacement, recovery and issuance of documents are crucial for the functioning of a modern society.

The study has examined the accessibility of and satisfaction with public services provided by passport offices and evaluated the work of public institutions issuing and replacing documents.

The results of quantitative research to assess the quality of services provided by the passport offices show that respondents, on average, rated the quality of services as high (average score 4.2 from maximum 5).

**# of occasions when community resources are mobilized to improve the service**

Project provided legal support and facilitated community **resource mobilization for over than \$4.984.321** for the municipal and state service improvement.

**Over \$50.516 was raised by residents and LSGs for infrastructure improvement. \$26.603** was raised by residents and LSG for the stadium construction and community center repair in Kenesh village of Bazakorgon district. Similarly residents of Suzak and Chatkal districts raised **\$6.338** for building a 1.5km sidewalk and a bus stop. Electricity as was one of the key issues among target communities. Over **\$12.583** was raised by local population and LSGs to maintain 200 street lights in Toguz-Toro, 2km of electric power line was strung for 30 households in Nooken, and 12 electric posts and a transformer in Suzak districts were installed. Residents and LSGs restored 10km of irrigations canals in Toktogul and Aksy districts. Population of Kypchak-Talaa village of Nooken district and LSG raised **\$4.992** for a bridge construction.

As a result of the project **29 kindergartens were opened** in target areas. **\$107.068 was raised from the local budget and resident contributions.** Village residents and LSGs actively participated in fundraising process. For instance, **\$1.565** was raised by residents in Avletim and Kashkasuu villages of Aksy district and an additional **\$29.734** from local budget to build 2 kindergartens for 60 children in Baltagulov rural area of Ala-Buka district **\$25,691** was raised to build a new kindergarten, repair and purchase inventory for an additional 6 kindergartens. Legal consultations facilitated the opening of 19 kindergartens. Additionally in Kenesh village of Naryn district local community and LSG obtained building and construction materials but had no financial resources to pay workers' salaries for a new kindergarten. Legal experts proposed using the proposition of state services to organize paid work. As a result of negotiations, an agreement was developed and signed between the LSG and Naryn public employment administration. The kindergarten project was launched. **Over 900 children received the access to rehabilitated, kindergartens Along with newly equipped classrooms. As a result the** Project helped to empower kids and their families thus contributing to child education and development in rural areas.

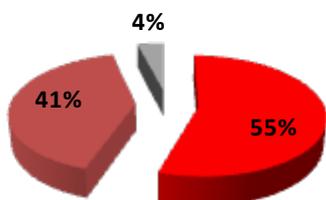
Information stands were maintained on new medical programs in 6 feldsher-midwife stations in At-Bashy district.

## 2) To increase transparency, public confidence and mutual understanding in the extractive industry

- **Citizens have more confidence in mining companies and do not resort to violence. The number of people who believe mining companies to be transparent and credible has increased.**

The targeted areas demonstrate a growing public confidence in mining companies. Many residents presume that mining companies, local governments, friends and relatives provide trustworthy information. Thus, more than 55% of the respondents trust the information provided by mining companies.

Graph 17 Level of trust for information provided by mining companies



■ Yes ■ No ■ I don't know

It is worth noting that, despite the level of confidence in mining companies at 55%, mining companies rank third among the sources of reliable information. Friends, relatives and acquaintances have been found to be the most credible source of information (59%), followed by local governments (56%).

The research also intended to assess the protest sentiments among the population. The results show that the residents of all districts express discontent about both prospecting and exploration. Depending on the development program of a particular mining company, these are short-term or long-term confrontations.

The main cause of discontent is inadequate awareness of the activities of mining companies operating in their respective districts.

Public resentment is rather low in districts with an appropriate level of awareness.

LSG in Talas note that for conflicts in mining-affected communities are influenced groups with disenfranchised groups. To avoid conflicts LSG in partnership with police department permanently monitor local situation and working on conflict prevention explanation work within potential radical group members. .

However, not all local government bodies monitor conflicts, as opposed to mining companies embarking on both monitoring and conflict prevention measures.

Mining companies demonstrate the willingness to strengthen the relationships with the communities using various methods such as:

1. Promoting interaction with the public through participation in open discussions, organized by local government bodies, problem monitoring, etc;
2. Improving infrastructure - financing the construction of municipal buildings, aiyl okmotu administrative buildings nearby their place of operation;
3. Improving the socioeconomic situation of residents and aiyl okmotus (rural communities) through introducing scholarship programs for students, providing financial aid to the poor and offering job opportunities.

By monitoring the news and having citizens groups in the villages it has been noted that no protests have taken place nor has there been any acts of violence or criminal charges filed against the protest instigators in the Talas Province.

➤ **Representatives of the state and mining companies actively cooperate with each other and are able to alleviate tensions caused by mining in their respective districts**

Officials of local government bodies in all aiyl okmotus note that mining companies take an active part in the development of communication and social infrastructure at the local level. They assist in the construction of roads, major overhaul of hospitals, kindergartens, schools, maternity homes, and improve street lighting. During in-depth interviews, representatives of local governments note that all of the aiyl okmotus cooperate with district or regional authorities on matters relating to the operation of mining companies, and provide reporting on the allocation of land and payment of taxes.

*“Next year, they will help us to build a school gymnasium, a cultural center, a soccer field, and a kindergarten. Social package money in the amount of 4,300 000 soms kept on the special account will be used at the people’s discretion to benefit our aiyl okmotu”.*

*Representative of the local government, Talas District*

An important role in maintaining public perceptions of mining companies pertains to increasing the awareness of the mining industry. Both local governments and mining companies realize the importance of information campaigns and implement various activities aimed at raising public awareness.

To prevent conflicts, local governments and mining companies, in close cooperation, conduct joint public hearings, which are popular among the population.

However, most local government bodies believe such informational activities to be a responsibility of mining companies, as the latter, allegedly, are more interested in this matter. It is important to say that local governments should have a key role in building relationships with the people and, besides the theoretical realization of the need to raise public awareness, representatives of local governments should engage in information campaigns. Almost all of the local government respondents believe that information activities should be a burden of mining companies, state-owned enterprises or independent organizations. At the moment, only a representative of the Chatkal local government holds an opposite opinion.

*“It should be the responsibility of local governments to provide full information during various awareness-raising events, meetings and gatherings. They should also hold meetings with foreign investors”.*

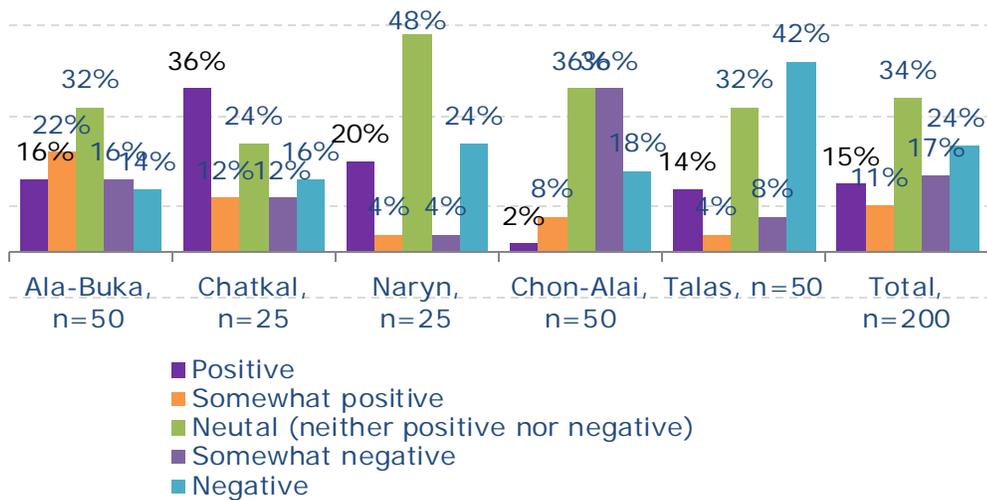
*Head of the local government, Chatkal District*

The research demonstrates that local governments enjoy public confidence and are able to reduce the risk of conflict in mining-affected regions through active information work and monitoring of the mining companies' activities.

