

Semi-Annual Social Monitoring Report

Project Number: 43405-026

Reporting Period: January – June 2020

GEORGIA: URBAN SERVICES IMPROVEMENT INVESTMENT PROGRAM

TRANCHE 4

(FINANCED BY THE ASIAN DEVELOPMENT BANK)

July, 2020

ABBREVIATIONS

ADB – Asian Development Bank

AP – affected persons

DC – Design Consultant

DEPP - Department of Environmental protection and Permit

ES/ SES - Environmental Specialist/ Senior Environmental Specialist

GoG- Government of Georgia

GRC - Grievance Redress Committee

GRM - Grievance Redress Mechanism

IPMO - Investment Program Management Office

USIIP - Urban Sector Improvement Investment Program

IA - Implementing Agency

EA – Executing Agency

IP – Indigenous People

IR – Involuntary Resettlement

LARP – Land Acquisition and Resettlement Plan

MoEPA - Ministry of Environment Protection and Agriculture

MoRDI – Ministry of Regional Development & Infrastructure

NEA – National Environmental Agency

SC – Supervision Consultant

UWSCG – United Water Supply Company of Georgia

WSS – Water Supply & Sanitation

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1. The Project Details

1.1. Background of the project

1. The Urban Services Improvement Investment Program was developed as the Government's response to the lack of adequate and/or safe water supply, sewerage and sanitation in urban areas of Georgia. This is intended to optimize social and economic development in selected urban areas through improved urban water and sanitation services, and is financed by the ADB through its Multi-tranche Financing Facility. The Ministry of Regional Development and Infrastructure is the Executing Agency and the "United Water Supply Company of Georgia", LLC is the Implementing Agency of the Investment Program. UWSCG is a 100% state-owned company.
2. The Investment Program will improve infrastructure through the development, design and implementation of a series of subprojects, each providing improvements in a particular sector (water supply and/or sewerage) in one town. Subprojects will rehabilitate existing infrastructure and/or create new and expanded infrastructure to meet the present and future demand. Water supply improvements will include source augmentation and head works, pumping systems, treatment facilities, transmission and distribution network; and, sewerage improvement works will include sewer network, pumping stations, main collectors and waste water treatment plants.

1.2. Projects financed under Tranche 4.

3. List of projects:

- Construction of Water Supply System in Zugdidi (Zug 01 - Contract No:P43405-ICB-Zug-01)
- Construction of Sewerage System in Poti (Pot 01 - Contract No: P43405-ICB-Pot-01)
- Construction of Wastewater Treatment Plant in Poti (Pot 02 -Contract No: P43405-ICB-Pot-02)
- Construction of Water Supply System in Jvari (Jvari 02- Contract No: P43405-DC-Jvari-01)
- Construction of Sewage Collection and Water Supply System in Gudauri (UWSCG-ICB-GUD-02-2028-GUD-02)

1.3. Key Construction Works on Site

1.3.1. Construction of Water Supply System in Zugdidi (ZUG 01).

4. The project comprises of the construction of 1 water supply pumping station – 1,170 m³, construction of new reservoirs (3,300 m³x3); distribution network - laying of approximately 220 km water supply pipelines; approximately 15 km transmission main; wells - drilling of 10 drinking water wells.

5. The contract ZUG-01 was signed on October 26, 2015 with AS Inshaat–N, LLC (Azerbaijan), the construction works were completed in September 2018 and further extended until June 2020 due to the additional construction works under VO#4 and VO#8 (addition to VO#4): Construction of Additional Sewage Network Connections and Sewerage Pumping Stations of Anaklia
6. VO#8 under the ZUG-01 sub-project included:

Connection of residential houses

-) Connection of residential houses in Ganmukhuri resort to main sewer line: l=11497m, n=359 houses;
-) Connection of residential houses in Anaklia resort to main sewer line: l=5778 m, n=212 houses;
-) Installation of pumps of previously constructed Pumping Stations with electrical connection and installation of automation cabinets for them – 20 pieces; Purchase and installation of pumps with automatics 4 pieces.
-) Connection of two apartment buildings of the Ministry of Internal Affairs with self-flowing corrugated pipeline – d=200 mm, l=211.

