



REPORT
On PIC Program Implementation
1 October 2003 - 1 July 2004

Overview

Public Information Center (PIC) in Uzbekistan became fully operational in November 2004 when PIC/Communications associate was hired to run efficient PIC facility. It is designed to provide wide public with access to information on the World Bank activities in Uzbekistan and worldwide, as well as specific information on development issues. PIC is situated at the entrance of WB country office premises. It is not large, just a 1 room of about 40 square meters. It is equipped with 1 PC, TV and VCR, printer . Functionally it is divided into reading area, on-line catalog and web-resources area, current information and pick-up area. The books are shelved by large groups: WB flagships, Partners in Development, Uzbekistan, Development from A to Z. A user friendly E-catalog has been developed and the visitors can easily find the publications necessary. E-catalog also makes records of visits, book loans and some statistics.

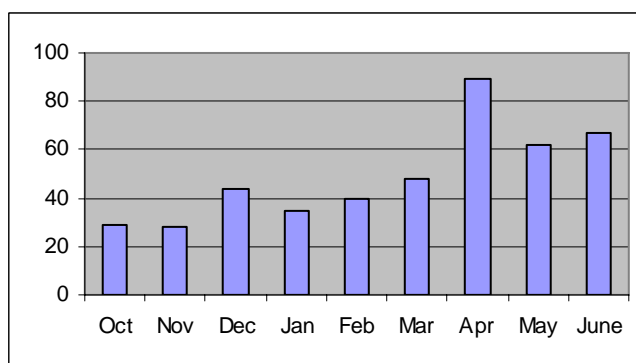
The PIC works Monday through Friday from 2 p.m. to 5 p.m.

In July 2003 the Country office moved in a new building and as there was no permanent staff member responsible for the library it took some time to make it operational. Therefore the statistics available starts from October 2003.

Indicator 1. Number of visitors

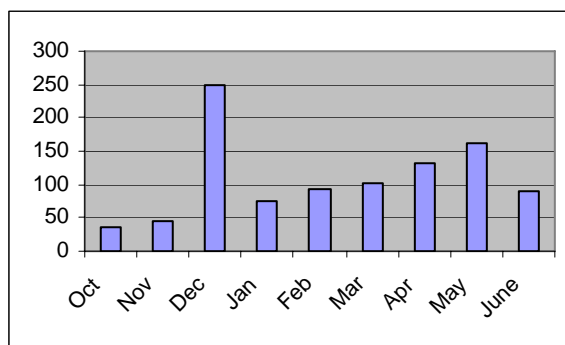
The number of visitors in PIC Uzbekistan is not very high because of space shortage, lack of PCs for Internet access and security measures. Though the graph testifies to almost as three times increase in number of visitors in April. Rise in the number of visitors in April, May and June is explained by the research papers and Diploma theses prepared by the students during those months.

Visitors by month								
Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
29	28	44	35	40	48	89	62	67
Total - 442 visitors in 9 months								



Indicator 2. Items consulted

Item consulted by month								
Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
37	45	248	75	92	102	133	161	90
Total – 983 items consulted in 9 months -								

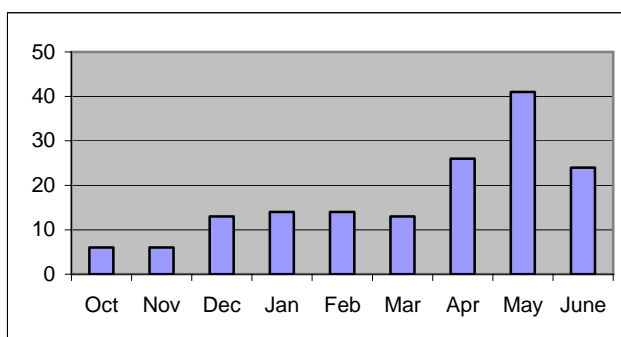


Indicator 3. Number of substantive interactions

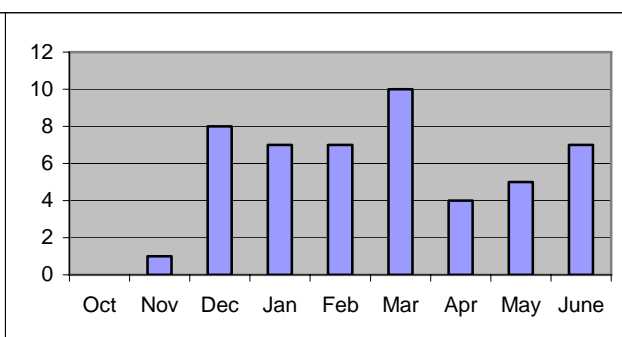
The first table includes only research requests and quick reference queries by phone or made by the visitors in addition to the library resources they take. The second includes only E-mail requests for information. The list of people and their queries are attached in **Annex 1**.