One of the important and positive practices in collaboration between mining companies and local governments is the establishment of monitoring committees. Such committees work in almost all of the aiyl okmotus surveyed. Committees' members visit mines and construction sites.

In general, we observe certain improvements in relations between the population, local government bodies and mining companies. Informational activities have contributed to increased public confidence in mining companies and the willingness of the population to receive information directly from them. An important indicator is the rather high proportion (74%) of people having a positive/ neutral attitude to the development of the mining industry. Only 26% of respondents provided “negative” or “somewhat negative” responses. An interesting fact is that the respondents from the Chatkal, Ala-Buka and Narynsk districts are the most loyal to the mining industry within their area. (Graph 16).

*Graph 18 Opinions of the population surveyed about the mining industry in their districts, by district, n=200*



➤ **Decisions regarding the development of districts and natural resources have become more transparent and take into account the interests of communities.**

Some FGD participants believe that, despite the fact that mining companies raise the public awareness of their activities, the population is not fully informed about their exploitation plans and, to some extent, doubt their transparency. At the same time, the other participants of the qualitative study living in the villages of Kosh-Tash and Ala-Buka (Jalal-Abad Province) nearby the place of operation of *Kazakhmys*, and respondents from the village of Aral (Talas Province) affected by the operation of *Talas Copper Gold* report that they are fully informed about the activities of these companies and see them as transparent holding no ulterior motives.

*“Kazakhmys is completely transparent. They do not have any ulterior motives. They know that if they hide some information, they can expect serious consequences. Also, conflicts may occur, so they try not to disguise any information”*

*Head of aiyl okmotu, Ala-Buka District*

Study findings show that mining companies take a number of measures aimed at improving the relationships with the population:

1. Improving transparency. E.g., a company provides complete information on its activities.

*“[...] people are provided complete information [about the activities of the company], and, in general, they have a positive attitude [to it]”*

*Head of the local government, Chon-Alai District*

2. Monitoring. E.g., together with the local government bodies and NGOs, the company is trying to track the protests sentiments and conduct roundtables.
3. Working with young people. E.g., a company helps young people pay for university tuition, provide funds for preparatory training, etc.
4. Improving living standards. E.g., a company helps vulnerable groups and sick people.
5. Improving infrastructure. E.g., the company has allocated 2.8 million for plumbing, built a number of bridges, assisted in the construction of an aiyl okmotu building in Kashka-Suu, and appropriated funds for road repairs.

➤ **Investors feel more confident in their relationships with the local population and are reassured of the security of their investments.**

Exploration requires significant financial resources. Prospecting gives no guarantee of profits. Of all the numerous companies that decide to engage in exploration, only a few actually move to mining. These activities require a great investment that only large companies can afford. Therefore, the government should make every effort possible to attract foreign investors and create favorable conditions for mining companies.

Mining companies implement various initiatives to reduce the risk of conflict and raise public awareness. However, representatives of mining companies note the presence of radical groups in some districts that express their personal protests under the guise of discontent all other residents.

*"First they said that the company's activities contributed to environmental pollution. [...] Now, however, they bring other arguments insisting that we pay a greater interest on manufactured products"*

*Representative of a mining company, Chon-Alai District*

To confirm or refute such accusations, a laboratory examination was done involving the local population, which proved no adverse impact on the environment. In Chon-Alai and Ala-Buka rayons were created in depended group of activists, who are visited mining sites, provided negotiations with head of companies on environment. During work of this, groups were developed list of requirements on environment issues and company implemented them. For example in Ala-Buka Kazakhmys Gold Company took 80 hectare forestry land for additional tailing, after work of group, forestry land was replaced to useless land where no risk for forestry, water springs and agriculture

## **2. Lessons Learned and Recommendations for Future Programming**

The project demonstrated positive and noticeable behavioral, attitudinal and structural changes at the local level to further improve cooperation and trust across various divisions, as well as increase women's role in reconciliation and peace building in the Kyrgyz Republic. The local residents, including women and men, young citizens, local governments, informal groups, and CSOs were empowered with rare skills, experiences, and resources enabling them to sustain these improvements. EFCA believes that the design and implementation of prospective follow on and/or scale up actions should be built on this project's key achievements, lessons learned, & critical recommendations to capitalize on tested frameworks and sustain greater results, including:

### **Objective 1. To improve cooperation and accountability between citizens and local government in the provision of quality public services**

1. LTCI project showed and giving examples of local resource mobilization for amount around 4 million USD. Local residents and LSGs collecting funds to solve local issues through join actions.
2. Citizen's monitoring groups should be consisted from LSGs, local council members, service delivers and local informal leaders in equal quantity to be efficiency in implementing activities on improving municipal service. This consist have full access for decision making process, and could lobby priority issues related to improving municipal services through budget and public hearings.
3. LTCI project provide 2061 legal consultations for over 7000 local residents. Local communities demonstrated strong interest in legal consultations. LARC lawyer provided substantial assistance in issuing passport and birth certificates, establishing municipal kindergartens, municipal enterprises and other many cases. EFCA recommend combining improving public services activities with legal support, which increase efficiency of project impact.

4. Majority of municipal services depends from official payments which are in many cases lower than it's required. For example: according to external evaluation on waste removal average 73% doesn't pay for waste removal services. EFCA conducted series of public hearings where was raised issues on increase in tariffs. As a result 61% people willing to pay higher tariffs to receive quality services. In this regard to improve services independently without external infusion EFCA recommend working on explanation work in local communities and developing local resource mobilization and reformation tariffs system.

**Objective 2. To increase transparency, public confidence and mutual understanding in the extractive industry**

1. To avoid conflicts in local communities and to achieve goals of conducted activities, all interventions should be provided in neutral territory in distance from mining-affected community. Local residents in neutral territory are ready to constructive dialog.

2. EFCA close worked with SAGMR, ME and Parliament committee on fuel and emergency to provide official information to mining-affected communities. Local residents demonstrated high interest in meetings with participation with state officials. But still some members of government and companies don't understand benefits from EITI principles, social responsibility and providing objective information for local communities. EFCA recommend to strengthening component of work with government and mining companies.

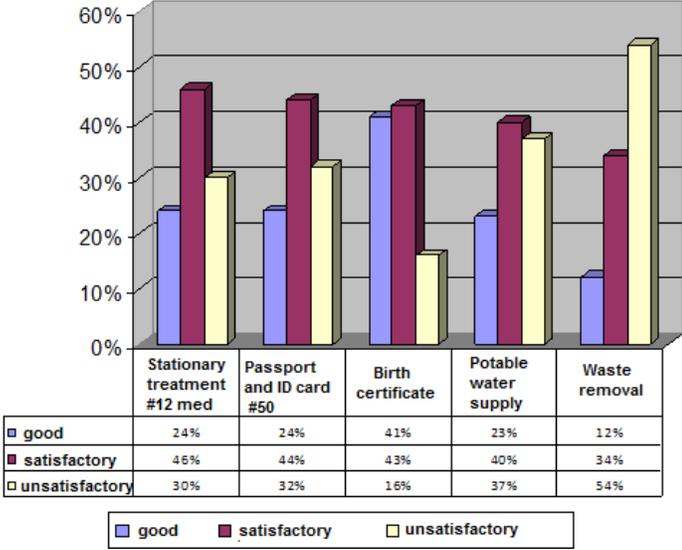
3. Under the new legislation on mineral resources laid down social package and regional development funds. But under the legislation does not have detailed regulations on how it should be implemented in practice and furthermore there is a need to develop and set up transparent mechanisms and models of implementations for social packages and regional development funds. Also there is a need to develop a system for equally sharing funds from mining companies among mining-affected communities.

