

REPUBLIC OF MOLDOVA



APA CANAL CHISINAU

CHISINAU WATER SUPPLY & SEWAGE TREATMENT - FEASIBILITY STUDY

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Stakeholders Involvement Plan - FINAL

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 **European Bank** and EU Neighbourhood Investment Facility
for Reconstruction and Development

LIST OF ABBREVIATIONS AND ACRONYMS

ACC	Municipal Enterprise „Apa-Canal Chisinau”
CPA	Central Public Administration
LPA	Local Public Administration
EBRD	European Bank for Reconstruction and Development
PR	Performance Requirements
PSEA	Plan of Social and Environmental Actions
PIP	Priority Investment Plan
UNECE	United Nations Economic Commission for Europe

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1. GENERAL FRAMEWORK OF THE DOCUMENT

1.1. INTRODUCTION

The present document is the Plan for the Involvement of Stakeholders (hereinafter named „the Plan”) and is elaborated according to the Performance Requirement EBRD 10: „Communication of information and involvement of stakeholders” for the implementation of the Project “Chisinau Water Supply & Sewerage Treatment – Feasibility Study”.

The aim of the Plan is to provide information about identified key stakeholders, about communication with the stakeholders while preparing and implementing the mentioned project, including the way of solving complaints. EBRD considers that the involvement of stakeholders is an essential part of good business practices and a good example of integration of the project in the society, aiming to increase the quality of its implementation. According to EBRD, the effective community’s involvement is a central element of a good management of risk and of impact on communities affected by projects, as in obtaining greater benefits for the community.

The Plan identifies the stakeholders which have/will have an interest in implementing the Project or that could be concerned by this one. The document is elaborated in the context of the process of evaluation of the social and environmental impact associated to the Project, solicited by the legislation of the Republic of Moldova concerning the consultation of the public and according to best international practices. The Plan also complies with the requirements concerning the informing and consulting of public included in the provisions of the Environmental and Social Policy of EBRD adopted in 2008. Concerning the environmental aspects, EBRD supports especially the Aarhus (UNECE) Convention which identifies the environment as a public good. The Convention stipulates public’s right to be informed in matters of environment state and environmental emissions and releases; the right to relevant consultations on proposed projects and programs which might affect the environment and public’s right to make complaints when they consider that the environment is not properly taken into consideration.

The involvement of stakeholders is a continuous process which refers to:

- public's proper informing by the project implementers in order to make possible the pertinent consultation with the stakeholders,
- the pertinent consultation with potentially affected parties and
- a procedure or a policy through which people may be able to make comments of claims.

This process is described in the present document. The Plan presents the requirements, the content and the form of dissemination of information about the Project and the methods and procedures for stakeholders’ consultation. The Plan also includes as part of consultation methods the forms of stakeholders’ involvement through complaints and petitions.

The Plan is an official project document, is available to the public on the web page of the project beneficiary and will be at the disposal of large public and all interested individuals, as part of activities of dissemination of information about the project. The provisions of the Plan will be applied starting from the initial stage of the planning of project implementation and will continue throughout all the project implementation period. This way it will offer to stakeholders and large public a transparent image about activities achieved within the project, ensuring the consultation and proper dissemination of information and the ways and methods of making claims concerning activities with a negative impact.

1.2. SHORT DESCRIPTION OF THE PROJECT

Chisinau Municipality (hereinafter named "Chişinău" or the "Municipality"), the capital of the Republic of Moldova, foresees to implement a program (the "Program") to rehabilitate the water supply and sewage system, as to improve the wastewater treatment in order to ameliorate living conditions and to reduce health risks for the population of the city, to prevent the excessive exploitation of natural resources and environment pollution. In this context, there are these main problems to be solved:

- Major leaks within the water supply system and frequent water supply interruptions;
- Inappropriate level of collection and treatment of wastewater due to malfunctioning of the existing wastewater treatment plant;
- Improper level of sludge disposal and management, which has a negative environment impact and generates unpleasant odor;
- Lack of technical and economic viability of the activity.

Objectives, implementation stages, activities

The overall objective of the work on the Feasibility Study is to prepare the Due Dilligence in the technical, financial and social & environmental fields, which will be evaluated by the city, the company (the Municipal Enterprise „Apă-Canal Chişinău”) and EBRD for the future loans (including the co-financing with one or more components of IFI as provided within the Neighbourhood Initiative of the EU) and potential grant contributions.

The Feasibility Study will assess the existing water supply and sewage system, will identify deficiencies, will investigate the measures of remediation, rehabilitation and replacement and will also elaborate technical solutions to cover current needs on medium and long term.

The Program includes the water supply system, the sewerage network, the septic sludge collection in 35,000 tanks and other reservoirs, the sludge treatment and disposal plant. The Feasibility Study will also include the assessment of the social and environmental

impact and identified investment opportunities, including an inventory of major industrial discharges, as the economic and institutional assessment of the Company and its clients.

Given the complexity of the task, the Feasibility Study will be elaborated in **three stages**:

- Stage A: Inventory and assessment of the current situation;
- Stage B: Elaboration of the Plan of actions and investments;
- Stage C: Completion of the Feasibility Study and elaboration of preliminary projects.

The main **activities** within the project will be:

- Elaboration of a reference/initial study about the current situation in Chisinau which would include the description and assessment of the current situation of water supply and sewerage services in the city in order to understand better the situation in institutional, legal and financial terms, as in technical and environmental terms.
- Elaboration of a comprehensive technical, environmental and social analysis of the Company's infrastructure and equipment components in terms of capacity, energetical efficiency, performance, state of reparation, maintenance practices, practices of sludge disposal, age, quality of materials and equipments, environmental care and impact on the environment.
- Evaluation of the operational and commercial efficiency i.e. the efficiency of the invoicing and collection, including an evaluation of the degree of compliance/performance of the Management Information System used by the Company.
- Development of remediation, rehabilitation and replacement measures, elaboration of technical solutions in order to urgently comply with present requirements and those on medium and long term. Technical solutions will be elaborated based on a study with alternatives for the water supply system, the sewerage network, the installation of wastewater treatment and sludge disposal.
- Evaluation of the tariffing system, the level of cost recovery, cross subsidies, the decision-making concerning tariff changes and the impact on the cash flow of the Company.
- The analysis of availability of diverse consumer groups, including the analysis of a existing mechanism of social support, the analysis of price elasticity of demand to price.
- Assessment of urgent repair needs and proposal of a long term strategy for a Program of Urgent Repair with the aim of ensuring the functioning of water supply and sewerage on a term of 12-24 months, until the 1st stage of the program begins.
- Preparation of a long term Investment Program for a period of 25 years, which would describe the long term investment program of the Company in order to

ensure the compliance of the proposed Program with the needs of extension and development on long term.

- Preparation of a Priority Investment Program (“PIP”) focused on operational benefits and maximum cash flows, which would create the basis for the 1st Program stage.
- Preparation of a Purchasing and Implementation Strategy which would include detailed plans of the Program contracting, financing and implementation.
- Elaboration of a detailed financial and economic analysis of the Company and preparation of financial projections; the projections must comply with the proposed PIP, the strategic development plan and be based on prudent/cautious hypotheses concerning the incomes of the Company, the expenditures and its debt capacity. The financial projections must include the Balance Sheet, the Profit and Loss Statement and the Annual Statement of Cash Flow.
- Elaboration of a detailed economic and financial analysis of the PIP and the proposal of tariff adjustments which would ensure the sustainability/viability of the project and the Company;
- Elaboration of a detailed financial analysis for the Municipality and preparation of a financial model similar to the one above.
- Elaboration of a Study of impact (Due Diligence) in the social and environmental areas in order to ensure the full compliance of the PIP with the Performance Requirements of EBRD (CP); including the preparation of a Plan of Social and Environmental Actions of the Company based on identified mitigation measures.
- Preparation of a project/draft of the Agreement of Services between the Municipality and the Company which vises the service standards, the responsibilities of the Company and the Municipality, the rights and obligations of Consumers etc.
- Preparation of a Report of Program Presentation, which would offer a general perspective and the justification of technical, financial/economic, environmental and social terms of the Program and the structure of the Program stages.

Based on the conclusions and priorities proposed within the Feasibility Study and afferent decisions adopted by stakeholders from Moldova, the investment will focus on the rehabilitation and the extension of water supply and wastewater collection in the stages feasible from the financial and technical point of view. The necessary amount for the initial stage of the investment, of about 5 years (“The Program - Stage I”), is estimated to be up to 56 million Euros.