Installation of Pump Stations

-) Installation of # 22 Pump Station (PS) and connection to existing pressure pipe (d=160 mm) for backflow to new Sewage Treatment Plant in Ganmukhuri
-) Installation of # 33 Pump Stations (PS); Arraignment of pressured pipeline (d= 355 mm, l= 1813m) and connection to existing l= 2400m same pipe; Arraignment ramp connection on the main channel with a steel casing pipe (d=630mm / 9mm, l= 21m) and 13 overpasses above the d=1m small drainpipes with a steel casing pipe (d=630mm / 9mm, l= 8m) in Anaklia

Rehabilitation of Water Supply and Sewerage Distribution Network

-) Installation of a new sewer pressure pipe (d= 160 mm, l= 206m) with a steel casing pipe (d=325mm / 6mm, l= 6m) to connect the “Anaklia” Hotel, crossing the ditch and road.
-) The existing water supply – d=250mm rehabilitation and replacement was carried out using d= 200 mm, l= 940m of the new pipeline.

7. Environmental and Social Compliance Audit Report was prepared under Variation Order #8: Construction of Water Supply System in Zugdidi sub-project (ZUG-01) and submitted for ADB’s review in July 15, 2020, which will be presented in Semi-Annual SMR July-December 2020, after the approval of the final version by ADB.

1.3.2. Construction of Sewerage System in Poti (POT-01).

8. Pot-01 project includes the construction of 112.4 km of new sewerage pipes, and construction of 28 sewage pumping stations. United Water Supply Company of Georgia signed a contract with TAHAL Group BV on 20 December 2017. The final date of completion of the contract is July 31, 2020.

1.3.3. Construction of Wastewater Treatment Plant in Poti (POT-02).

9. The project comprises of the construction of new Wastewater Treatment Plant with the capacity of 11,663 m³/day for Poti. The contract for construction of WWTP in Poti was signed on December 21, 2017 with JV “Pfeiffer - EMIT” comprised by “Ludwig Pfeifer Hoch – and Tiefbau GmbH Co. KG (Germany)” and “EMIT Group – Ercole Marelli Impianti Tecnologici S.r.l. (Italy). The final date of completion of the contract is February 1, 2020.

1.3.4. Construction of Water Supply System in Jvari (JVA-01).

10. The major works to be implemented for rehabilitation and improvement of Jvari water supply system are following: construction of wells on the well field near the village Lia; installation of about 4 km long transmission pipeline; replacement of distribution pipes in the town; rehabilitation of existing reservoir or construction of new one depending on results of detailed investigation; construction of new pump station.
11. The contract for implementation of JVA-01 was signed on January 17, 2017 with AS Inshaat-N, LLC (Azerbaijan). The date of completion of the contract is April 2020.

1.3.5. Construction of Sewage Collection and Water Supply System in Gudauri (GUD-02).

12. The major works to be implemented for rehabilitation and improvement of Gudauri sewage collection and water supply system, including construction of well field, Raw Water Reservoir of 500m³, water pipes and sewage collection system.
13. The contract for implementation of GUD-02 sub-project was signed on 4 January 2019 with “China Nuclear Industry 23 Construction Co.” LTD (CNI23). The date of completion of the contract is April 2021.
14. Supervision Consultant for Tranche 4 of USIIP is “SAFEGE France with Engineering Solution LLC Georgia”.

1.4. Physical Progress of the Project Activities

15. During the reported period construction activities were implemented only under GUD-02, POT-01, POT-02 and JVA-01 Project, therefore only these sub-projects are reported in this Semi-annual EMR. Contractors have intensified all activities to improve the progress of the works on sites. The Engineers gave processed frequent instructions to the Contractor for the planning and outstanding documents preparation which shall ensure steady improvement of the works progress.

POT-02

16. The main activities under POT-02 during the reporting period of January-June 2020 is presented in the table 1 below:

Table 1: Project Progress during the January-June 2020 POT-02

POTI 02	POTI 02
Works undertaken during January 2020-June 2020	For POT-02 Project was executed Soil Improvement with stone Columns, from 1884 Columns was executed 100%. Civil works for structures are completed 90%

17. Pumping stations under POT-02 – no construction activities started. Complete detailed Design is still missing.

POT-01

18. The main activities under POT-01 project, carried out by contractor during the reporting period is provided in the table 2 below:

Table 2: POT-01, project progress during January-June 2020

HDPE PRESSURE PIPES PERFORMED ACTIVITIES	Completed Total (m)	Completed [%]
Ø 110 (mm) : 3603	3111.6	86.3
Ø 140 (mm) : 790,00	642,8	81.36%
@ 180 (mm): 480,00	382.2	79.6 %
Ø 315 (mm) : 935,00	736,7	78.8%
Ø 355 (mm) : 4 272,00	3242.42	75.9 %%
Ø 400 (mm) : 6,580,00	4514.03	68.6 %
Ø 630 (mm) : 820,00	814.3	99.3%
TOTAL = 17,480,00	13444.05	76.9%
HDPE GRAVITY CORRUGATED PIPE IN LINEAR METER		
Ø 150 (mm) : 37 500,00	5328.8	14.2%
Ø 200 (mm) : 57 000,00	7984.5	14 %
Ø 300 (mm) : 38 000,00	11138.1	29.3 %
Ø 400 (mm) : 1,643,00	111.7	6.7%
Ø 500 (mm) : 1,739,6	456.8	26.26%
TOTAL = 135,882,06	25019.9	18.4 %