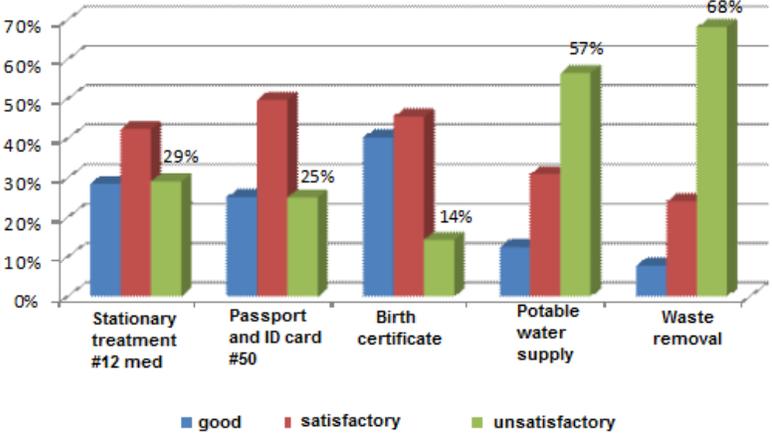
**3. Description of Activities Conducted Over Project Period**

Tasks	Activities Conducted in the quarter
<b>Objective 1: To improve cooperation and accountability between citizens and local government in the provision of quality public services</b>	
<p><b>1.1 Preparation Phase</b></p> <p><b>Outreach</b></p> <p>a) Visit 13 target communities</p> <p>b) Train community mobilizers</p> <p><b>Develop methodologies</b></p> <p>c) Select Consultants</p> <p>d) Develop methodology for citizen monitoring system</p> <p>e) Develop guide for citizen/government interest groups</p> <p>f) Review and update methodologies</p> <p>g) Produce video training materials</p> <p><b>Prepare information provision</b></p> <p>h) TOT for LARC Consultants</p> <p>i) Preparation of booklets and brochures</p>	<p>a) 65 local self-governances (LSGs) have been selected (5 per district) in Naryn and Jalalabad regions. EFCA announced an open call in local newspapers, partner's networks and EFCA website. 13 mobilizers have been selected among 39 candidates. EFCA met with local authorities and service providers to discuss cooperation within the project. Mobilizers collected needs assessment data, identified interested candidates for citizen monitoring groups. Further EFCA monitoring visit in 2013 identified the strongest and the weakest mobilizers. The latter were replaced as a result of open competition.</p> <p>b) Training of Trainers (ToT) were conducted in Bishkek (December 2012) and in Osh (June 2013). Mobilizers learned to identify community needs, assess local problems, apply tools and cases to monitor and evaluate citizens' satisfaction with the quality of services. Trainings covered legislative regulations on state and municipal services, monitoring and evaluation procedures, interactive training methods and instructions for a questionnaire</p>

Tasks	Activities Conducted in the quarter
	<p>completion. Mobilizers discussed challenges faced in target communities, including mistrust of local population to civil society organizations and state authorities, as well as reluctance of business owners to participate in the project.</p> <p>c) EFCA signed a contract with experts from “Academy and K,” headed by Gulnara Kudabaeva. She had prior expertise on citizens monitoring methodology with TIRI, UNDP and other organizations.</p> <p>d) To develop a methodology for citizen monitoring system, EFCA closely collaborated with the NGO Center of Social Technologies, EU and UN. These institutions have extensive experience in developing public service monitoring tools and mechanisms. EFCA adapted the monitoring system to assess the level of citizen satisfaction with the quality of public and municipal services. The survey tools and methodology was developed in Kyrgyz &amp; Russian languages and consequently approved by USAID.</p> <p>e) The guide for citizen/government interest groups, including parent groups and health committees, was developed by the end of November 2012. The guide was also approved by the USAID. 500 copies have been published and distributed in target communities.</p> <p>f) The “Academy and K” experts developed a methodology according to changes to the law on state and municipal services. Field work, in-depth case studies and cooperation with mobilizers ensured practical applicability of the methodology.</p> <p>g) As a result of the modification in October 2012 video training materials were substituted with the expert support to mobilizers and initiative groups. “Academy and K” provided consultations, monitoring and surveys. Continuous support increased capacity of these institutions and ensured practical applicability of the methodology. Modification was approved by the USAID.</p> <p>h) LARC network selected 16 specialists for legal consultations. Three trainings empowered LARC consultants with essential skills and knowledge for legal assistance in targeted communities. Curriculum included relevant legislation, program regulations and practical questions mostly requested in target communities, including legislation on administrative meetings, citizens’ registration, municipal and state service guarantees. Participants learned practical examples and tools to monitor and evaluate citizens’ satisfaction with the quality of public and municipal services. Three workshops increased lawyers’ rights-based knowledge and expertise to serve local population, to protect their rights and interests.</p> <p>i) In 2012-2013 EFCA and partners developed five booklets on state services, namely education, access to information, cultural, medical and social services. Booklets familiarized public with current programs, local municipal services and citizens’ right to access public services. Brochures have been developed in Russian and Kyrgyz languages. 5,700 copies were printed and distributed among 13 districts. 700 manuals on consulting communities about the</p>

Tasks	Activities Conducted in the quarter
	access to services have been printed and distributed among LARC lawyers. All publications and manuals have been approved by USAID.
<p><b>1.2 Provide Information on Rights and Public Services</b></p> <p>a) Develop database to track consultation services</p> <p>b) Written and oral consultations</p> <p>c) Group consultations</p> <p>d) Representations out of court with decision-makers</p> <p>e) Thematic information meetings</p> <p>f) Training workshops</p> <p>g) Public hearings</p> <p>h) Press tours/success stories for local print media</p> <p>i) Publication of LARC newspaper special edition</p> <p>j) TV public service broadcasts</p>	<p>a) LARC developed the database to track legal consultation services in the target communities. It was used to reveal the most acute consultations for local communities. The database was integrated into the project in September 2012.</p> <p>b) 862 written and 517 verbal consultations;</p> <p>c) 682 group consultations;</p> <p>d) 279 out of court representations;</p> <p>e) 65 thematic information meetings</p> <p>f) 59 training workshops</p> <p>g) 238 public hearings</p> <p>h) 9 success stories have been identified and prepared according to USAID format. From 9 presented 3 have been approved by USAID. In August 2014, a press tour was conducted to ensure wider coverage. 9 media representatives took part in the activity. There were five publications on websites (news, newsasia.ru, newsdaynews.ru), eight in newspapers, namely “Komsomolskaya Pravda,” “Akyikat”, “Zhany Agym,” “Zhany Bagyt,” “Tenir Too,” and one broadcast on KPRTC. Publications covered local initiatives, water issues, absence of kindergarten, and youth development;</p> <p>i) 12,000 copies of three “Law and Business” special editions have been developed by LARC in Kyrgyz and Russian languages. Publications were distributed among 13 communities.</p> <p>j) EFCA’s implementing partner LARC prepared and broadcasted news featuring pre-school opening ceremony as a result of legal support. The success story was broadcasted on the national, Jalalabad and Naryn TV stations. Local Naryn TV station broadcasted public hearings, ZHTR and Jalalabad TV stations broadcasted trainings for community residents. During the FY2013, 5 TV materials were broadcasted on KPRTC and JTR to demonstrate project achievements in state and municipal service improvement. In 2014 Kyrgyz Public Radio and Television Corporation (KPRTC) broadcasted 3 ten-minute reports on potable water supply in Kyzyl-Tuu rural area (At-Bashy), water tariff in Kochkor and electrical transformer installation in Dostuk village (Naryn). KPRTC and Naryn TV advertised a ten minute report on compensation paid to Orok village residents from hydroelectric power station construction. KPRTC and Jalalabad TV radio company broadcasted kindergarten and youth park opening in Nookan, street lightening and passport issue in Bazar-Korgon districts.</p>
<p><b>1.3 Support Citizens in Monitoring Public Services</b></p> <p>a) Produce posters</p> <p>b) Printing of monitoring forms</p> <p>c) Training courses in each rayon (by</p>	<p>a) EFCA developed, printed and distributed 900 posters in Kyrgyz and Russian among the project mobilizers of target communities;</p> <p>b) Community mobilizers printed 3900 monitoring forms and surveyed 13 districts to assess the level of citizens’ satisfaction with the quality of public and municipal services.</p>