The **anticipated impact** of the project is:

- Identification and introduction of technical, environmental and efficiency improvements so necessary in the provision of municipal water supply and sewerage services, in compliance with national and EU environmental standards;

- Introduction of a service contract stimulating the increase of tariffs, adoption of proper incentives to increase the efficiency of the company on operational level and the stimulation of the outsourcing of certain activities (if necessary);
- Improvement of company's financial transparency and financial information quality;
- Optimization of technical and economic viability of the company;
- Elaboration and implementation of a Plan of Social and Environmental Actions (PSEA), which should improve the Company's practices of environmental and medium performance management, according to national and EU standards;
- Large demonstrative effects which could be seen as a model to other municipalities in Moldova with similar problems in the municipal infrastructure sector.

2. PROVISIONS OF THE LEGISLATION OF THE REPUBLIC OF MOLDOVA ON PUBLIC'S CONSULTATION AND INVOLVEMENT

2.1. LEGISLATIVE FRAMEWORK

Table 1: Moldovan legislative framework

Convention / Law / Government Decision	Goal / Application area
The Constitution of the Republic of Moldova	<p>Art. 34. The Right of Access to Information. Having access to any information of public interest is everybody's right, which may not be curtailed. According with their established level of competence, public authorities shall ensure that citizens are correctly informed both on public affairs and matters of personal interest.</p> <p>Art. 37. The Right to Live in a Healthy Environment. Every human being has the right to live in an environment that is ecologically safe for life and health. The State guarantees every citizen the right of free access to truthful information regarding the state of the natural environment. Non-disclosure or falsifications of information about factors detrimental to human health are offenses punishable by law.</p>
The Convention on the access to information, justice and public's participation to the adoption of decisions in the environmental area of 25.06.1998 (the Environmental Ministerial Conference in Aarhus) approved and ratified by the Republic of Moldova by the Government Decision no. 346-XIV of 07.04.1999	<p>In order to contribute to the protection of rights of every person from present and future generations to live in an environment conducive to their health and wealth, every country guarantees public access to information, the right to participate in the decision-making process and to appeal to justice in environmental matters according to the provisions of the Convention.</p> <p>Stakeholders are informed properly, on time and efficiently, depending on circumstances, generally or particularly, in matters concerning the environment, including:</p> <ol style="list-style-type: none"> a) the foreseen type of activity and the request based on which the decision has been adopted; b) possible decisions or the draft decision; c) the state authority responsible for the adoption of the decision; d) the provided procedure, including the way and the time of information presentation; <ol style="list-style-type: none"> i. about the start of the procedure; ii. about the possibility of public's participation; iii. about the time and the place of provided public examination; iv. about the existence of a state authority which can provide adequate information, as the transmission of this information to be examined by the public; v. about the existence of a state authority or any other state authority to which observations and questions can be presented, as provided terms for the presentation of these observations and questions, vi. about accumulated information concerning the environment, the foreseen type of activity etc. And vii. about the provision of this type of activity in the national or cross-border procedure and the assessment of the environmental impact.

Convention / Law / Government Decision	Goal / Application area
	<p>Public participation procedures provide rational terms for the development of every stage, which offer sufficient time to inform public, to prepare and to ensure the real participation of public to the decision-making process in matters concerning the environment.</p> <p>The countries ensure public's participation in the initial stage, when there is the possibility to examine the various options and to ensure an efficient participation.</p>
<p>The Law on the access to information no. 982-XIV of 11.05.2000</p>	<p>The Law aims to:</p> <ol style="list-style-type: none"> create the general normative framework for the access to official information; increase the efficiency of population's informing process and its control of the activity of public authorities and public institutions; form opinions and stimulate the active participation of population in the decision-making process in a democratic way. <p>The Law regulates:</p> <ol style="list-style-type: none"> the relation between the information provider and the physical and/or juridical person in the process of ensuring and realizing the constitutional right to access to information; the principles, the conditions, the ways of ensuring the access to official information possessed by information providers; the aspects of the access to personal information and its protection within access provision; information solicitants' rights, including personal information; information providers' obligations in the process of ensuring the access to official information; the way of protecting the right to information access.
<p>The Law no. 239/13.11.2008 on the transparency in the decision-making</p>	<p>The Law establishes the norms applicable in order to ensure the transparency in the decision-making process within central and local public administration and other authorities and regulates their relations with citizens, with associations founded in compliance with the law, with other stakeholders, for the participation to the decision-making process.</p> <p>According to the Law, public authorities will consult citizens, legal associations and other stakeholders in what concerns the projects of legislative and administrative documents which may have a social, economic, environmental impact (on the way of living and human rights, on culture, health and social protection, on local communities, public services).</p> <p>Public authorities are obliged to adopt necessary measures to ensure the participation of citizens, legal associations and other stakeholders to the decision-making process, also by:</p> <ol style="list-style-type: none"> disseminating information about annual activity programs (plans) by placing it on the official web page of public authorities, by displaying it in a space accessible to public and/or by publishing it in the national or local media; properly informing about the organization of the decision-making process; institutionalizing the mechanisms of cooperation and partnership

Convention / Law / Government Decision	Goal / Application area
	<p>with the society;</p> <ul style="list-style-type: none"> d) receiving and reviewing the recommendations of citizens, legal associations and other stakeholders in order to use them in the elaboration of decision projects; e) consulting all stakeholders' opinion in the examination of decision projects.
<p>The Law on normative acts of the Government and other central and local public administration authorities no. 317-XV of 18.07.2003</p>	<p>According to the law, the elaboration of projects of normative acts will be preceded, depending on their importance and complexity, by the stakeholders' announcing concerning the initiated elaboration and by an activity of documentation and scientific and sociologic analysis for a thorough knowledge of the economic and social situation to be regulated, of the history of legislation in the field, of the practice of applying normative acts in force, as of similar foreign regulations, including the community legislation.</p>
<p>The Law on local public administration no. 436-XVI of 28.12.2006</p>	<p>The law establishes that in highly important matters of a territorial-administrative unit population can be consulted by local referendum, held under the conditions of the Electoral Code. In local issues concerning a part of the population of the territorial-administrative unit, there can be organized with this part various forms of consultations, public examinations and discussions, according to the law. The decision projects of the Local Council are consulted publicly, according to the law, in compliance with the procedures established by each representative and deliberative authority, with the population of territorial-administrative units of first level or second level, as appropriate.</p>
<p>Environmental Protection Law no. 1515/16.06.93</p>	<p>The law is the legal basis for the elaboration of special normative acts and instructions in other issues, in the field of environmental protection, aiming to ensure:</p> <ul style="list-style-type: none"> a) the right of every individual to a healthy and aesthetic environment; b) the highest responsibility of every generation for the environmental protection, towards next generations; c) the largest extension of the use of natural resources, within admissible limits, in order to avoid their depletion and degradation, the human health risk and other undesirable and unpredictable consequences; d) the protection of soil and subsoil, water and air from chemical, physical and biologic pollution and other actions which disturb the ecological balance; e) the preservation of biodiversity and genetic fund, the integrity of natural systems, national historical and cultural values; f) the re-creation of ecosystems and their components, affected by anthropogenic activity or natural disasters. <p>The State recognizes the right of every individual to a healthy environment, ensuring, in conformity with the legislation in force:</p> <ul style="list-style-type: none"> a) the full, effective and free access to information about the state of environment and population's health; b) the right to participate to the debates over law projects, to various economic or other programs concerning directly or indirectly the environmental protection and the use of natural resources; c) the right to information and consultation over the projects of