19. The overall progress of manholes: Concrete DN 1000 – 1440 pcs - 16.2%; HDPE DN 600 - 1300 pcs - 15.2%; HDPE DN 400 - 3030 pcs - 17.2%

JVA-01

20. The main activities under JVA-01 sub-project, carried out by contractor during the reporting period is provided in the table 3 below:

Table 3. Project Progress during the January-June 2020 POT-02

Jvari	Jvari Water Supply System Construction	
Sites	Jvari Water Pipeline Network	
Jvari	Jvari Transmission Pipelines	
Works undertaken during January 2020-June 2020	Executed January 2020 – December 2020.	Total Completed %:
	OD 63 PE SDR 11 - 1175m	100 %
	OD 90 PE SDR 11 – 2131m	100 %
	OD 110 PE SDR 11 – 8592m	100 %
	OD 140 PE SDR 11- 4808m	100%
	OD 160 PE SDR 11 - 186 m	100 %
	OD 200 PE SDR 11- 168m	100 %
	OD 40 PE SDR 17 - 34m	100%
	OD 50 PE SDR 17 - 9m	100%
	OD 63 PE SDR 17 - 2395m	100%
	OD 75 PE SDR 17 - 578m	100 %
	OD 90 PE SDR 17 - 2022m	100%
	OD 110 PE SDR 17 - 18514m	100%
	OD 140 PE SDR 17 - 211m	100%
	OD 160 PE SDR 17 - 5904m	100%
	OD 200 PE SDR 17 - 2194m	100%
	Total Contract Quantity – 48 918m - 100 %	
	OD DCI 300 SDR7.4 - 4200m	17%
	House Connections:	
	Private houses: 850 unit	98 %
	Apartment blocks: 1300 unit	98 %
	Reservoir:	
	Civil works completed	70%
	Lia Well Field:	
	Mobilization – 100%	
	All 9 wells 100% Finished Drilling (9 wells are equipped with Screens and Filters).	

GUD-02

21. The main activities under GUD-02 sub-project, carried out by contractor during the reporting period is provided in the table 4 below:

Table 4: Project Progress during the January – June 2020 (GUD-02)

GUD 02	GUD 02
Works undertaken during January 2020-June 2020	For GUD-02 Project was executed: <ol style="list-style-type: none"><li data-bbox="623 520 1045 583">1. Installation of Corrugated Pipe D-200 – 250m;<li data-bbox="667 621 1235 653">2. Installation of Concrete Manhole – 25m; Producing Concrete Manholes – 1050m.

2. OBJECTIVE AND SCOPE OF MONITORING

2.1. Objective and scope of Semi-Annual Monitoring

22. The general objective of this Semi-Annual Monitoring Report is to assess the progress on safeguard measures taken during the implementation of the project including:

- Review received grievances and find effective ways of solving them;
- Review access of local population to grievances log;
- Evaluate local governments and populations expectations about project;
- Evaluate effectiveness of planned PA activities.

2.2. Methodology of Monitoring

23. This Semi-Annual social monitoring report has been prepared based on the following activities:

- Field visit and review of available project related documents and conduct reconnaissance to collect and assess the baseline conditions of the area;
- Regulatory review was conducted in order to understand the applicable legislation, regulatory frameworks and procedures;
- Review of available data on land use and its ownership in the impacted subproject area was carried out;
- Clarifications on pending and unresolved issues was obtained;

2.3. Monitoring Indicators / Parameters

24. This Semi-Annual social monitoring report has been prepared through the process of reviewing monthly progress reports, project site observation, discussions and interviews with the Local Government and APs during the monitoring field visits.

3. SEMI-ANNUAL MONITORING RESULTS

3.1.1. Grievance Redress Mechanism

25. For the effective implementation of a GRM system under the USIIP, UWSCG issued special order (#122) on 30 April 2014, which was further replaced by Order # 196 (October 2018) on the “Establishment of GRM within the Framework of the Asian Development Bank Funded Projects” and signed by the head of UWSCG. Order #196 (please see Annex 2) gives clear instructions to every involved stakeholder how to act when affected people are impacted by the project.