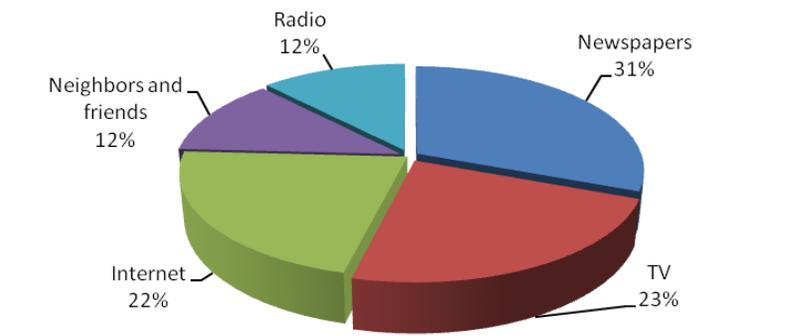
Tasks	Activities Conducted in the quarter																								
mobiliser + trainer) d) Citizen monitors collect data e) Analyse data and develop recommendations	<p>c) Mobilizers organized over 30 trainings and meetings with local populations to establish citizen monitoring groups and evaluate citizens' satisfaction with the services. <u>The most vital issues for the population included the access to pre-school education, low sense of security (no street lights, no traffic lights and road signs near schools), problems with the potable water supply and poor sanitary conditions (timely garbage disposal).</u></p> <p>d) Project mobilizers, citizen monitoring groups and experts from the "Academy and K" conducted field surveys in 65 communities of 13 districts of Naryn and Jalalabad oblasts. Over 3,800 residents participated in the survey: 2,371 in Jalalabad (1,150 men and 1,221 women) and 1,453 in Naryn (684 men and 769 women) regions. The surveys intended purpose is a) collecting data to evaluate the level of satisfaction with the quality of public and local services, b) identifying community residents' opinions on public service improvement methods, and c) teaching practical skills and tools to citizens to collect and analyze the survey data.</p> <p>e) According to the survey in Naryn region, 54% of residents are not satisfied with the waste removal and 32% are concerned with the +water quality. 30% and 16% of population were not satisfied with the inpatient treatment, passport, ID card and birth certificate issuing procedures (please refer to the chart below):</p> <p style="text-align: center;"><b>3. The level of citizen satisfaction in Naryn. (%)</b></p>  <table border="1" data-bbox="701 1409 1365 1556"> <thead> <tr> <th></th> <th>Stationary treatment #12 med</th> <th>Passport and ID card #50</th> <th>Birth certificate</th> <th>Potable water supply</th> <th>Waste removal</th> </tr> </thead> <tbody> <tr> <td>good</td> <td>24%</td> <td>24%</td> <td>41%</td> <td>23%</td> <td>12%</td> </tr> <tr> <td>satisfactory</td> <td>46%</td> <td>44%</td> <td>43%</td> <td>40%</td> <td>34%</td> </tr> <tr> <td>unsatisfactory</td> <td>30%</td> <td>32%</td> <td>16%</td> <td>37%</td> <td>54%</td> </tr> </tbody> </table> <p>Legend: <span style="color: blue;">■</span> good <span style="color: maroon;">■</span> satisfactory <span style="color: yellow;">■</span> unsatisfactory</p> <p>Similarly the survey in Jalalabad region revealed 68% of population unsatisfied with the waste removal, 57% with the potable water quality and 29% with the stationary treatment. In total 25% were not satisfied passport, ID card and 14% with the birth certificate issuing procedure (please see the chart below):</p>		Stationary treatment #12 med	Passport and ID card #50	Birth certificate	Potable water supply	Waste removal	good	24%	24%	41%	23%	12%	satisfactory	46%	44%	43%	40%	34%	unsatisfactory	30%	32%	16%	37%	54%
	Stationary treatment #12 med	Passport and ID card #50	Birth certificate	Potable water supply	Waste removal																				
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Tasks	Activities Conducted in the quarter																								
	<p data-bbox="743 205 1328 235" style="text-align: center;"><b>The level of citizen satisfaction in Jalal-Abad (%)</b></p>  <table border="1" data-bbox="649 262 1421 703"> <caption>Data from the bar chart: The level of citizen satisfaction in Jalal-Abad (%)</caption> <thead> <tr> <th>Service</th> <th>good (%)</th> <th>satisfactory (%)</th> <th>unsatisfactory (%)</th> </tr> </thead> <tbody> <tr> <td>Stationary treatment #12 med</td> <td>30</td> <td>45</td> <td>29</td> </tr> <tr> <td>Passport and ID card #50</td> <td>28</td> <td>52</td> <td>25</td> </tr> <tr> <td>Birth certificate</td> <td>42</td> <td>48</td> <td>14</td> </tr> <tr> <td>Potable water supply</td> <td>15</td> <td>33</td> <td>57</td> </tr> <tr> <td>Waste removal</td> <td>10</td> <td>27</td> <td>68</td> </tr> </tbody> </table> <p data-bbox="630 724 1485 861">The survey findings were presented to local self-governments, local councils, service providers, citizens and community groups in target communities. A set of recommendations was developed for LSGs, public service providers and citizen monitoring groups:</p> <ul data-bbox="678 871 1485 1564" style="list-style-type: none"> <li>▪ Outreach and discuss survey results with local communities and authorities, cooperate on service improvement;</li> <li>▪ Formulation a working groups for waste removal and potable water supply improvement;</li> <li>▪ The working groups will also analyze causes of public dissatisfaction with the above mentioned services;</li> <li>▪ Development of an action plan on service improvement and present on public hearings;</li> <li>▪ Allocate essential funds for public service improvement in a budget for the following year;</li> <li>▪ Systematically collect feedback from local population;</li> <li>▪ Integrate a mandatory annual citizen monitoring for public services into local authority charter and allocate necessary funds in the budget;</li> <li>▪ Identify alternative funding opportunities by diversifying partners;</li> <li>▪ Conduct advocacy campaigns and public hearings to resolve issues identified in the monitoring process.</li> </ul>	Service	good (%)	satisfactory (%)	unsatisfactory (%)	Stationary treatment #12 med	30	45	29	Passport and ID card #50	28	52	25	Birth certificate	42	48	14	Potable water supply	15	33	57	Waste removal	10	27	68
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<p data-bbox="168 1585 544 1680"><b>1.4 Promote Cooperation to Improve Access and Quality of Services</b></p> <p data-bbox="168 1690 576 1795">a) Facilitated meetings to develop citizen/GSP bodies b) National annual conferences</p>	<p data-bbox="630 1596 1485 1869">a) Over 236 meetings have been organized on the village and district levels. These meetings served as the platform to discuss major concerns, including the access to pre-school education, potable water supply, waste disposal, road maintenance, irrigation canal repair, street lighting, sports and leisure center for youth, electrify new buildings, land allocation for young families. 65 initiative groups have been established with over than 400 members, responsible for organizing acute issues and developing solutions.</p>																								