Convention / Law / Government Decision	Goal / Application area
	<p>location and construction of objects with negative effects on the environment, projects of territory reconstruction and planning in urban and rural localities;</p> <p>d) the right to make demarches to state courts in order to obtain the temporary or definitive suspension of the activity of economic agents that cause environmental damages; the right to solicit the expertise of units and to participate to the common expertise;</p> <p>e) the right to organize national and local referendums in major problems of environmental protection;</p> <p>f) the right to directly or indirectly address administrative or judicial authorities to suspend the actions which cause environmental damages, whether economic agents will be prejudiced or not;</p> <p>g) the right to compensations for prejudices caused by pollution of other actions harmful to the environment, as for the prejudice caused to human health;</p> <p>h) the right to benefit from facilities provided by the legislation for capital investments, which aim to improve the quality of the environment.</p>
<p>The Law no. 851/29.05.96 on ecological expertise and environmental impact assessment</p>	<p>The law establishes the goals, the tasks and the principles of ecological expertise and environmental impact assessment, as the basic rules for their organization and performance.</p> <p>According to the law, citizens and NGOs have the right:</p> <p>a) to submit to bodies within the state ecologic expertise system proposals and objections concerning the projects of definite economic objects, new activities and technologies;</p> <p>b) to solicit from bodies within the state ecologic expertise system information about the results of the expertise of new objects and planned economic activities;</p> <p>c) to organize the common ecologic expertise of the project documentation and the planning for the new objects potentially harmful to the environment.</p>
<p>Government Decision no. 72/25.01.2000 on the approval of the Regulation on public's implication in the elaboration and adoption of environmental decisions</p>	<p>The goal of the normative act is the implementation of the Convention on the access to information, justice and public's participation to the adoption of decisions in the environmental area, the Law on ecological expertise and environmental impact assessment and the Law on environment protection.</p> <p>The regulatory area of the Decision is:</p> <p>a) the regulation of public's participation in the adoption of decisions concerning the economic activity, construction/reconstruction projects etc. having an environmental impact,</p> <p>b) the establishment of used specific forms and methods, as local referendums, opinion polls, public surveys etc and</p> <p>c) the procedure of covering the expenditures related to the population's consultation.</p>

The national legislation in force establishes and regulates every detail of the conditions necessary to ensure public access to information, the right to participate in the decision-making process and to seek justice in case of addressing environmental problems.

2.2. STAKEHOLDERS' CONSULTATION AND INVOLVEMENT

According to the provisions of the legislation in force presented in the previous chapter, public's involvement in the process of elaboration and adoption of decisions concerning economic activities having an impact on the environment will be performed as following:

Table 2: Stakeholders' involvement

#	Stage	Methods of involvement	Term of performance according to legal provisions
1.	The previous informing of public about the beneficiary's intentions to launch the consultation process	<p>Publication of news about the launching of consultations:</p> <ul style="list-style-type: none"> on public and internal panels within beneficiary's headquarters on the web pages of public authorities and the beneficiary in local mass-media 	At least 15 working days prior to public consultation
2.	Public' involvement in establishing the area of the impact study	<ul style="list-style-type: none"> Creation of the Working Group (public survey group) Public sessions for the examination of problems concerning the current situation in the interest area and of the correctness of problems estimation Professional expertise of the quality of the analysis of the current situation Public opinion poll concerning the impact of the project and the efficiency of proposed measures Establishment of future methods of public consultation 	At most 15 days from the date of publishing the announcement concerning the initiation of the public consultation of given project. The term may be extended if the content of materials approached within consultations is complex and voluminous The agenda of public sessions is announced by the public authority beforehand, at least 3 days prior
3.	Public consultation on the proposals stated in the documentation	<ul style="list-style-type: none"> Public consultation on the presentation of project drawings and technical solutions Public consultation for the presentation of the results of impact studies Opinion poll on proposed solutions Advertising in the local press and other mass-media The summarizing of the results of public consultations Adoption of decisions concerning the consultation process 	At most 15 working days from the date of publishing the announcement about the initiation of the public consultation on the project. The term may be extended if the content of materials approached within consultations is complex and voluminous.
4.	Inclusion in the documentation of stakeholders' suggestions	<ul style="list-style-type: none"> Analysis of the results of public consultations and professional expertises The drawing of conclusions and approval of decisions Public informing about the consultation process and its results 	Immediately or within maximum 30 days from the date of the adoption of decisions

3. STAKEHOLDERS

3.1. CRITERIA OF IDENTIFICATION

In order to ensure the efficiency of the *Plan for the involvement of stakeholders*, there was established who are the project stakeholders, in order to know: the type of stakeholders, their characteristics, the area and the degree of interest, their priorities and objectives related to the Project, the precise methods of involvement and consultation.

In the context of this Plan, a stakeholder is defined as being “*any person or group of persons, institutions, organizations or authorities which may be affected by the project of which may affect in turn the project implementation*”.

The objective in identifying stakeholders is to establish which authorities, institutions, organizations and individuals might be affected directly or indirectly, in a positive or negative way, by the project and which might have an impact or could influence the project.

The identification of stakeholders has been based of the following criteria:

- the inclusion in the category of stakeholders of persons from all age categories, men and women, as of vulnerable and/or minority groups;
- the inclusion in the category of stakeholders of all persons or groups of persons, institutions, organizations and authorities that are directly affected or might be directly affected by the project;
- the inclusion in the category of stakeholders of authorities, persons, groups of persons, institutions or organizations which might be interested by the project or might be indirectly affected by the project;
- the ensuring of the participation to the process of information, consultation and involvement without intimidation, coercion or incentives.

3.2. PROJECT STAKEHOLDERS

Table 3: Stakeholders of the project

Stakeholders	Area of interest / Characteristics
International institutions:	
EBRD	EBRD provides funds for the financing of the project „Moldova: Chisinau Water Supply & Sewage Treatment - Feasibility Study”, which is part of the contribution to the financing of the Services from the EU Neighbourhood Investment Facility Fund.
Financing international organizations	Depending on the results obtained within the project, they can involve in the financing, the provision of technical and consultative assistance for

Stakeholders	Area of interest / Characteristics
	the performance of certain activities during the implementation period or after the completion of the project implementation.
Central public authorities and institutions:	
Ministry of the Environment	Specialized central body of CPA which elaborates and promotes the state policy in the field of environmental protection and rational use or natural resources, waste management, biodiversity preservation, geological researches, use and protection of subsoil, hydroamelioration, management of water resources, water supply and sewerage, regulation of nuclear and radiological activities, state ecological control, hydrometeorology and environmental quality monitoring.
Ministry of Finance	Specialized central body of CPA which elaborates and promotes the unique policy of formation and management of public finance, of the application of financial levers according to the requirements of the market economy; performs the execution of the state budget, of the budgets of territorial-administrative units, of incomes of the budget of state social insurances and incomes of the funds of obligatory medical assistance insurances; contracts and guarantees state loans on the internal and external financial market, manages and monitors Government internal and external debts.
Ministry of Regional Development and Constructions	Specialized central body of CPA which elaborates and promotes the state policy in the field of urban planning and management, architecture, urbanism, construction, production of construction materials, housing and regional development.
Ministry of Transports and Road Infrastructure	Specialized central body of CPA which elaborates and promotes the state policy in the field of terrestrial transport infrastructure.
National Energy Regulatory Agency	Permanent authority of CPA, with juridical person status, which regulates the economic and commercial activities in the electroenergy, thermoenergy and natural gas sectors by providing licenses, by ensuring the functioning of the energy and gas market, by promoting an adequate tariff policy and through the protection of consumer rights. NERA elaborates the methodology for the calculation and application of tariffs for water supply and sewerage services.
State Ecological Inspectorate	Specialized body of CPA which performs the state expertise of economic activities, which regulates and authorizes the rational use of natural resources and ensures the uniform application of the environmental legislation throughout the country.
Main State Inspectorate for Market Surveillance, Metrology and Consumer Protection	Specialized body of CPA, subordinated to the Ministry of Economy, which applies the state policy in the field of market surveillance concerning the compliance with prescribed and/or declared requirements for products made and placed on the market and for provided services, as in the field of consumer protection by exercising the functions of consumer protection in areas established by law.
National Agency for the Protection of Competition	Specialized public body which promotes the state policy in the field of competition protection, aiming to limit and to suppress the non-loyal competition of economic agents, of public authorities, as to control the execution of legislation on competition protection.
Agency "Apele Moldovei"	Administrative authority responsible for the implementation of the state policy in the field of water resources management, hydroamelioration, water supply and sewerage; subordinated to the Ministry of the Environment.
Service of Standardization and	Specialized body of CPA which ensures the uniformity and the accuracy of measurements, which exerts the state surveillance in the application