26. Any affected person can apply at a UWSCG local service centre (UWSCG has 53 service centers and 8 Regional Branches across Georgia, in different municipalities), in case of GUD-02 sub-project at Dusheti service center, through different ways, either by going to the service centre, sending a letter to the service centre, or calling a hotline. The operators of the service centre can respond by going directly to the affected person if they are disabled to get the written grievance from them. Than AP’s complaints are registered by the operator of the service center and AP get queue number (see figure 1 below).

Figure 1: AP gets queue registration number at Local Service center (on the example of Kutaisi Service Center)



27. It should be mentioned also that complaints log. is available at each construction site and any affective person may fill the compliant log. (Please see Annex 2) and submit to the contractor directly.

28. At first stage of grievance redress, an authorized representative of Customers Relations Division/Customers Service Office of local Service Center/Regional Branch of United Water Supply Company of Georgia, LLC, be obliged to familiarize himself/herself with the content of the complaint, to register the complaint in the form approved by Annex #2 of this report and to submit it to Grievance Redress Committee (hereinafter the Committee), which will consider the submitted complaint within the two weeks period.

29. The Committee envisaged by the Point 2 of the Order #196 will be approved with the following composition:
- a. Head (Regional Branch Manager/Service Center Director) of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Chairman;
 - b. Representative of Projects Management Department of United Water Supply Company of Georgia, LLC – Committee Member;
 - c. Representative of Environmental Protection and Permits Department of United Water Supply company of Georgia, LLC – Committee Member;
 - d. Representative of construction company implementing project/subproject – Committee Member;
 - e. Representative of supervision company of project/subproject – Committee Member;
 - f. Representative/Commissioner of the respective municipality – Committee Member;
 - g. Environmental Specialist of the Asian Development Bank Program – Committee Member;
 - h. Representative of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Secretary.
30. In case the problem raised in the complaint is not solved within the two weeks periods at the first stage of grievance redress, the individual concern can address the GRM Commission established by Point 5 of this Order, which will make decision within two weeks period.
31. To promptly and effectively review and solve the complaint of the individual concerned, the Grievance Redress Commission (hereinafter the Commission) be established with the following composition:
- i. Director of United Water Supply Company of Georgia, LLC – Commission Chairman;
 - j. Deputy Director on Technical Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - k. Deputy Director on Financial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - l. Deputy Director on Commercial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - m. Head of Legal Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - n. Head of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - o. Head of Communications Office of Director's Apparatus of United Water Supply Company of Georgia, LLC – Commission Member;
 - p. Head of Projects Management Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - q. Head of Construction Supervision Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - r. Representative of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Secretary.
32. Heads of self-governing units be required to define a representative who is employed in local self-governance in the field of social matters.
33. In case the problem raised in the complaint is not solved within two weeks at the second stage of grievance redress, the individual concerned can address the Permanent Representative of

the Asian Development Bank to Georgia at the following address: Tbilisi, #1, G. Tabidze Street, Tel: +995 32 225 06 19.

3.1.2. Received Grievances

Grievances under ZUG -01

34. No Grievances submitted during reporting period (January-June 2020) within ZUG-01, POT-01, POT-02, JVA-01, GUD-02 sub-projects

3.2. Monitoring Grievances Submitted through UWSCG Hotline

Grievances under ZUG -01

35. . No Grievances submitted during reporting period, January-June 2020

Grievances under POT -01

36. . Citizens are asking to reinstate excavated road surface timely, because after construction works, roads are in bad condition, they also complain about dust and mud - Contractor was instructed to start road reinstatement works.

Grievances under POT-02

37. No Grievances submitted during reporting period, January – June 2020

Grievances under JVA-01

38. No Grievances submitted during reporting period, January – June 2020

Grievances under GUD-02

39. In June 2020, during construction work, Contractor Company removed one banner ad of Hotel **Ponte** and owner of the hotel complained regarding missing banner. PA specialist met with hotel representative and informed regarding ongoing works and explained, that banner is kept in safe space and after finishing construction works it will be reinstated to its previous location.
40. Several banners of the hotels in Gudauri are also located across the main road and in order to avoid misunderstandings with business owners, the contractor company was instructed to inform PA specialist before removing them if needed, in order to contact business owner and explain why banner is removed temporarily. Contractor company is also instructed to return the banners to their original place in a timely manner, which depends on construction period of the section (2-3 days) and keep them in a safe place until finishing work.

3.3. Consultation, Participation and Disclosure

41. The main goal of the Consultations and PA activities is to increase the local population's awareness on project activities, its benefits and results and keep the beneficiaries, especially those directly affected, informed and consulted.

ZUG – 01

Media Coverage

42. During reporting period several articles were prepared in reliable local newspapers about ZUG-01 project, its importance, completed works and water quality, also information about terms of connection to the new system.