Tasks	Activities Conducted in the quarter
	<p>These groups developed 65 work plans in cooperation with LSGs and local activists.</p> <p>b) The national conference on “The role of local communities in state and municipal service improvement: achievements and challenges” was organized in December 2014 in Bishkek. The conference emphasized local resource mobilization in municipal service quality improvement. Head of the SALGIR analysis and monitoring department Kaparov A., members of the parliament Bakirov M. and Dyiaknbaeyv K., the government apparatus, local communities, international and non-governmental organizations participated at the conference. Participants became familiar with successful cases of resource mobilization and legal support to citizens. Moreover, they learned about the methodology measuring the level of citizen satisfaction was also presented. During group work discussions, recommendations for local community, LSGs and service provider interactions were developed. In general, the conference served as an efficient platform for stakeholders, providing unique opportunity to local communities to deliver the most acute issues and concerns to relevant state agencies. Members of the parliament recorded the most actual concerns to discuss further on the parliamentary hearings.</p>
<p><b>2.1 Assess Local Community Situations</b></p> <p>a) Develop detailed research plan and instruments</p> <p>b) Desk research</p> <p>c) Field research</p> <p>d) Presentation of draft findings (to enable community selection and resolve emerging issues)</p> <p>e) Selection of 6 communities</p> <p>f) Draft versions of full and summary research reports</p> <p>g) Separate report to EFCA presenting findings which are not suitable for inclusion in the public reports</p> <p>h) EFCA returns comments on draft reports</p> <p>i) Final versions of research reports</p>	<p>a) EFCA signed a contract with “Oxus International” conduct participatory assessment and quantitative research in eight target mining affected communities.</p> <p>b-c) In 2012 EFCA’s implementing partner Oxus International completed desk and field researches in 8 target communities. 2,496 surveys have been included into the database. 60 key informant interviews and 19 conflict mapping sessions were conducted.</p> <p>d-i) “Oxus International” presented the final report to stakeholders in target communities, key government agencies and partners in Bishkek. Because of the information sensitivity in full version, a brief report was prepared in English, Kyrgyz and Russian languages. Major research findings included:</p> <ul style="list-style-type: none"> <li>▪ Across Kyrgyzstan, citizens main concern was expressed as environmental concerns over the mining company activities. Many respondents feared long-term mining impacts, referring to toxins from the residual cyanide in gold mining, or the background radiation possibly causing birth defects;</li> <li>▪ Mining-affected communities also complained about unfair hiring practices, recruiting workers from outside and corrupted selection process among the community members;</li> <li>▪ Other issues are poor communication and community mistrust of the government. Mining companies consider local governments as legitimate representatives of population.</li> </ul>

Tasks	Activities Conducted in the quarter
	<p>However, people do not view company interaction with local governments equal to direct interaction with communities;</p> <ul style="list-style-type: none"> <li>▪ Report found little evidence on the theory discussed in mining circles, about community conflicts being caused by commercial-criminal groups to remove companies from their license areas to seize the benefits or seek other financial gains;</li> <li>▪ There is a high possibility of resistance to mining companies being initiated by actors pursuing political or commercial interests, causing unfounded population fears over the negative impact of extractive industry;</li> <li>▪ Majority of respondents emphasized alienated, self-interested and uncommunicative behavior of mining companies. There is a strong correlation between the areas of a company-community conflict and the areas where residents responded “the mining company doesn’t talk to us” and “the mining company doesn’t listen to us”;</li> <li>▪ Respondents frequently advocated for civil society assistance in a company-community conflict resolution. This includes providing objective information on environmental impact and conducting advocacy and legal trainings among the community.</li> </ul> <p>Findings and recommendations are available at <a href="http://www.ef-ca.org/2013/05/lhci-report/">www.ef-ca.org/2013/05/lhci-report/</a></p>
<p><b>2.2 Strengthen Capacity of Local Communities</b></p> <p>a) Print guidebook on environmental protection</p> <p>b) Local workshops in mining affected communities</p> <p>c) TOT for reception centre administrators in Bishkek</p>	<p>a) EFCA and “Tree of Life” developed and printed 3500 copies of a guidebook on environment protection and land use in Kyrgyz and Russian languages. Six public reception centers distributed the handbook in target communities. This contributed to better understanding of environmental issues, principles of mitigation and prevention, organizing public hearings and other relevant opportunities. The handbook aimed at providing reliable and first-hand information to overcome misperceptions and rumors about mining sector in remote and isolated areas. Additionally, “In Search for the Answers” publication on transparency in mining sector was translated into Kyrgyz. Its availability in state language contributed to awareness of EITI goals, principles and involvement among the citizens, companies and LSGs.</p> <p>b) EFCA and implementing partners organized 24 trainings and workshops for 445 community residents, local and international organizations, EITI CSO Consortium members, LSGs, mining companies and CSOs of Talas, Naryn, Jalalabad and Batken oblasts. Participants obtained essential information and skills of Environment Impact Assessment (EIA), EITI, stakeholder interaction, multi-stakeholder groups, public hearings, budget transparency, taxation in extractive industry and social packages to mining-affected communities. Residents of Ala-Buka, Chatkal, Talas, Naryn, Chon-Alay, and Kadamjai districts mainly asked questions about the</p>