# of substantive interactions								
Research and quick requests(Phone and visitors)								
Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
6	6	13	14	14	13	26	41	24
Total - 157 inquires								
E-mail requests for information								
	1	8	7	7	10	4	5	7
Total E-mail requests - 49								
Grand Total Substantive Interaction - 206								

Research and quick requests



E-mail requests for information



Indicator 4. Partnerships with donors

1. Uzbekistan PIC is a member of Development Information Network led by EuropeAid. So far PIC/Communications associate has attended 2 meetings and now is getting ready to take part at the conference to be arranged by the Network.
2. PIC Uzbekistan has established working relationship with the Public Information Centers of almost all UN agencies (UNDP, UNISEF, UNESCO, UNFPA, UNDCCP etc.). Some events planned in PIC action plan now underway as joint events with UNDP and other agencies.
3. IREX (American Research and Exchange Board) has become a partner institution in particular PIC is partnering with Civil Society Support Program administered by IREX.

Indicator 5. Partnerships with other institutions

1. **Center for Economic Research** – a UNDP and the Government of Uzbekistan joint project has become a key partner . Preparatory work to move the library to the Center is underway.
2. **Resource centers in 7 regions of Uzbekistan** - have become partners on pilot basis. The staff of the libraries get hands on training from PIC, PIC shares all extra publications, share all kind of information with the centers. The Centers disseminate WB related info in the regions. So far the dissemination activities have not been included in the report. The reporting of the centers to PIC is being established and will be performed after formal Agreement is signed.
3. PIC established partnership with several universities. Permanent WB stalls have been established in the libraries of Westminster university and University of World Economy and Diplomacy.

Indicator 6. # of PIC events/# of participants

Events								
Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
1/100	3/100	1/200	2/60	2/50	3/80	2/250		2/100
Total – 16+ events with about 900 people participation								

October 2003.

Event 1. (off site) Country Innovation Day. Number of participants – about 100

November 2003 -

Event 1. (in site) Press conference devoted to new Country Manager's assuming the position. Number of participants - 23

Event 2. (in site) press conference devoted to Shigeo Katsu's visit to Uzbekistan. Number of participants 25

Event 3. (in site) Reception for the Government and partners devoted to Shigeo Katsu's visit to Uzbekistan.

Number of participants about 50

December 2003 –

Event 1.(off site) Participation at AIDS day. WB publication on HIV/AIDS in Central Asia have been distributed as well as print outs about WB activities in fighting AIDs. Country Manager's TV interview was arranged at the event. The number of participants about 200

January 2004

Event 1. (off site) Round table to discuss the concept of Central Asia Development Gateway. The event held in CER. Number of participants – about 30

Event 2. Roundtable arranged by INTRAC. Number of participants about 30 Number of new contacts - 6

February 2004

Event 1. (in site) Press event devoted to Drainage Project signing. Number of participants – 21

Event 2. The first issue of the Country Office bi-monthly Newsletter was released and distributed to NGOs and Door community. It was publicized on line. Different sites like Uzbekistan Development Gateway, Community Empowerment Network, Central Asia Development Gateway use the newsletter information in their on-line news-releases.

Event 3. Roundtable on Health 2 Project. Number of participants about 30.

March 2004

Event 1. Presentation of the UNICEF report The State of World's Children 2004. Number of participants about 40

Event 2. Meeting of Development Information Network arranged by EuropAid. Number of participants about 20. New contacts – 7

Event 3. Participation at the seminar arranged at the Center for training of Journalists. Number of participants about 20.

April 2004 –

Event 1 - 110 handouts including PIC booklets, leaflets WB in Uzbekistan and WEB print-outs on Bank careers were distributed at Alumni Creer Fair. The number of participants about 80. The number of visitors almost doubled after the event as to compare to previous month.

Event 2 (off site) - 240 copies of JDW op ed on free press were circulated to the participants of a conference devoted to World Press Freedom Day. Number of participants - 120

Event 3 - More than 40 NGOs and Donors received WB CO bimonthly newsletter (March-April)May 2004 June 2004

Event 4. (off site). Meeting at UNDP bringing together communications specialists and gender focal points of all UN agencies. Number of participants 10.