Stakeholders	Area of interest / Characteristics
Metrology	and the compliance with the consumer protection legislation in force, technical regulations, standards, metrology regulations, standardization normative documents of all public administration authorities and economic agents, irrespective of their property form and juridical organization form.
National Ecological Fund	The financing of projects for the implementation of strategies, programs and plans of environmental protection, of standards and norms, for the construction and participation by shares to the construction of environmental protection objects, including the financing of design works and project implementation in the field of water supply and sewerage, the financing of waste collection and sorting works and support provision to waste recycling and neutralization companies, the financing of works for the improvement of environmental quality.
Institute of Ecology and Geography	Administrative authority responsible for studying the dynamics and highlighting the modification trends of geo- and ecosystem components under the influence of natural and anthropogenic factors; assessment of factors producing unfavorable geo-ecological situations; structure optimization of geosystems for their stable functioning.
Environmental Information Centre	Institution responsible for accumulating, stocking, updating and providing, as for disseminating information to solicitants upon request or on own initiative (to the personnel of the Ministry or to external users, NGOs, large public), concerning the national and EU policy and legislation in the environmental area.
Moldtelecom SA	National Telecommunications Operator in the Republic of Moldova providing fixed telephony services, Internet services and data transport, mobile telephony, IP telephony, video telephony etc.
JSC RED Union Fenosa	Distribution operator in the field of electric energy, owner of the infrastructure and companies providing electric energy: JSC RED Chisinau, JSC RED Centru and JSC RED Sud.
JSC Moldova Gaz	Moldo-Russian joint-stock company providing services of import, transport and delivery of Russian natural gas wholesale and retail, selling liquefied gas. The company exploits over 17000 km networks of gas distribution, 20475 stations and installations for the regulation of gas pressure of all types and categories, 290 points of gas measurement and also other accessories functioning in an unique system for the gas distribution within the country.
Local institutions and public authorities:	
Chisinau Mayoralty	Authority of local public administration, established and functioning on the territory of Chisinau Municipality to promote the interests and to solve the problems of the population within the respective territorial-administrative unit
Praeturas of Botanica, Buiucani, Centru, Ciocana, Riscani sectors	Executive authorities of local public administration and Mayoralty bodies in sectors directly involved in promoting the interests and solving the problems of the population within the respective territorial-administrative unit
City mayoralties of Chisinau suburb: Codru, Cricova, Durlesti, Singera, Vatra, Vadul lui Voda	Authorities of local public administration established and functioning on the territory of territorial-administrative units of Chisinau Municipality to promote the interests and to solve the problems of the population within the respective territorial-administrative units
Village mayoralties of Chisinau suburb: Bacioi, Bubuieci, Budesti, Cruzesti, Condrita, Colonita,	Authorities of local public administration established and functioning on the territory of territorial-administrative units of Chisinau Municipality to promote the interests and to solve the problems of the population within

Stakeholders	Area of interest / Characteristics
Ciorescu, Ghidighici, Gratiesti, Stauceni, Tohatin, Truseni	the respective territorial-administrative units
Mayoralties of Parata, Balabanesti, Dubasarii Vechi, Corjova Villages	Authorities of local public authorities, constituted and operating in Criuleni and Dubasari rayons for the promotion of interests and solving problems of population within the respective administrative-territorial units, neighboring Chisinau and which could be directly affected by the project implementation.
General Direction of Public Transport and Communication	LPA structure responsible for the promotion of the unique policy and the development strategy in the field of public transport and ways of communication and the coordination of the activity of companies engaged in the maintenance and development of ways of communication, all types of transport, irrespective of property type and organizational-juridical form, in the field of service provision to passengers, organization and directing of road circulation, lighting electric networks and parking spaces in Chisinau Municipality.
General Direction for Housing and Planning	LPA structure responsible for housing management, planning and sanitation within the municipality, energy, communications, water and gas provision according to the general plan of activity and development for Chisinau Municipality.
General Direction on Architecture, Urbanism and Land Relations	LPA structure responsible for ensuring the application of state policy in land planning, urbanism and land relations, increasing the urbanist level of localities within Chisinau Municipality, improving their architectural and artistic aspect according to the conditions of the present regulation. Establishes land use, in compliance with the construction conditions and urbanist functions of objectives within territorial-administrative units of Chisinau Municipality. Forms and develops the urban operational cadastre within Chisinau Municipality.
Green Spaces Management Association	Municipal company responsible for the management and arrangement of green spaces, sanitation and public space.
EXDRUPO Administration	Municipal company ensuring the implementation of works in construction, repair and exploitation of roads and bridges infrastructure, namely: current and capital repair, exploitation and maintenance of roads, sidewalks, bridges, viaducts, drainage systems; works of repair and placement of engineer communications; maintenance of pedestrian subways; works of repair of pedestrian protection parapet; embankments and field works.
LUMTEH	Municipal company ensuring the good operation of lighting electric networks in Chisinau Municipality.
Capitala Newspaper	Municipal newspaper which reflects news and public events in Chisinau, in the country and on international level.
Civil society organizations	
Consumer Protection Center	Promotion and protection of economic and legal interests of consumers, the increase of the degree of protection of consumers through information and education, the enhancing of consumers' capacity to protect themselves against the risks of purchasing products or services which could be harmful to health, security, life or which could affect legitimate rights and interests.
Regional Environmental Centre (REC Moldova)	Assistance in solving environmental problems in Moldova and neighbor countries through cooperation promotion both on national and regional level between NGOs, governmental institutions, private sectors, local communities and other entities ecologically concerned, in order to develop a free information exchange; to enhance public participation in

Stakeholders	Area of interest / Characteristics
	the decision-making process, thus supporting the development of a democratic civil society in the Republic of Moldova.
Ecological Movement of Moldova	Information and public awareness raising campaigns, organization of conferences, seminars, trainings, monitoring, sanitation actions, publications, summer schools, work camps, expeditions etc. for environment and natural resources protection.
Chisinau Territorial Organization of the Ecological Movement of Moldova	Ecologic education and information, integrated water resource management, waste management, sustainable transports, public's involvement in the adoption of decisions, socio-ecological studies, common ecological expertise.
Business Consulting Institute	Project partner
Private commercial structures:	
JSC "Apa-Canal Chisinau"	The client company and the main project beneficiary. Economic operator in the water supply and sewerage sector in Chisinau Municipality. The company provides drinking water to about 93% of Chisinau residents and collects the wastewater from about 95% of the population.
Economic agents, public and private commercial enterprises	≈ 30,000 economic units (>95% are SME).
Thousands tradesmen providing street commercial services (owners of license)	About 4000 tradesmen which sale on stalls, kiosks, counters, counters.
Individuals:	
Employees of JSC „Apa-Canal Chisinau”	On 01.01.2011, the company had 2267 employees, while in 2010 the average number of employees was 2259.
Chisinau residents	Chisinau City – 663,4 thousand residents (01.01.2010)
Chisinau residents including those of the suburbs of Chisinau Municipality	Chisinau Municipality - 786,3 thousand residents (01.01.2010). According to the place of residence, at the beginning of the year 2010, the population of Chisinau Municipality was formed essentially of urban population - 91.2 % [717,200 residents], reported to the rural population, which constituted 8.8% [69,100 residents].
Residents of Parata, Balabanesti, Dubasarii Vechi, Corjova villages	The population of localities within Criuleni and Dubasari rayons, neighboring Chisinau municipality and which may be indirectly affected by the project implementation.
Vulnerable groups:	
Pensioners, the unemployed, disabled individuals, persons for which facilities, indemnities and exemptions are established	On 01.01.2011, there were about 114.000 pensioners, 8.200 unemployed and over 6000 individuals for which there are established facilities, indemnities of social assistance and exemptions from paying certain taxes and duties

4. COMMUNICATION OF INFORMATION

4.1. TYPE OF COMMUNICATED INFORMATION

The communication of relevant information about the project would help stakeholders to understand project risks, impact and opportunities. Given the specificity of the project and the need to ensure a positive social and environmental impact of the project, the project will reveal to stakeholders the following type of information:

1. **General information**, for a large undefined public,
2. **Targeted information**, for defined Stakeholders, included on the list provided in the paragraph 3.2 of the present Plan or other stakeholders which will solicit by written the information about the project implementation process, as appropriate.

The category of general information comprises:

- The goal and the objectives of the project;
- The nature and the amplitude of the project;
- The planned activities;
- The duration of project activities;
- The expected results
- Risks and potential impact on the environment, employees' health and safety, public's health and safety and other forms of social impact on the community, as proposed mitigation plans;
- The consultation process, opportunities and the ways in which the public can participate; and
- The date / location of meetings with the public and the way of announcing these meetings.

The category of targeted information comprises:

- The study for the assessment of the current situation of water supply and sewerage services in Chisinau.
- The analysis of the technical, environmental and social situation of the company infrastructure and equipment components in terms of capacity, energy efficiency, performance, maintenance practices, quality of materials and equipments, compliance with the standards and environmental impact;
- The study for the assessment of the operational and commercial efficiency of the Company;

- Technical solutions for the improvement of the functioning of the water supply system, of the sewerage network, of the wastewater treatment plant;
- The analysis of the existing mechanism of social support, as of demand elasticity to price;
- The study for the assessment of repair needs and the program of urgent repairs;
- The long term investment program for 25 years;
- The long term extension and development program;
- The priority investment program ("PIP");
- The financial projections of the company;
- The strategic development plan of the Company;
- The profit and loss statement and the annual cash flow report;
- The projections of tariff adjustments;
- The projections concerning the ensuring of the sustainability/viability of the Company;
- The Impact Study (Due Diligence) in the social and environmental area including the Plan of Social and Environmental Actions of the Company;
- The draft of the Service Agreement between the Municipality and the Company which concerns the service standards, the responsibilities of the Company and the Municipality, consumer rights and obligations etc.
- Other relevant information.