Tasks	Activities Conducted in the quarter																				
	<p>law on artisanal mining, control over the companies violating mining legislation, prioritizing municipal development, regional development fund distribution, social packages and property tax allocation in cases when mine, administrative building and tailing are located in several municipalities.</p> <p>c) EFCA’s implementing partners “Tree of Life” and “Door Media” organized four ToTs for six public reception centers. Participants learned transparency instruments in mining sector, EITI and its development in Kyrgyz Republic, communication and conflict mitigation skills. ToTs specifically aimed at building strategic planning skills among the administrative staff, developing strategic plan for further work, conflict mapping and situation monitoring. The reception centers served as monitoring units, tracking local development and environment issues in the mining affected communities to report to EFCA for more needs-based and impact-oriented activities. As part of the training task, centers surveyed citizens’ information necessities and satisfaction on a quarterly basis. According to findings, local population expressed main interest in information on mining companies, their revenues and environmental impact:</p> <div data-bbox="643 894 1471 1419" data-label="Figure"> <p><b>What kind of information would you like to receive?</b></p> <table border="1"> <thead> <tr> <th>Information Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>General information about extractive industry</td> <td>35%</td> </tr> <tr> <td>Financial revenues coming from mining companies</td> <td>23%</td> </tr> <tr> <td>Impact on environment</td> <td>20%</td> </tr> <tr> <td>No need for information</td> <td>4%</td> </tr> <tr> <td>Information on mineral resources</td> <td>4%</td> </tr> <tr> <td>Investments</td> <td>4%</td> </tr> <tr> <td>Licensing for mining activities</td> <td>4%</td> </tr> <tr> <td>No need for information</td> <td>4%</td> </tr> <tr> <td>EITI</td> <td>2%</td> </tr> </tbody> </table> </div> <p>Most part of the population preferred newspapers, TV and internet as sources of information.</p>	Information Category	Percentage	General information about extractive industry	35%	Financial revenues coming from mining companies	23%	Impact on environment	20%	No need for information	4%	Information on mineral resources	4%	Investments	4%	Licensing for mining activities	4%	No need for information	4%	EITI	2%
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<p><b>2.3 Enable Constructive Community Dialogues</b></p> <ul style="list-style-type: none"> <li>a) Hold public hearings</li> <li>b) Produce handbook on organising public hearings</li> <li>c) Establish Public Reception Centers</li> <li>d) Translate EITI documents into Kyrgyz</li> </ul>	<ul style="list-style-type: none"> <li>a) EFCA in collaboration with the SAGMR, MoE and mobilizers organized over 23 public hearings and meetings in Chon-Alai, Chatkal, Leylek, Orlovka, Ala-Buka, Daarotkorgon, Ala-Buka, Kanysh-Kiya, Bakai-Ata, Sulukta, Bekmoldo, Terek-Sai and other areas of Naryn, Talas, Osh and Jalalabad regions. Public hearing served as a platform for government agencies, mining companies, LSGs, community residents and informal leaders to state their concerns and ask questions about extractive industry. Participating companies presented the goal, size and beneficiaries of social packages as well as the plan of action for community area development. Most of the community members disputing mining activities were primarily concerned with the negative environmental impact, budget transparency and social package distribution. Majority of questions addressed to SAGMR concerned licensing procedures, land transformation, environment protection, ecological standards, new laws on mining and subsoil, and shares of the local budget from company payments. SAGMR and MoE distributed information materials and requested residents to resolve issues within the legal framework, namely stating public concerns in written form with detailed reasoning. In a few cases samples were taken from mining plants for laboratory testing to overcome local rumors about its environmental impact. Public hearing and meetings resolved main concerns and helped build the dialogue among key stakeholders.</li> <li>b) EFCA and implementing partners developed a handbook on organizing public hearings in mining communities, further approved by USAID.</li> <li>c) 6 public reception centers have been established in Chatkal, Ala-Buka, Chon-Alay, Kadamjay, Naryn, and Talas districts to monitor the situation, conduct public hearings, distribute information materials on the project and EITI principles and provide consultations to local communities about mining sector and company activities. The centers also surveyed local residents'</li> </ul>												

Tasks	Activities Conducted in the quarter
	<p>communicative and information necessities to better tailor project activities.</p> <ul style="list-style-type: none"> <li>▪ <i>Naryn</i>: Over 150 residents received consultations. The center organized constructive meetings with the regional administration, heads of villages, local council chairmen and local citizens to resolve the issues around company activities. Reliable relations were established with local administration and “Zhong Zhi Mining Company” leadership.</li> <li>▪ <i>Ala-Buka district</i>: Over 112 local residents received consultations. More than 160 community members participated in the workshops and public hearings. Meetings and consultations mainly evolved questions regarding potable water and drainage system construction, environmental impact, road maintenance and employment opportunities at the mining company.</li> <li>▪ <i>Talas district</i>: Over 90 persons received consultations. More than 60 community representatives were trained in laws and regulations on social packages. A round table with Talas Copper Gold company representatives and local residents was organized to discuss the social package of the enterprise. A working group of local residents conducted 3 meetings to increase public awareness and knowledge of mining sector.</li> <li>▪ <i>Chatkal district</i>: Over 27 residents received consultations with the land reclamation as the major concern. 7 trainings on EITI were organized for newly elected LSGs, women activists, youth leaders, etc. Residents established 10 monitoring commissions to facilitate local labor recruitment and social package fulfillment. The reception center trained commission leaders to establish multi-stakeholder groups in 10 local villages. Residents proposed developing a trade union committees in “Kai Enterprise,” “Vertex Gold” and “Fonta” companies.</li> <li>▪ <i>Chon-Alai district</i>: Over 20 residents received consultations mainly on licensing, technical security, environment and tax issues. 3 visits were organized for community residents to “Kaidi” Company. Meetings with Chak, Zhash-Tilek, Kara-Myk, Kabyk, Zhekendi, Kashka-Suu and Achy-Suu village residents were organized to discuss company activities and interaction with local community. For greater accountability and transparency a commission from agency representatives, LSGs and community activists was formed on disputable Aijan-Oldu area, used as a storage area by “Kaidi” enterprise.</li> <li>▪ <i>Kadamzhai district</i>: Over 53 citizens received consultations. The center organized a number of meetings for LSGs, community residents and mining companies on the project and EITI consortium. Public reception center evaluation among 13 Maidan village residents revealed general satisfaction with</li> </ul>

Tasks	Activities Conducted in the quarter
	<p>informational activities. Community residents opposed “Manas resources” and “Z-explorer” companies, considering their activities destructive for human health and ecology.</p> <p>d) EITI documents were translated into Kyrgyz and published on EITI web forum.</p>
<p><b>2.4 Strengthen industry commitment to sustained community relationships, dialogue and investment</b></p> <p>a) Meetings and consultations with companies  b) Select International Consultant  c) National Extractive Industry conferences</p>	<p>a) EFCA held a series of meetings with mining companies to introduce objectives and opportunities in implementing project activities on local level. Mining companies expressed willingness to participate. Trainings and public hearings were supported by 11 companies, namely “Zet-Explorer,” “Kaidi,” “Fonta,” “Chaarat ZAAV,” “Kichi Chaarat,” “Kumbel LLC,” “Talas Copper Gold,” “Talas Gold Mining” and “Zher-Yui.” EFCA hosted Facebook group on extractive industry with 12 companies and mass media to discuss pressing problems, coordinate actions, and exchange best practices. In August 2014 EFCA organized a two-day workshop for companies to review international and national situation in mining sector, transparency challenges, EITI in Kyrgyzstan, social package and local budget formation.</p> <p>b) EFCA recruited Bolorma Purejav, an international expert from Mongolia. He is the Director of Environmental Program on “Engaging Stakeholders for Environmental Conservation” at the Asia Foundation. The project targets 50 oblasts across Mongolia. Mr. Bolorma has extensive experience in engaging and developing multi-stakeholder groups, facilitating social responsibly among mining companies, and protecting environment in mining affected areas.</p> <p>c) Two national conferences aimed at building cooperation among stakeholders and decreasing conflicts in extractive industry. Former President Otunbaeva R., Prime Minister Otorbaev J., Minister of Economics Sariev T., Director of SAGMR Zilaliev D., MPs Ryspaev K., Pirmatov I., Arapbaev A., Badykeeva N., Murzabekov K., deputy-director of the State Inspectorate for Ecological and Technical Safety Artykbaev R., deputy-director of SALGIR Halitov M., head of the industry, fuel-energy complex and extractive industry department of Government apparatus Junushaliev T. and other high rank officials, international organizations, mining companies and community residents participated at the conferences. Local activists expressed their problems, environmental concerns and asked critical questions to state and company representatives. Presentations on local revenues, budget formation, social package, public reception centers and ecology of mining sector contributed to community understanding of company payments and dispelled myths about environmental impact. Two resolutions adopted at the end of conferences, presented a number of recommendations for stakeholders on cooperation and conflict mitigation.</p>
<p><b>2.5 Increase National Dialogue and</b></p>	<p>a) 4 EITI consortium meeting participants were 20 member CSOs from</p>