June 2004

Event 1 (in site) - Small grants award ceremony . Number of participants – 40. The following editions were circulated: Transition, vol 14/15 April 2004 – 30 copies; World Bank Group Working for a world free of poverty (in Russian) – 30 copies; Beyond transition. The WB in ECA- 30; PIC brochures - 30 (120 total)

Event 2 (off site) – Mass media Day arranged by ECOSAN foundation. World Bank participated at the event and awarded a journalist for the best article raising ecological issues published in local press. 40 copies of World Bank Group Working for a world free of poverty (in Russian)were circulated. About 60 people participated at the event

Indicator 7. Outreach materials produced:

1. PIC bulletin – comes regularly
2. WB country office Newsletter
3. PIC booklet
4. Leaflets:
 - a) Uzbekistan and WB – in Russian
 - b) Uzbekistan and the WB – in English
 - c) WB Impact on the ground – in Russian
 - d) WB Impact on the ground – in English
 - e) PIC in action (in English)
5. PP Presentations:
 - a) Why the World Needs the World Bank?
 - b) WB information resources

Annex 1

E-mailed requests for information November 2003 – June 2004

1	11/18/2003 08:19 AM	дима цой" <motorcat@mail.ru>	WB info package and grant opportunities
2	12/08/2003 11:47 AM	"bhaswati sarkar" <bhaswatisi@hotmail.com>	The role of NGOs in civil society development in Uzbekistan
3	12/11/2003 12:07 AM	Brad Stoops threestoops@@earthlink.net	Whether the World Bank program for Uzbekistan offers grants for humanitarian project
4	12/05/2003	Sirojiddin Aslov <saslov@ecifas.tajik.net>	Providing the EC-IFAS with a Russian copy
5	12/08/2003 04:39 PM	Executive Committee <ecifas@tajik.net>	Contacts in Ministries which were involved in implementation of GEF Project
6	12/10/2003 11:37 AM	jahongir.atakhanov@uz.abnamro.com 12/10/2003 11:37 AM	Provide some latest WB's reports on oil&gas, Metals & mining and energy sector of Uzbekistan.
7	12/15/2003 07:31 PM	Sébastien SCROCCARO <s.scroccaro@wanadoo.fr>	some data about Uzbekistan: historical data about stock market, big companies

			domestic/foreign - Any serious economic or financial newspaper to contact with?
8	12/22/2003 11:15 AM	"Frank Kermann" <efkaka@gmx.de>	Description of the main projects concerning the environmental problems of this region(water, agriculture, health, salination and spoiling of the soil) and your achievements.
9	12/30/2003 05:22 PM	Fayolle Andre <fayollea@yahoo.co.uk>	Offering services to WB country office as a Agro-Socio-Economist
10	01/08/2004 05:05 PM	"Bekhzod A. Yuldashev" <beayucfs3@students.wiut.uz>	Information about public transport in Uzbekistan
11	01/12/2004 04:03 PM	"Aida Ibragimova" <aibragimova@buzton.com>	Information on all WB projects Karakalpakstan. In particular: 1) Aral Sea - Regional Program 2) Rural Water Supply Program 3) Health 1 Project
12	01/14/2004 01:19 AM	"Justin Odum" <jodum@nbr.org>	Current and future infrastructure development in Central Asia
13	01/18/2004 09:33 PM	" Saeed Neshat" <neshat@ngotc.org>	A contact person having enough experience on working with young people and also on issues of micro finance
14	01/21/2004 06:02 PM	BONAGLIA_Federico/OECD@OECD	Contacts in Uzbekistan for the meeting to discuss the current economic situation and business climate with regard to trade and investment linkages and possible ways on how to speed up the further integration of the region with the world economy.
15	01/27/2004 11:14 AM	navruz ermatov" <navruze@rambler.ru>	Requirements to grant proposal
16	01/29/2004 11:47 AM	Mirvali Ismailov" <mismailov@wiut.uz>	The names of Country Representative of World Bank in Uzbekistan and IFC

17	02/11/2004 10:54 AM	Galina UNDP project	Request for National Expert on cultural heritage
18	02/11/2004 10:19 PM	"Coates, Michael" <Michael.Coates@LloydsTSB.co.uk>	Advise for the role in which a UK commercial bank may be able to assist towards the success of this project
19	02/13/2004 05:38 PM	"Davronbek Khasanov" <davronbek_kh@inbox.ru>	Info about the WB grant programs
20	02/24/2004 09:12 PM	"Salfrank, Heather" <HSalfrank@iom.int>	Request for info about the WB funded initiatives in Uzbekistan focused on environmental issues and natural and man-made disaster prevention, in particular irrigation and water management projects in Karakalpakstan.
21	02/25/2004 05:13 PM	Rustam Khudoyorov <uzmontaj@sarkor.uz>	Request for WB country office on regular basis
22	02/27/2004 04:04 AM	Mark Green	Request for digital photos of Country Offices, Loan Signings, Client meetings, etc.
23	02/27/2004 04:52 AM	aslan aslan <aslan3103@yahoo.com>	Request for funds to go to Germany and purchase high-quality prosthesis
24	03/02/2004 03:02 PM	Salfrank, Heather" <HSalfrank@iom.int>	World Bank initiatives in Central Asia in natural and man-made disaster mitigation and environmental degradation
25	03/02/2004 06:20 PM	Feruza Djalilova <FDjalilova@central.nbu.com>	Request for news and press-releases connected with the World Bank's activity in Uzbekistan and other countries of the region on regular basis
26	03/03/2004 10:16 AM	Erica Johnson Consultant, NBR ejj3@u.washington.edu	Information on the issues of transportation, water, telecom, and energy projects.
27	03/03/2004 02:51 PM	"Susanne Kiefer" <susanne.kiefer@ciigroup.com>	World Bank help for the Almalyk mineral complex in their efforts to improve the environmental effects of their mining activity:
28	03/15/2004	UzReport Team <team@uzreport.com>	Exporting pipes to Aghanistan