POT – 01

43. On March 2, 2020, Safeges PA specialist had meeting with representatives of contractor company and local government. Contractors representatives provided the PA specialist with the background information about the project including the major goals and challenges encountered. Topics discussed included but were not limited to: Current status of the construction; planned and Upcoming activities and its timeline; importance and goals of the Public Awareness Campaign; problems or threats that the local representatives could identify from the public awareness standpoint, GRM and ways to manage project related complaints.
44. Representatives of local self-government of Poti and nearby villages are constantly monitoring the project and meeting with the local population. During reporting several meetings were held, in order to keep AP informed.

GUD – 02

Goals and Objectives of PA Campaign in Gudauri

45. The major goal of the PA activities is to increase the public awareness on project activities as well as keep the beneficiaries, especially those directly affected, informed and consulted on the results and benefits of the project implementation leading to overall positive and supportive attitude towards the project.
46. As a result of the Awareness Campaign the following objectives should be accomplished:
 -) Raise awareness of the beneficiaries about the project, its implementation schedule and post implementation results;
 -) Ensure that the population especially those directly affected are informed in advance about the possible disturbance caused by the rehabilitation works;
 -) Educate local population on the importance of safe and healthy water and waste water system;
 -) Encourage social leaders and local officials to get involved in the campaign and support the awareness measures;
 -) Raise the awareness of local population/affected households on smart usage of water, and importance of Waste Water Network.
 -) Introduce beneficiaries to the Water Quality Control Management, Standards and Monitoring systems and to the Water Loss Reduction concept;
 -) Ensure timely response to the complaints from the affected households

Public Awareness Campaign Preparedness in Gudauri:

Consultation meeting with Contractor Company

47. During the reporting period the Supervision Company representatives permanently (minimum once a week) held meetings with contractor company „China Nuclear Industry 23“ to discuss

the ongoing construction works within the framework of the Gudauri WWTP construction“ (GUD-02) project, talk about the ongoing and planned activities and discuss time schedule of constructions works, provided by CC..

48. Topics discussed included but were not limited to: Current status of the construction; planned and Upcoming activities and its timeline; importance and goals of the Public Awareness Campaign; problems or threats that the local representatives could identify from the public awareness standpoint, GRM and ways to manage project related complaints. Need of coordinated activities in order to inform AP before the start of excavation works in populated area.

One by One meeting with Affected Population

49. During June 2020 PA specialist together with CC representative started door to door meetings with AP and Hotel owners, to raise the awareness on project, importance of sanitation system and to get feedbacks regarding ongoing and planned activities. PA specialis met with approximately 5-8 hotel owners and 15-20 citizens.
50. During door to door meetings population showed high interest to the project and readiness to participate in further discussions. Representative of Hotel Monte proposed to change internal sewage well location, in order to have easier access for connection, with the help CC issue was decided. The main request of the local population is concerning to finish the construction activities before the start of the touristic season in Gudauri.

Figure 2: Photos of one by one Meetings





Meeting with COVID-19 quarantine service Hotel representatives

51. In order to prevent coronavirus, the Georgian government has created quarantine zones in local hotels for citizens and guests, returning to country. There are 5 quarantine service Hotels in Gudauri, all of them are located in Zone 2 and according project contractor company has to arrange sewage pipeline on their access roads. Hotels are receiving and sending guests from quarantine zone every day, also on daily base they are getting different supplies and it's very important to not block access roads for quarantine zones.
52. During reporting period, PA specialist with contractor company had several meetings with quarantine service hotel representatives, in order to inform them regarding ongoing project and discuss possibilities of arranging temporary access roads or providing construction works without blocking access to hotels.