4.2. METHODS OF COMMUNICATING INFORMATION

General information will be provided obligatorily during all the project implementation period, within all public consultations and in any case in which there is diffused information about the project implementation. General information will be provided to the large public through:

- a) The project web page, the project beneficiary, Chisinau Mayoralty and implementing companies by placing information in the section "Transparency in the project implementation";
- b) Information panels within the headquarters of JSC „Apa Canal Chisinau”;
- c) Mass-media, by publishing press releases when necessary.

Targeted information will be provided through:

- a) Public consultations, depending on the specificity and the number of participants;
- b) Upon request, by e-mail or

- c) Upon request, by sending the documents or document extracts to official addresses or letters to the address of stakeholders or that indicated by solicitants.

Targeted information will be provided according to the legislation, during all the project implementation period, by the decision of the project Management Team.

The preliminary plan concerning the type and the frequency of information communication to stakeholders is presented in the Annex 6 of the present document.

5. THE INVOLVEMENT OF STAKEHOLDERS

5.1. PUBLIC INVOLVEMENT

In order to increase the efficiency of public involvement process, the project will use the most adequate methods and techniques, will organize public consultation sessions, opinion polls, sociological surveys, expertises etc. to provide necessary information to stakeholders and involve them properly.

Public involvement in the examination of the study area supposes creating necessary conditions for the public participation to consultation activities, ensured through the following measures:

- a) the announcement concerning the initiation of elaboration of studies and documents indicated in the paragraph 4.1;
- b) the indication of the term of the possible public participation;
- c) the creation of the Group of public survey, which will include representatives of NGOs and other structures or large public;
- d) provision to the public of the possibility to express their opinions directly or:
 - on-line,
 - in public sessions for the examination of current problems in the interest area
 - by letters addressed to the beneficiary, opinion polls.
- e) public opinion polls concerning sector problems;
- f) organization of professional expertise on the quality of studies for the analysis of the current situation;
- g) organization of seminars, round tables, press conferences for the presentation of stakeholders' position.

According to the Law no. 239-XVI of November 13, 2008 on transparency in decision-making process there will be made an announcement to inform about the initiation of elaboration of studies and to indicate the terms of a possible public participation. The announcement about the organization of public participation events will include obligatorily:

- a) The date of the announcement publishing;
- b) The way in which stakeholders can have access to elaborated documents;
- c) The method of public consultation;
- d) The method for stakeholders to present or send recommendations;
- e) The deadline for the presentation of stakeholders' recommendations;

- f) The name and contact information (first name, last name, position, telephone number, e-mail, postal address) of persons responsible for receiving and analyzing the recommendations for consulted documents.

According to the provisions of legislation in force, the announcement about the organization of public events is published at least 15 days prior to the procedure initiation.

Within the process of public involvement, there will be used separately or commonly the following methods:

- a) Solicitation of opinion from large public (citizens), made by the general informing about the initiation of consultations through technical means and namely the web page of JSC Apa Canal, the publishing on information panels or through mass-media;
- b) Temporary work groups, created in order to initiate and maintain a constant dialogue during the public consultation process;
- c) Public sessions (public debates, seminars, round tables with consumers, producers and beneficiaries of drinking water supply services) is the method of public consultation which implies the meeting of the representatives of local public authorities, the beneficiary and stakeholders for the expression of visions on elaborated documentation in an organized framework.
- d) Opinion polls regularly placed on the webpage of JSC Apa Canal, aiming to identify citizens' attitude towards the actions and project objectives in elaborated documents;
- e) Solicitation of experts' opinion (identified as being relevant) through the targeted informing of stakeholders, with the demand of opinion on elaborated documents.

The preliminary plan of methods used to involve the public and the estimated duration of public events are presented in the Annex 6 of the present document.

5.2. PUBLIC CONSULTATION

Within the public consultation there will be used separately or commonly the methods presented in the paragraph 5.1 of the present plan; but the main consultation methods will be the public sessions, organized as public hearings or public debates.

According to the Government Decision no. 96 of 16.02.2010, the organization of public sessions, the date, the time and the address, the session agenda will be announced beforehand by the organizer, at least 3 days prior.

The public information about the session organization will be by case general or targeted, according to the provisions of the paragraph 4.1 and 4.2 of the present Plan. The project management team will be responsible for the organization and the unfolding of public sessions, having to elaborate the announcement, the agenda, the stakeholders' list, the guests' list.

Public sessions (public hearings or debates) will unfold according to the methodology generally accepted for this kind of public events

Table 4: Rules for the organisation of public hearings

Rules for the organization of public hearings	
<p>The goal of public hearings is to offer every citizen the possibility of expressing their opinion in discussed problems.</p> <p>Registration of persons wishing to speak at the beginning of public hearings or during these ones, by the session secretary.</p> <p>Unregistered persons will not have the right to speak.</p> <p>Every public speaker will have 5 min. If the number of speakers exceeds 10 persons, the presidium will reduce the time to 3 min.</p> <p>The right to speak will be offered in the order of registration</p> <p>The other persons will not be allowed to speak until the expiration of the registration list</p>	<p>Every person will have the possibility to speak before other persons speak for the second time.</p> <p>Debates are not allowed within public hearings.</p> <p>The message of the main Rapporteur, specialized reports of responsible persons will last maximum 15 minutes.</p> <p>Speakers with written messages will leave their copies at the secretariat.</p> <p>Politeness will be preserved. This means respect shown by the audience, the respect of the Council towards speakers and of the speakers towards the audience.</p> <p>Public hearings will last maximum 3 hours; there will be taken pauses if necessary.</p> <p>The president can declare the session as being closed if all the speakers have talked or the time has expired.</p>

The results of public sessions will be made public according to the Law no. 982-XIV of 11/05/2000 on access to information. In this respect, the Organizers will transmit all information on the public session (the session agenda, the stakeholders' list, the participants' list, the session materials, the participants' presentations) to the coordinator of the public consultation process within the project, in order to be made public and to be presented in the final report.

5.3. INCLUSION IN THE DOCUMENTATION OF STAKEHOLDERS' SUGGESTIONS

The legislation in force obliges public events organizers to analyze the proposals of the participating public, to select those relevant and acceptable and include them in the drafts of final documents to be approved by the responsible authority.

The present Plan of Involvement of Stakeholders provides the mechanism of collection of suggestions issued by the participants to public consultation events which is specific and complies with applied methods. Moreover, the Plan includes the model of cards for the collection of proposals and recommendations of participants to public consultation events.

At the end of every public consultation event, the project implementation team will collect the participants' proposals, will analyze them and appreciate the compliance of proposals to the elaborated documentation, the proposed technical norms and will adjust them to the solutions proposed by the project, correlating them with the general documentation proposals.

Only the version adjusted to the elaborated documentation will be presented to the local public administration in order to be adopted.

The adjusted version of the approved documentation will be presented to the population through available technical means and mass-media.

Besides indicated methods and forms of involvement, the project will also use other methods in order to ensure the involvement of all stakeholders, on a proper level, as:

- Yearly publications;
- Meetings on specialized subjects;
- Notifications.