Tasks	Activities Conducted in the quarter
<p><b>Relevance of the EITI</b></p> <p>a) EITI CSO Consortium meetings b) Establish forum and resources on EITI website</p>	<p>7 regions, national EITI secretariat, representatives of SAGMR, State Tax Service, Social Fund, Ministry of Finance, MoE, State Customs Service, Kyrgyz mining association, extractive companies, international and non-governmental organizations. Participants learned principles of transparent natural resource management, creating multi stakeholder groups, mediation, licensing, protecting citizen rights' in the decision-making and their monitoring rights, organizing site visits and public hearings. Participants developed recommendations for a country validation according to new EITI standards in 2015.</p> <p>b) The online forum (<a href="http://forum.eiti.org.kg/">http://forum.eiti.org.kg/</a>) was developed to increase public awareness and promote discussions on transparency in the extractive industry. As of 2014 there are 6,738 registered users. Most viewed categories are "local community participation in decision-making," "Zher-Yui," "News about Kumtor in mass media," conflicts in mining sector, licensing, EITI practice and experience, SAGMR, EITI news from rural areas, investment in mining sector and extractive industry legislation have 148708 views in total.</p>
<p><b>PR and media management</b></p> <p>a) Recruit PR and media management specialist b) Press conferences in oblast centres (for objective 1) c) Brochures describing project aims and activities d) Posters promoting project aims and activities e) Banners for EFCA and partner events f) Plaques for Public Reception Centers g) Produce and broadcast short social advert films h) TV talk shows</p>	<p>a) EFCA signed a contract with Press Club, a local media agency, to develop and promote detailed media plan of LTCI project coverage on local and national media;</p> <p>b) EFCA staff visited 11 target communities in Naryn and Jalalabad to present the project to local population and government officials. A press conference in At-Bashy (Naryn) was organized, where an EFCA Project Manager gave an interview to regional Naryn television.</p> <p>c-d) 16, 000 bulletins were developed and given to SAGMR upon their request. Bulletins informed population about extraction process, mine deposits, dispute resolution within the legal framework, mining law and resolutions of two national conferences with recommendations for the stakeholders. Population was highly interested in bulletins as the reliable source of objective information.</p> <p>e-f) Roll-up outreach materials and plaques for public reception centers were distributed.</p> <p>g-h) 27 publications in state and local newspapers, 6 radio broadcasts, 2 TV programs Kundun Temasy on extractive industry issues and Tema on NBT with Shahnazarov, 5 TV broadcasts, 20 website publications, 1 post on knews website in January 2015 and National extractive industry conference having coverage over 20 online and TV media outlets.</p>
<p><b>Coordination meetings</b></p> <p>a) Donor/implementer coordination meetings</p>	<p>a) EFCA held donor/implementer coordination meetings with GIZ, USAID Reforma project and IRG development program and Soros Foundation Kyrgyzstan. EFCA also initiated and joined the SAGMR and MoE work meetings. All partners were invited to both national</p>

Tasks	Activities Conducted in the quarter
	conferences, organized by EFCA. EFCA also organized weekly meetings with implementing partners, namely NGO "Tree of Life," LARC/LBD consulting, "Doormedia" and "Press club" to discuss project issues, coordinate activities and update work plans, and discuss other project issues.
<b>Unplanned activities</b>	In 2012 EFCA conducted situational assessment in Jety-Oguz district of Issyk-Kul, and Aral village of Talas regions to compare actual situation with company findings. In both cases operating companies were over-optimistic about their interaction with local communities. In June 2012 EFCA staff supported the US Ambassador Pamela Spratlen during her visit to Talas, briefing on project goals and community relations with Talas Copper Gold and other investors. In 2013 SAGMR requested financial support from EFCA for field trips to mining affected communities. These trips aimed at informing population about the agency work, collect public concerns and suggestions on issues within the agency mandate. EFCA and SAGMR signed a letter of intent to cooperate in developing, printing and disseminating information materials, organizing dialogue meetings and public hearings in mining affected areas. Public reception centers collected community questions and delivered to the agency. Furthermore, EFCA closely collaborated with the MoE in organizing national budget hearings and international conference on financial economic system. Local and foreign experts, heads of think tanks and government organizations, public figures, donor institutions and civil society representatives took part in the events. EFCA project manager was a member of the expert group, analyzing and developing recommendations for budget effectiveness in mining sector. Results of the discussions were presented to the Prime Minister of Kyrgyz Republic. In international conference EFCA was particularly interested in gathering ideas and recommendations on financial and taxation system improvement in extractive industry. Executive director of the partnering LARC, Talant Soltobekov, was included into work commission under the SALGIR to review authorities of state administrations and LSGs.

#### 4. *Summary of Problems and Obstacles Encountered and Project Response*

**Entry phase in local communities:** At the on-set of the program EFCA and partners noticed that one of the main problems was that citizens were not actively participating in community affairs and development. This was mainly due to lack of trust for government lead initiatives This lack of trust was expressed as a dependency attitude were the community would wait for outside intervention to come and fix their problems as it was felt that the average citizen did not have sufficient influence or resources to fix problems by themselves . During the course of the project EFCA devoted large of amount of time and resources to change this dependency attitude and show to the communities how they are capable of mobilizing resources and influencing future development issues in their Communities and on local resources mobilization. This was done by EFCA and partners by conducted trainings, legal consultations public hearing to explain for local communities that communities should developed independently and they have all required resources.

First meetings in mining-affected communities failed, local residents were aggressive, EFCA sub-contractor research group of Oxus International was threaten out from Kopuro-Bazar village. Also mining-affected communities suspected that EFCA receiving rewards from mining companies. The Second phase of meeting were held in neutral territory where situation was cordial and local residents were ready to open a dialog , they abstracted from the community and sow the problem from other point.

**Commitment of local authorities:** Under first objective all activities were related to LSG offices, which were seen as passive, having limited budgets and overloaded with work. EFCA built close working relationships with LSGs to attract members of LSG to work of citizen’s monitoring groups, and provide legal support. As a result LSGs actively participate in public service improvement process though allocate fund and provide technical support.

**Commitment of state officials and mining companies:** LTCL project faced misunderstanding from state officials and companies. They don’t see benefits from sharing information, building trust and cooperation between all stakeholders in extractive industry was instrumental in the successful outcome of the project. EFCA conducted specified trainings for these groups with in-depth explanations on priority issues and built tools for communication with local communities. Also under the LTCL project two national conferences with participation of high level of officials, international experts, mining companies and representatives of local communities were conducted. The main idea of conference was to build cooperation and dialog between stakeholders of extractive industry.

## 5. Comparison of Actual Expenditures with Budget Estimates

Over the course of the project implementation period, actual expenditures were in line with the costs budgeted for the project. The project’s modified budget and work plan were approved by USAID as of October 2013 and April 24, 2014. As of January 2015, the budget was in line with the approved modifications, while the financial reporting was in line with USAID’s requirements and timeline.