Figure 3: Photos of the Meetings with quarantine service Hotels



Public Consultation Meeting in Gudauri

53. On June 24 public consultation meeting with population was held, regarding Gudauri Sewage Collection and Water Supply (GUD-02) and Gudauri WWTPs Construction (GUD-03) sub-projects, main purpose of the Consultation Meeting was, to provide Local Population with the information about GRM, GUD-02 and GUD-03 sub-project, its importance, ongoing and planned works, to raise their awareness of project activities, safety and sanitation measures as well as educate local population on the importance of sanitation system.
54. According to the governmental rules for the prevention of coronavirus Meeting was held in Zone 2 The place in the open air and was attended by local Municipality, Gudauri local residents, UWSCG , supervising company „Safege“ and construction company “China Nuclear Industry 23”.
55. Meeting was open by Ms. Gvantsa Lukava, responsible person on social issues from Supervising Company „Safege“ She presented information regarding GUD-02 and GUD-03 projects and mechanism of grievances and claims discussion in frames of these projects.
56. Presentation was followed by open discussion, where attended population had a chance to ask the questions and receive comprehensive information on project related issues, brief answers were given by representatives of the UWSCG, SC and CC.
57. The main questions asked by the audience:
-) Technical specifications of water treatment plants – smell, noise, Impact on population
 -) Reinstatement of damaged road surface.
 -) location of WWTP 4
58. Representative of local population Mr. Soso Avsajanishvili arised question regarding treatment stages of collected waste water and asked if there will be any kind of smell nearby WWTPs. Representative of UWSCG explained technical details of operating of WWTPs and specifications of WWTP buildings.
59. Mr. Jemal Gagadze asked who is responsible for the reinstatement of road surface in case of damages during construction works. Safeges PA specialist informed attendees regarding contactors obligation to reinstate road surface to its original condition after finishing construction works.
60. Another question was related ¹WWTP 4. In original Design WWTP 4 was designed nearby holly cross and local population were suggested to move it little further. PA specialist explained to Population that contactor is working on new design (change of configuration) and according to which the distance from WWTP4 to holly cross will be increased to 50 meters. PA specialist also proposed meeting on site, to show local population defined configuration points of WWTP4 and pipeline.
61. Local Populations main request was to finish construction works in populated area before the start of the touristic season (no late end of October).

¹ This issue is the part of USIIP/T3 GUD-03 sub-project.

Figure 4: Photos of Public Consultation Meeting, 24 June 2020



3.4. General Description and Guidelines for COVID-19 Infection

64. The Government of Georgia and its Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia, issued the General Guidelines Related to Infection (COVID-19) Caused by Novel Coronavirus (SARS-CoV-2) which applies to all sectors of economic activity.

65. The General Guideline for COVID-19 was also developed by the Government of Georgia specifically for the construction sector (Please see Annex 3 of this report).

66. Based on the above mentioned guidelines the construction staff must not appear in the workplace if they:

- Left the affected country over the past 14 days;
- Were in close contact with infected person/persons for the past 14 days (they must be self- isolated/quarantined as per the rule);
- Have symptoms of respiratory infection (coughing, temperature, sneezing, difficulty in breathing, general weakness etc.);

- Are among the ones who have high risk of getting infected with COVID-19 or serious complications: over 70 years of age, people suffering from chronic diseases (cardiovascular diseases, diabetes, bronchial asthma and other respiratory diseases).

4. Institutional Arrangement

67. The Chapter describes the role, authority, and responsibility of state agencies involved in the process of preparation and implementation of environmental and social/resettlement related issues under the projects financed by ADB. These agencies are: Implementation Project Management Office (IPMO) formed under UWSCG is the implementing agency; Executing Agency - United Water Supply Company of Georgia of the Ministry of Regional Development and Infrastructure of Georgia, Ministry of Finance, ADB. Below are described their roles and responsibilities:

68. Implementation Project Management Office^[2] (IPMO) will carry the following responsibilities:

- a. Two specialists: (i) Social Safeguards and Resettlement Specialist and (ii) Environmental Specialist to carry out following activities:
 - I. Safeguard environment and resettlement related issues for the sub-projects;
 - II. Resolving any issues that may arise during implementation of the sub-projects;
 - III. Review, analyze and discuss all circumstances that may have negative impact on the environment and the affected persons;
 - IV. Preparation of all relevant reports to IPMO;

- b. Project Management: IPMO will meet the all reporting requirements related to the sub-projects to be submitted to UWSCG and ADB
 - I. Address and coordination all Environmental protection and LAR related issues on local and national level;
 - II. Manage and monitor Construction Company and Supervision Company activities;
 - III. Ensure the update of Safeguard documents based on detailed design, if needed;
 - IV. Preparation of Semi-Annual reports to reflect all the construction and project implementation details;
 - V. Presenting all necessary documents to ensure rapid allocation of resettlement budget and undertaking further payment of defined compensation amounts to project affected persons;

- c. Project Monitoring: IPMO will:
 - I. Supervise the physical and /or economic displacement of APs, monitor construction and reinstatement process with support from the supervision consultant;
 - II. Undertake internal monitoring and submission of relevant reports to UWSCG and ADB;

69. Construction Company and Supervision Company will have on board Environment and Social Safeguards specialists and Resettlement Specialist to be responsible to supervise environmental and

² Implementation Project Management Office^[1] (IPMO) will be formed under UWSCG the latest by June 15, 2020.

resettlement issues managed by environmental and resettlement specialists of Constriction Company and report to IPMO/UWSCG.

70. Supervision Consultant: Supervision Agency responsible for construction supervision activities, to observe and monitor completion of all compensation/rehabilitation payment procedures prior to construction contractor entering the site.