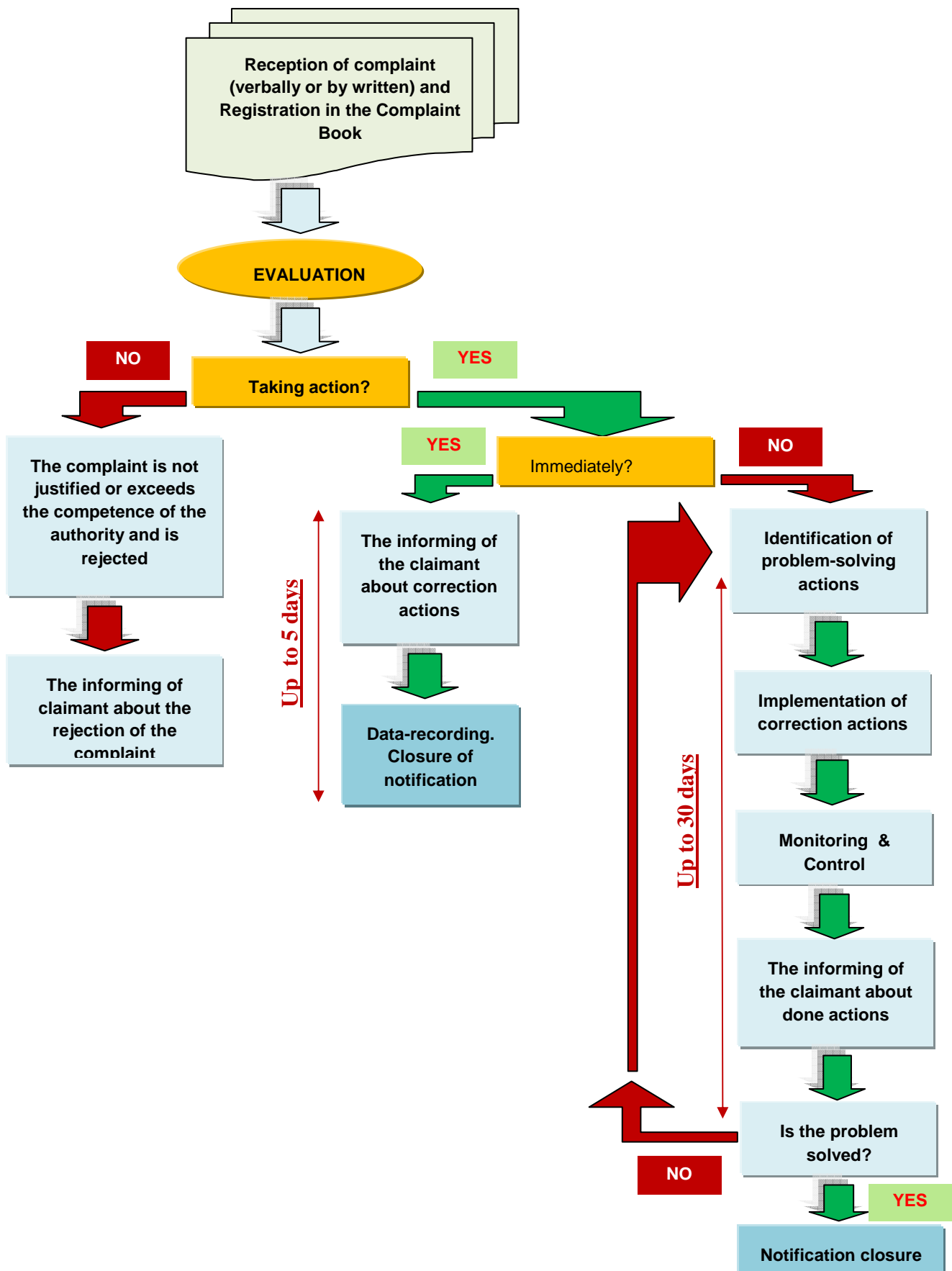
5.4. COMPLAINT-SOLVING MECHANISMS

Any Plan for the involvement of stakeholders which complies with the EBRD Performance Requirements and international standards includes a complaint-solving system. The complaint-solving system includes the mechanism which will be implemented by the project in order to ensure that all the comments, suggestions and objections made by stakeholders throughout the project life span will be recorded, taken into consideration, treated and forwarded in a systematic and structured manner.

The legislation of the Republic of Moldova provides a well-structured mechanism for the reception and consideration of comments and suggestions addressed by stakeholders. For these reasons, the project has defined and will implement the complaint-solving mechanism in compliance with the legislation of the Republic of Moldova and the best international practices.

Here below we present the scheme with action steps forming the complaint-solving mechanisms.

Figure 1: Complaint-solving mechanism



Annexes

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Annex 1

Contact data of stakeholders

Stakeholder	Contact data
International organizations and institutions	
EBRD	One Exchange Square, London EC2A 2JN, Great Britain
Financing international organizations	UNDP Moldova #131, 31 August 1989 Street, MD-2012, mun. Chişinău
	World Bank Office 20/1, Puşkin Street, MD-2012, Chişinău, Email: Moldova_Contact@worldbank.org Tel: (373 22) 200 706; Fax: (373 22) 237 053
Central public authorities and institutions	
Ministry of the Environment	#9, Cosmonauţilor street MD-2005, mun. Chişinău Tel. 373 22 20-45-07 Fax 373 22 22-68-58 e-mail: egreta@mediu.gov.md
Ministry of Finance	#7, Cosmonauţilor street mun. Chişinău, MD – 2005 Tel.: (+373 22) 226629, fax: (+373 22)240055 e-mail: cancelaria@minfin.moldova.md www.minfin.moldova.md
Ministry of Regional Development and Constructions	#9, Cosmonauţilor street MD-2005, mun. Chişinău Tel. (+373 22) 20-45-81 Fax (+373 22) 22-07-48 E-mail: mcdm@mcdm.gov.md www.mcdm.md
Ministry of Transports and Road Infrastructure	bd. Ştefan cel Mare, 162 MD-2004, mun. Chisinau, Tel: (+373 22) 820-712 Fax: (+373 22) 546-564 E-mail: secretariat@mtid.gov.md
National Energy Regulatory Agency	#90, Columna street MD-2012, mun. Chişinău Tel.: /373-22/ 54 13 84; 85 29 01 Fax: /373-22/ 85 29 00 E-mail: anre@anre.md

Stakeholder	Contact data
State Ecological Inspectorate	#9, Cosmonauților Street mun. Chișinău, MD 2005, Tel. (373 22) 22-69-41; Fax: (373 22) 22-69-15 E-mail: ies@mediu.gov.md http://www.inseco.gov.md/
Main State Inspectorate for Market Surveillance, Metrology and Consumer Protection	#28, Coca Street mun. Chișinău, MD 2075 Tel. + 373 22 218 423 Fax. + 373 22 218 522 Email: consumator@standard.md
National Agency for the Protection of Competition	#73, Stefan cel Mare si Sfânt Bd. mun. Chișinău, MD-2001 Telefon: 27-45-65, 27-34-43, 54-75-04 Fax: 27-06-06 E-mail: office@anpc.md
Agency "Apele Moldovei"	#5, Gheorghe Tudor Street mun. Chișinău, MD 2068 Tel. (373 22) 28-07-00 Fax: (373 22) 28-08-22 e-mail: agentia_am@apele.gov.md http://www.apelemoldovei.gov.md
Service of Standardization and Metrology	#28, Coca Street mun. Chișinău, MD 2051 Tel.: /(+373 22) 218426 Fax: /+373 22 218522 Email: consumator@standard.md
National Ecological Fund	Of. 605, #9, Cosmonauților Street mun. Chișinău, MD 2005 Tel: (373 22) 20-45-18 e-mail: fen@mediu.gov.md
Institute of Ecology and Geography	#1, Academiei Street MD-2028, Chișinău Telefon: (373 22) 73-15-50 Fax: (373 22) 73-98-38 E-mail: ieg@asm.md www.ieg.asm.md

Stakeholder	Contact data
Environmental Information Centre	Of. 602, #9, Cosmonauților Street MD 2005 Chisinau, Tel.: (373 22) 21 45 33 Fax.: (373 22) 21 45 33 E-mail: cim@moldova.md
Moldtelecom SA	bd. Ștefan cel Mare și Sfânt, 10, MD 2001, mun. Chisinau tel. (373 22) 570-101, fax: (373 22) 570-111 e-mail: office@moldtelecom.md
ICS RED Union Fenosa SA	str. A. Doga, 4, mun. Chisinau, MD 2024. Tel : (373 22) 43-11-11 Fax: 43-12-05 e-mail: OT24@ufmoldova.com
Moldova Gaz SA	Albișoara Street, 38, mun. Chisinau, MD-2005, Tel. +373 22 57-80-02 Fax: +373 22 57-80-02 e-mail: office@moldovagaz.md
Local institutions and public authorities	
Chisinau Mayoralty	#83, Ștefan cel Mare Bd. MD 2012, mun. Chișinău Tel.: + 373 22 20-17-08, Fax: + 373 22 22-10-02 E-mail: primaria@pmc.md
Praetura of Centru sector	#43, Bulgară Street MD 2001, mun. Chișinău Tel.: +373 22 27-15-13 Fax: +373 22 27-20-59 E-mail: pretura@chisinaucentru.md www.chisinaucentru.md
Praetura of Buiucani sector	2, Mihai Viteazul Street MD 2004, mun. Chișinău Tel.: +373 22 29-50-71 Fax: +373 22 29-50-75