	12:53 AM		within the framework of the World Bank's programme.
29	03/19/2004 01:07 PM	"Ravshanbek U. Djurabekov" <raudjefs3@students.wiut.uz>	Assesing Economic situation in Uzbekistan
30	03/20/2004 05:30 PM	Iain Muse" <iain.muse@pandora.be>	When the Implementation Completion Report on 'Aral Sea Basin Program and Water and Environmental Management Project' will be released.
31	03/24/2004 07:58 PM	urs.altenburger@ch.abb.com	Information on projects in the Environmental field.
32	03/28/2004 02:33 AM	Aida Alymbaeva" <AAlymbaeva@winrock.org>	Information concerning the latest developments in agricultural sector
33	03/28/2004 07:29 AM	Kunduz Nugmanova <kunduzoy@yahoo.com>	World Bank Lending to Uzbekistan or any other investments in Uzbekistan.
34	04/01/2004 02:36 PM	"Hokto Trading" <pentax@online.ru>	Request for info about the WB activities in Uzbekistan
35	04/07/2004 12:33 PM	Andrea Vogt khiva@gne.de >	Rehabilitation of the disabled children in their homes and communities. Possible collaboration with WB
36	04/07/2004 03:24 PM	Brook Hornblower" <Brook.Hornblower@ite-exhibitions.com>	Sponsorship request for the 2004 Banking and Finance conference
37	04/17/2004 01:54 AM	Philip Vigors <philipvigors@yahoo.co.uk>	Contacts needed: Mr David Pierce-former head of World Bank in Uzbekistan. 2. Mr Gorton de Mond Jnr-IFC-Central Asia
38	04/07/2004 11:46 AM	Сократ А. ПОДОЛЬСКИЙ inmar@tshtt.uz ,	Grants related information
39	05/07/2004 04:47 PM	"Djasur Madjidov " <madjidov@dssp.uzsci.net>	Update information on IBRD/IDA's projects for Development Cooperation Report 2003
40	05/09/2004 06:05 PM	Ташпулат Рахматуллаев <rtashpulat@yandex.ru>	WB developed statistics on Uzbekistan
41	05/19/2004 08:58 PM	Intern - Fergen, Laura" <Laura.Fergen@thfintern.org>	Updated data for Uzbekistan

			1) 2003 Total General Government Consumption as a percent of GDP 2) 2003 or 2002 Percentage of total revenue derived from state owned enterprises.
42	05/20/2004 07:53 PM	<agadaev@uzbekwater.net>	World Bank format and grant proposal submission standards/requirements
43	05/25/2004 01:06 PM	Pedro Gimenez Embassy of Spain in Moscow PGimenez@MCX.ES	Meeting request to discuss WB activities in Uzbekistan
44	06/03/2004 02:52 PM	"Sarah Spink" <sarah_spink@hotmail.com>	Meeting request to discuss WB activities in Uzbekistan
45	06/04/2004 02:53 PM	"Kayti Isacksen" <kats_eye_@hotmail.com>	Info on the projects in the area of health, agriculture, and water
46	06/06/2004 01:46 PM	Justin Odum" <odum@mail.ru>	Infrastructure development in Central Asia and the connection between such development and regional political stability.
47	06/08/2004 01:43 PM	"Tony O'Rourke" <tony@campbell.demon.co.uk>	Information regarding Uzbekistan's GDP growth in 2003 and the forecast for 2004
48	06/23/2004 02:46 PM	Yevgeniy Melnikov" <yevgeniy@uzsci.net>	The WB "Activities in the Field of Education"
49	06/24/2004 05:35 PM	Lovrenc Kessler <lovrenc.kessler@daimlerchrysler.com>	Info on importers in Uzbekistan
50	06/28/2004 05:52 PM	Benjamin Paarmann ben@paarmann.info	Internship possibilities in Central Asia