## 6. Final Data on Training Participants

Training content	Date	Number of participants [women and men]	Training cost
EITI training for mining companies and state officials: new EITI standards, social package, transparency in extractive industry and EITI reporting	05-08 August 2014 Bishkek	50 participants (18 women and 32 men)	\$10701
ToT for LARC consultants on legal framework of registering acts of civil status, providing municipal and social services, administrative gatherings	19-22 May 2014 Bishkek	LARC consultants (10 men and 4 women)	\$3459,69
Training on public hearings, environmental impact assessment, EITI, legislation and taxation in extractive industry	12-13 November 2013 Talas	78 participants (49 men, 29 women)	\$1931
Trainings on public hearings, environmental impact assessment, EITI, mining law and taxation	29-30 October 2013 Naryn	43 participants, including 33 men and 10 women	\$1903

ToT for community mobilizers on field surveys, analyzing findings and recommendations to cooperate with citizen monitor groups and support their initiatives at the grass roots level	01-02 October 2013 Bishkek	13 mobilizers (4 women and 9 men)	\$4151
Trainings on public hearings and environmental impact assessment	13-14 September 2013 Chon-Alay	60 participants, all men	\$2605
EITI consortium meeting	25 August – 01 September 2013	32 participants (16 women and 16 men)	\$7612
Training on MSG, EITI, budget transparency, public hearings and environmental impact assessment	25-28 June 2013 Ala-Buka	100, including 32 women and 68 men	\$4577
ToT for community mobilizers and LARC consultants on monitoring and evaluating the level of citizens' satisfaction with the quality of public and municipal services	10-14 June 2013 Osh	13 mobilizers (4 women and 9 men), 14 LARC consultants (1 woman and 13 men)	\$8723,91
NGO consortium meeting on promoting EITI in Kyrgyz Republic	12-13 March 2013 Bishkek	23 participants, 11 women and 12 men	\$6488,31
Training on Environmental impact evaluation	19-21 February 2013 Naryn	25, where 5 women and 20 men	\$3243,59
ToT for community mobilizers on 24-27 December, training introducing the project and planning, identifying community needs and problems	24-27 December 2012 Bishkek	13 mobilizers (4 women and 9 men)	\$3458
ToT on EITI, communication, monitoring, advocacy skills and conflict resolution	05-07 December 2012 Bishkek	22 (11 women and 11 men)	\$4367,39
Training on Environmental impact evaluation	22-23 November 2012 Ozgorush village, Talas region	15, including 6 women and 9 men	\$977,76
ToT for project consultants, including the list of state and municipal services, relevant legislation, citizens' entitlements, standards of legal services, project reporting requirements	01-02 October 2012 Bishkek	13 consultants (12 men and 1 woman)	\$2693,74

## **7. Media Coverage and Public Communication Materials**

### ***Media coverage during the project implementation***

- 2 press conferences organized for local and national print, air, and online media;
- Over 50 project press-releases distributed among conventional and Internet media outlets;
- Over 50 opening ceremonies involving over 2500 officials, residents, partners, media;
- 3 talk shows on national and local *EITR*, *OTRK*, and *JTR* TV channels;
- 2 media tours for representatives of 7 local and 3 national media outlets;
- 6 success stories prepared and shared with public;
- 5 news spots broadcasted on the national TV channels (*OTRK*, *NBT*, *EITR*,);
- Over 50 news and publications on Internet media resources of women achievements;
- Small projects implementation and impact coverage by local blogger at <http://sahar.kloop.kg/>;

### ***Public communications materials produced and distributed***

- 2,300 project information flyers in Kyrgyz, Russian, and Uzbek;
- 16 project banners in Kyrgyz and Russian (1 for 16 WPBs);
- 320 project posters in Kyrgyz and Russian;
- 1,000 small grant applications and cover letters in Kyrgyz, Uzbek, and Russian;
- 160 USAID and EFCA branded jackets for WPBs members;

E-copies of all media publications and communication materials are provided on a CD.

## Annex 1: Indicator Table

Indicators	Data sources & collection methods	Targets (cumulative)						Results achieved (cumulative)					
		Sep 2012	Mar 2013	Sep 2013	Mar 2014	Sep 2014	Final	Sep 2012	Mar 2013	Sep 2013	Mar 2014	Sep 2014	Final
<b>Objective 1: To improve cooperation and accountability between citizens and local government in the provision of quality public services</b>													
<b>Outcomes:</b>													
1) % increase in satisfaction in services recorded by citizen monitoring	Analysis of citizen monitoring results	-	-	-	20%	-	<b>30%</b>	-	-	-	22%	-	<b>48.8 %</b>
2) # occasions when community resources are mobilized to improve a service	Community mobilisers reports; EFCA visits to communities	-	-	-	26	-	<b>52</b>	-	-	-	15	-	<b>44</b>
<b>1.1 Preparation Phase</b>													
3) # trained community mobilizers	Project records	13	13	13	13	13	<b>13</b>	13	13	13	13	13	<b>13</b>
4) # trained LARC advisors.	Project records	16	16	16	16	16	<b>16</b>	15	15	15	15	13	<b>13</b>
<b>1.2 Provide Information on Rights and Public Services</b>													
5) # citizens receiving information or consultation on entitlements and access to state services	LARC database of consultations and events	500	1000	2000	3000	4000	<b>5000</b>	738	1780	2945	5353	7203	<b>7202</b>
6) # TV broadcasts	Project records	0	4	8	12	16	<b>20</b>	1	3	11	14	16	<b>20</b>
<b>1.3 Support Citizens in Monitoring Public Services</b>													
7) # active citizen monitors	Citizen monitoring results; Community mobilisers reports	390	390	390	390	390	<b>390</b>	0	0	390	390	390	<b>390</b>
<b>1.4 Promote Cooperation to Improve Access and Quality of Services</b>													

8) # groups meeting regularly with specific plans (school/health committees etc.)	Community mobilisers reports; EFCA visits to communities	0	13	26	52	52	<b>52</b>	0	0	26	35	48	<b>52</b>
Objective 2: To increase transparency, public confidence and mutual understanding in the extractive industry													
<b>Outcomes:</b>													
9) % increase in people stating that extractive companies are transparent and trustworthy	Initial comprehensive community research (activity 2.1) and follow-up limited surveys	-	-	-	20%	-	<b>30%</b>	-	-	-	N/A	-	<b>55%</b>
<b>2.1 Assess Local Community Situations</b>													
10) # complete community assessments	Research report	8	8	8	8	8	<b>8</b>	8	8	8	8	8	<b>8</b>
<b>2.2 Strengthen Capacity of Local Communities</b>													
11) # community workshops	Project records	0	6	18	24	24	<b>24</b>	3	4	7	24	33	<b>33</b>
<b>2.3 Enable Constructive Community Dialogues</b>													
12) # public hearings	Project records	0	0	6	6	12	<b>12</b>	0	0	9	9	108	<b>108</b>
13) # functioning public reception centres	Project records	0	6	6	6	6	<b>6</b>	5	6	6	6	6	<b>6</b>
<b>2.4 Strengthen industry commitment to sustained community relationships, dialogue and investment</b>													
14) # advocacy meetings with mining companies	Project records	6	12	18	24	30	<b>36</b>	6	8	11	17	24	<b>24</b>
15) # agreed community investment plans	Project records	0	0	0	6	6	<b>6</b>	1	3	3	3	6	<b>6</b>
<b>2.5 Increase National Dialogue and Relevance of the EITI</b>													
16) # monthly visitors	Web traffic statistics	100	300	500	600	600	<b>600</b>	1136	2696	3219	6232	9972	<b>9972</b>
17) # regular forum contributors	Forum histories	10	20	25	30	30	<b>30</b>	42	288	430	1022	6519	<b>6519</b>