Stakeholder	Contact data
Praetura of Botanica sector	10, Teilor Street MD 2043, mun. Chişinău Tel.: +373 22 76-75-75 Fax: +373 22 76-75-75 E-mail: pretura_botanica@mail.md
Praetura of Ciocana sector	4/3, Mircea cel Bătrân Street MD 2044, mun. Chişinău Tel. /fax: +373 22 33-34-34
Praetura of Râşcani sector	3, Kiev Street MD 2068, mun. Chişinău Tel.: +373 22 44-10-98 Fax: +373 22 44-11-91
Băcioi Mayoralty	Băcioi Commune MD-6812, mun. Chişinău str. Independentei, 125 tel. +373 22 383 236
Bubuieci Mayoralty	Bubuieci Commune MD- 2081, mun. Chişinău str. Toader Bubuioac, 28. tel. +373 22 41-49-69
Budeşti Mayoralty	Budeşti Commune MD- 4814, mun. Chişinău str. Chişinăului, 131 tel. +373 22 41-80-01
Ciorescu Mayoralty	Ciorescu Commune MD- 2089, mun. Chişinău str. Alexandru cel Bun, 17 tel. +373 22 456 236.
Codru Mayoralty	Codru City MD- 2019, mun. Chişinău str. Costiujeni, 8 tel. +373-22-792743; +373-22-766571
Coloniţa Mayoralty	Coloniţa Commune MD- 2082, mun. Chişinău 3, Ştefan cel Mare Street tel. +373 22 579-240

Stakeholder	Contact data
Condrita Mayoralty	Condrita Commune MD- 2083 mun. Chişinău 2, Ştefan cel Mare Street tel. +373-22-797840; +373-22-797841
Cricova Mayoralty	Cricova City MD- 2084, mun. Chisinau str. Chişinăului, 90 tel/fax: +373-22-453238; 453236; 453343
Cruzeşti Mayoralty	Cruzeşti Commune MD- 2085, mun. Chişinău str. Sf. Avraam, 14 tel. +373 22 419-524; 419-517
Durleşti Mayoralty	Durleşti City MD- 2003, mun. Chisinau str. Alexandru cel Bun, 5 tel/fax: +373-22-584 478; 584 479; 583 569
Ghidighici Mayoralty	Ghidighici Commune MD- 2088, mun. Chişinău str. A. Mateevici, 2 tel/fax: +373-22-710 252; 710 607; 710 164
Grătieşti Mayoralty	Grătieşti Commune MD- 2093, mun. Chişinău str. Ştefan cel Mare, 72 tel/fax: +373-22-451232; +373-22-451282; +373-22-451281; +373-22-451283
Sângera Mayoralty	Sângera City MD- 2091, mun. Chişinău str. 31 August 1989, 22 tel/fax: +373-22-413 041; 413038; 413 083
Stăuceni Mayoralty	Stăuceni Commune MD- 2050, mun. Chişinău str. Mateevici, 13 tel/fax: +373-22-32-69-76; 32- 69- 39
Tohatin Mayoralty	Tohatin Commune MD- 2092, mun. Chişinău str. Ştefan cel Mare, 1 tel/fax: +373-22- 387-238; 387 – 236

Stakeholder	Contact data
Truşeni Mayoralty	Truşeni Commune MD- 3733, mun. Chişinău str. 27 August, 30 fax: +373-22-590651; tel: +373-22-590238; +373-22-590236; +373-22-598111
Vatra Mayoralty	Vatra City MD- 2055, mun. Chişinău str. Stefan-Voda, 5 tel/fax: +373-22-615951; 596004; 615806
Vadul lui Vodă Mayoralty	Vadul lui Vodă City MD- 2046, mun. Chişinău str. Stefan cel Mare, 60 tel/fax: +373-22-416283; +373-22-416382; +373-22-416138; +373-22-417275
General Direction of Public Transport and Communication	Str. Serghei Lazo,18 MD-2004, mun. Chisinau, Tel. +373-22 20-46-90 Fax. +373-22 20-46-58
General Direction for Housing and Planning	str. Mihai Eminescu, 33 Mun. Chisinau, MD-2004 tel: +373-22-227500; +373-22-225461 fax: +373-22-220172;
General Direction on Architecture, Urbanism and Land Relations	str. Veronica Micle, 10 Mun. Chisinau, MD 2012 Tel: +373-22-22-22-34 Fax: +373-22-22-22-34
Green Spaces Management Association	str. A. Puskin, 62 Mun. Chisinau, Tel: +373-22-242725 Fax: +373-22-240109;
EXDRUPO Administration	str. Varnița, 22 Mun. Chisinau, MD 2034 tel: +373-22-471165; +373-22-471320 fax: +373-22-471674;
LUMTEH	str. S. Lazo 48-A Mun. Chisinau, MD 2034 Tel. +373-22-22-02-46 Fax. +373-22-22-63-40

Stakeholder	Contact data
Capitala Newspaper	str. A. Mateevici, 42 Mun. Chisinau, MD 2004 tel: +373-22-229819; fax: +373-22-229824; +373-22-229813 www. capitala.md
Civil society organizations	
Consumer Protection Center	#24, Str. Mihai Sadoveanu MD 2044, mun. Chisinau Tel. (+37322) 48-21-52 Fax: (+37322) 48-21-52 E-mail: mail@consumator.md www.consumator.md
Regional Environmental Centre (REC Moldova)	#31, str. A. Mateevici MD 2009, mun. Chişinău Tel/Fax: (373 22) 238685, 233017 E-mail: info@rec.md
Ecological Movement of Moldova	#13, str. Serghei Lazo MD-2004, mun. Chişinău Tel. (373-22) 232408, (373-22) 237157 Fax (373-22) 232408 E-mail: mem@mem.md ; ioana@mem.md www.mem.md
Chisinau Territorial Organization of the Ecological Movement of Moldova	#1, str. Mihai Eminescu MD-2809, mun. Chişinău Tel. (373-22) 221516, (373-22) 226227 Fax (373-22) 222771 E-mail: chbemm@moldnet.md www.chbemm.ngo.md
Business Consulting Institute	#27, str. Mihai Eminescu MD-2009, mun. Chişinău Tel. (373-22) 855077 Fax (373-22) 855080 E-mail: office@bci.md www.bci.md

Stakeholder	Contact data
Private commercial structures:	
JSC "Apa-Canal Chisinau"	#38, Albisoara Street MD 2012, mun. Chisinau, Tel: (+373)-22-256-850 Fax:(+373)-22-222-349 e-mail: acc@mtc.md

Annex 2

Models for the promotional materials of project presentation to be elaborated for the information and consultation events

**ЛОИХАИ БАРҚАРОРСОЗИИ ТАЪМИНОТИ ОБ ДАР ҶАНУБИ ТОҶИКИСТОН
(КҮЛОБ, ДАНҒАРА ВА ҚҮРҒОНТЕПЛА)
КВД «ХОҶАГИИ МАНЗИЛИЮ КОММУНАЛИ»-И
ҶУМҲУРИИ ТОҶИКИСТОН**

**ОБ ҲАМ ҲИСОБ ДОРАД ...
ОЁ ШУМО МЕДОНЕД:**

ДАР ЯК СОАТ АЗ ҶУМАКИ МАҲҲАМ КАРДАНАШУДАИ ҚУБУР БЕШТАР АЗ 1000 ЛИТР ОБ БЕҲУДА
ҚОРИ МЕШАВАД

МАСРАФИ МИЁНАИ ОБ БА ВОСИТАИ ҶУМАК ДАР 10 ДАҚИҚА 150 ЛИТРРО ТАШКИЛ МЕДИҲАД

АЗ ҶУМАКИ НОДУРУСТИ ҚУБУР ВА Ё БАКИ СУРОХШУДА, КИ ЯҚҚАТРАҒИ МЕЧАҚАД, ДАР ЯК
ШАБОНАРӮЗ ҚАРИБ 100 ЛИТР ОБ МЕШОРАД

ДАР ДОИРАИ 5-ДАҚИҚА ҚАБУЛ КАРДАНИ ДУШ 100 ЛИТР ОБ САРФ МЕШАВАД

ДАР ВАҚТИ ПУРКАРДАНИ ВАННА ШУМО 150-200 ЛИТР ОБРО САРФ МЕНАМОЕД

МАСРАФИ ЯҚДАЪФАГИИ ОБ ДАР ҲОҶАТХОНА 8-10 ЛИТРРО ТАШКИЛ МЕДИҲАД

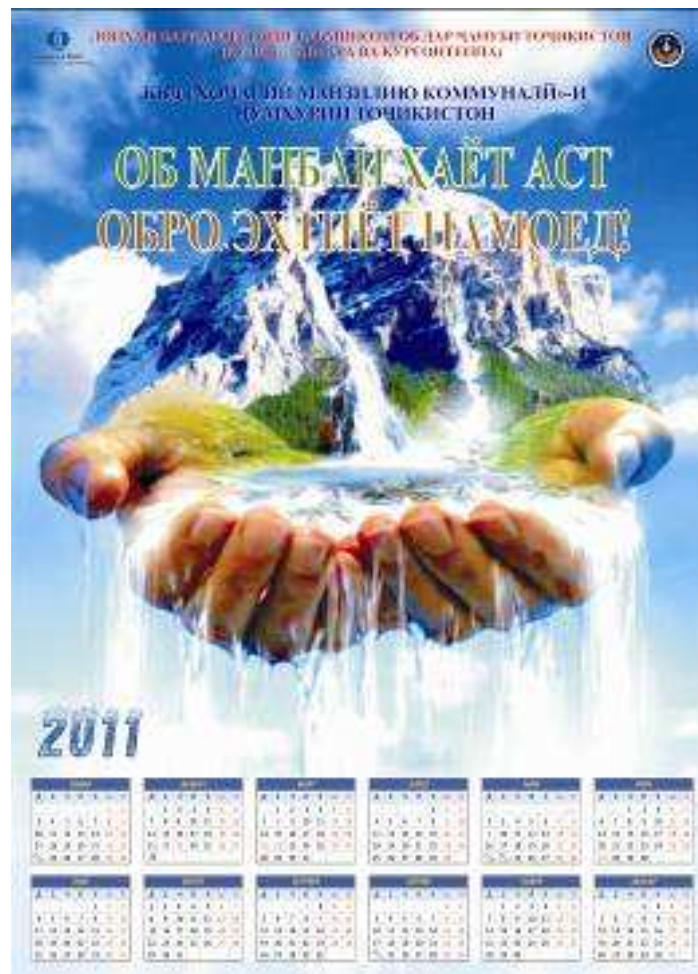
**ОБРО ЭҲТИЁТ НАМОЕД!!!
ОБ БОИГАРИИ АСОСИИ ТАБИАТИ МОСТ!**

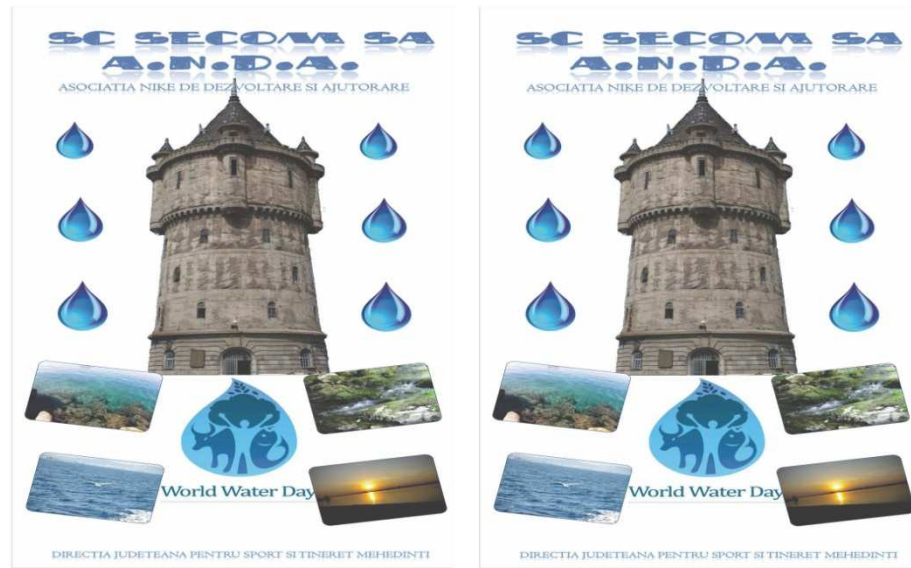
2011

**ОБ МАНБАИ ҲАЁТ АСТ
ОБРО ЭҲТИЁТ НАМОЕД!**

2011

Январ	Феврал	Март
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
Апрел	Май	Июл
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
Август	Сентябр	Октябр
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31





Models of banners



Annex 3

Models of Meeting minutes for the sessions of authorities' and public's consultation

Minutes of the meeting
of the session with the representatives of the Ministry of Environment

Place of meeting:

Date of meeting:

Participants:

ACTIONS

1. Introduction

Mr. Moldovan has made a short presentation project.

2. Discussions

Mr. Moldovan. When there is solicited the Urbanism Certificate for the land within the project, it is very important to offer as many information as possible. This could ensure a faster issue of the certificate.

3. Conclusions

1. There were established the terms for the revision of the urbanism documentation.
2.

(Signature of responsible person)

Minutes of the meetings

of public consultations with the residents of Ciocana sector, 23-48, Mircea cel Bătrân Street

Place of meeting:

Date of meeting:

Participants:

ACTIONS

1. Introduction

Mr. Moldovan has made a short presentation of the program and of the project.

2. Discussions

Questions asked by the public	Answers
<i>What is the project implementation term?</i>	Text
<i>What is the total project cost?</i>	Text
<i>Who are the main beneficiaries?</i>	Text
...	
...	
...	

(signature of responsible person)

Annex 4

Models of forms for the expression of complaints, comments and suggestions

Ref. no. _____
Received on: _____
Received by: _____

To: Municipal Enterprise „Apă-Canal Chişinău”
adresa: MD 2012 mun. Chişinău str. Albişoara, 38

COMPLAINT

1. Complainant _____
(Name of consumer – juridical person, Name of residence consumer)

2. Address of complainant _____
(Postal code, sector, locality, street, building, apartment)

3. Telephone number, fax, e-mail for contact _____

4. The reclaimed _____
(Name of supplier or distributor being reclaimed)

5. Object of complaint _____
(Short description of complaint: cause, when and which rights of complainant have been violated)

(What consumer disagrees with etc.)

6. I demand to be solved by ACC: _____

7. Enclosed in the present complaint: _____
(Name of the document confirming the violation of consumer rights)

(Date of complaint elaboration)

(Signature of complainant)

Ref. no. _____
Received on: _____
Received by: _____

To: Municipal Enterprise „Apă-Canal Chişinău”
adresa: MD 2012 mun. Chişinău str. Albişoara, 38

FORM FOR COMMENTS, PROPOSALS AND SUGGESTIONS

1. Name, first name _____
(Name of consumer – juridical person, Name of residence consumer)

2. Telephone number, fax, e-mail for contact _____

3. Please, express your comments, suggestions and proposals concerning the implementation of the project „Chisinau Water Supply & Sewerage Treatment – Feasibility Study”

(Short presentation of your comments, proposals and suggestions)

(Date of elaboration)

(Signature)

Please return this form to ACC by mail, fax, e-mail.

Annex 5

Preliminary Plan for the information, consultation and involvements of Stakeholders for the period 2012-2013

#	Activities of information, consultation and involvement	2012												2013											
		Quarter 1		quarter 2			quarter 3			quarter 4			quarter 1			quarter 2			quarter 3			quarter 4			
		2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	
I.	Information of public about the project																								
1.1	General information																								
1.2	Targeted information																								
II.	Public involvement in the examination of the study area																								
2.1	Creation of the Group of public survey																								
2.2	Creation of the temporary Work Groups																								
2.3	Public sessions for the examination of problems in the current situation of the interest area																								
2.4	Professional expertise of the quality of the current situation analysis																								
2.5	Public opinion poll concerning the environmental impact																								
III.	Consultation of public																								
3.1	Public consultation for the presentation of project drafts and technical solutions																								
3.2	Public consultation for the presentation of the results of the impact study																								
3.3	Opinion poll on proposed solutions																								

#	Activities of information, consultation and involvement	2012												2013											
		Quarter 1			quarter 2			quarter 3			quarter 4			quarter 1			quarter 2			quarter 3			quarter 4		
		2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	
3.4	Professional expertise of the quality of proposed solutions																								
3.5	Advertising in local newspapers and other mass-media																								
3.6	Synthesis of results of public consultations																								
IV.	Inclusion in the documentation of Stakeholders' suggestions																								
4.1	Analysis of results of the public consultation and professional expertises																								
4.2	Formulation of conclusions and approval of decisions																								
4.3	The informing of the public concerning the consultation process and its results																								