71. Ministry of Finance: Allocates compensation and rehabilitation funds based on the submitted land acquisition and resettlement plan and relevant budget.

72. IPOM will supervise the physical and /or economic displacement of APs, monitor construction and reinstatement process with support from the supervision consultant.

5. Summary and Recommendations

5.1. Summary

-) A grievance redress mechanism has been established in the project and steps have been taken to make aware the affected people and other stakeholders about the grievance mechanism;
-) Door to door and public consultation meetings were held and AP are getting information regarding planned activities in advance.
-) Received complaints and it's solving possibilities were discussed with complainant with participation all the parts involved in project;
-) local populations suggestions were discussed and considered;
-) In June 2020, during construction work, Construction Company removed one banner of Hotel **Ponte** and owner of the hotel complained regarding missing banner. PA specialist met with hotel representative and inform regarding ongoing works and explained, that banner is kept in safe space and after finishing construction works it will be reinstated to its previous location.
-) Several banners are also located across the main road and in order to avoid further misunderstanding with business owners, the contractor company was instructed to inform PA specialist before removing them if needed, in order to contact business owner and explain why banner is removed temporarily. Contractor Company is also instructed to return the banners to their original place in a timely manner (2-3 days) and keep them in a safe place until finishing work.

5.2. Recommendations

-) Raise awareness of the beneficiaries about the project, its implementation schedule and post-implementation results;
-) Train the Construction Company in awareness techniques and public awareness campaign activities, main messages etc.
-) Ensure proper internal communications among the construction company, UWSCG and Eptisa; establish timely flow of information;
-) Ensure that the population especially those directly affected are informed in advance about the possible disturbance caused by the rehabilitation works;

-) Raise the awareness of local population/affected households on the importance of safe and healthy sanitation system;
-) Encourage social leaders and local officials to get involved in the campaign and support the awareness measures;
-) Arrange meeting with the hotel owners in order to discuss further temporary short-term removal of the banners if needed.

In order to ensure that no hotel will be left without ads, temporarily relocate the banners (alongside the road on non-construction area) if needed instead of their removal, in case the hotel has less than 2 banners alongside the main road.

Annexes

Annex 1. Complaint log template for UWSCG Hotline Complaints

SOLVED	PENDING	WRONG INFORMATION ABOUT STATUS OF COMPLAINT	TO BE SENT BACK TO UWSCG	DEFERRED	NO ISSUE	REJECTED	NOT IDENTIFIED	COMPLAINANT IS NOT RESPONDING		
N	Registration Date	Address	The content of the Complaint	Complainant	Contact Information	Safegate's Action	date	Contractor's action	Date	Status of Complaint

Annex 2. GRM order N196

United Water Supply Company of Georgia, LLC

Order #196

Tbilisi

On Grievance Redress Mechanism under projects financed by the Asian Development Bank at United Water Supply Company of Georgia, LLC

In accordance with Safeguard Policy Statement developed by the Asian Development Bank in 2009 and Point 8 of Article 8 of the Articles of Association of United Water Supply Company of Georgia, LLC, I hereby Decree:

1. Three-stage Grievance Redress Mechanism be approved to redress grievances submitted by project affected people (hereinafter the individual concerned) during the implementation of projects financed by the Asian Development Bank.
2. At first stage of grievance redress, an authorized representative of Customers Relations Division/Customers Service Office of local Service Center/Regional Branch of United Water Supply Company of Georgia, LLC, be obliged to familiarize himself/herself with the content of the complaint, to register the complaint in the form approved by Annex #1 of this Order and to submit it to Grievance Redress Committee (hereinafter the Committee), which will consider the submitted complaint within the two weeks period.
3. The Committee envisaged by the Point 2 of the Order be approved with the following composition:
 - a) Head (Regional Branch Manager/Service Center Director) of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Chairman;
 - b) Representative of Projects Management Department of United Water Supply Company of Georgia, LLC – Committee Member;
 - c) Representative of Environmental Protection and Permits Department of United Water Supply company of Georgia, LLC – Committee Member;
 - d) Representative of construction company implementing project/subproject – Committee Member;
 - e) Representative of supervision company of project/subproject – Committee Member;
 - f) Representative/Commissioner of the respective municipality – Committee Member;
 - g) Environmental Specialist of the Asian Development Bank Program – Committee Member;
 - h) Representative of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Secretary.
4. In case the problem raised in the complaint is not solved within the two weeks periods at the first stage of grievance redress, the individual concern can address the Committee established by Point 5 of this Order, which will make decision within two weeks period after it receives the complaint approved by Annex #1 of this Order.
5. To promptly and effectively review and solve the complaint of the individual concerned, the Grievance Redress Commission (hereinafter the Commission) be established with the following composition:

- a) Director of United Water Supply Company of Georgia, LLC – Commission Chairman;
 - b) Deputy Director on Technical Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - c) Deputy Director on Financial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - d) Deputy Director on Commercial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - e) Head of Legal Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - f) Head of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - g) Head of Communications Office of Director’s Apparatus of United Water Supply Company of Georgia, LLC – Commission Member;
 - h) Head of Projects Management Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - i) Head of Construction Supervision Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - j) Representative of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Secretary.
6. Heads of self-governing units be required to define a representative envisaged by the Sub-point “f” of Point 3 of this Order, who is employed in local self-governance in the field of social matters.
7. In case the problem raised in the complaint is not solved within two weeks at the second stage of grievance redress, the individual concerned can address the Permanent Representative of the Asian Development Bank to Georgia at the following address: Tbilisi, #1, G. Tabidze Street, Tel: +995 32 225 06 19.
8. Order #122 dated April 30, 2014, On Grievance Redress Mechanism under projects financed by the Asian Development Bank, of Director of United Water Supply Company of Georgia, LLC, be declared null and void.
9. Records Keeping Office of Administrative Department of the Company be charged with distribution of this Order among the territorial units.
10. The Order take effect upon signature.

ANNEX 3. GENERAL GUIDELINES RELATED TO INFECTION (COVID-19) CAUSED BY NOVEL CORONAVIRUS (SARS-CoV-2) FOR CONSTRUCTION



MINISTRY OF INTERNALLY DISPLACED PERSONS FROM THE OCCUPIED TERRITORIES, LABOUR, HEALTH AND SOCIAL AFFAIRS OF GEORGIA

Labour Conditions Inspection Department
Create Together Safe Working Environment

Annex №2

General Guidance Related to Infection (COVID-19) Caused by Novel Coronavirus (SARS-CoV-2) for Construction Sector

Note: In accordance with Order N281/N of the Minister of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia on "the rule for Examination for Short-term Employment Disability and Issuance of Doctors Note", the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia will issue an equivalent document to the doctors excuse note (Medical Certificate) to persons quarantined in order to prevent the spread of coronavirus. The document will serve as the basis to receive monthly payment and therefore, the working days spent in quarantine or in self-isolation will be legitimate and fully paid to the employees. In order to get the certificate, an interested person has to apply to the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia at -

For further information, please contact:

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SECTOR

The job of builders involves constantly changing work places and work activity existing in open-air conditions. For this reason, in terms of virus spread, construction falls within the medium risk sector because its specificity covers natural ventilation. Nevertheless, it is important to consider the following preventive measures at construction work.



The staff must not appear in the workplace if they

- Left the affected country over the past 14 days;
- Were in close contact with infected person/persons for the past 14 days (they must be self-isolated/quarantined as per the rule);
- Have symptoms of respiratory infection (coughing, temperature, sneezing, difficulty in breathing, general weakness etc.);
- Are among the ones who have high risk of getting infected with COVID-19 or serious complications: over 70 years of age, people suffering from chronic diseases (cardio-vascular diseases, diabetes, bronchial asthma and other respiratory diseases).

Employer's responsibilities

- Whether or not the incidence of infection is detected, employer should develop an emergency action plan to support reduction of working days missed due to illness, and in case of detection – prevention of spread;
- Provide employees with information about safe working procedures and about prevention of virus spread (guide with the recommendations defined by LEPL L. Sakvarelidze National Center for Disease Control and Public Health of the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia);
- Inside the working space post announcements about COVID-19 and about the preventive measures that have been identified by LEPL L. Sakvarelidze National Center for Disease Control and Public Health;
- In relation to the employees who can perform job remotely (administrative personnel) ensure as much as possible use of such working mode;
- At the entrances of break room/dining room, place disinfecting rugs with relevant mandatory sign marking;
- Provide hand-washing facility with soap and other disinfectants. If hand-washing facility is not feasible, at least 70% alcohol-based hand cleansing liquid should be used;
- Visibly place the hand sanitizers and post the rules of their proper use;
- Make sure that employees have access to hand sanitizers and are aware of their use with proper rules
- Provide all employees and contractors, personnel responsible for cleaning with information about relevant preventive measures to avoid spread of coronavirus in the working environment;
- Train the employees in proper use and further storage/removal of personal protective equipment and disinfectants;

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- Depending on their work specificity, provide the employees with necessary personal protective equipment (protective clothing, protective shoes, helmet, gloves, respirator) and establish control on their use;
- Periodically, several times a day ensure natural ventilation of closed spaces/facilities;
- At certain periodicities disinfect frequently used working equipment and working places;
- Maintain ergonomics at construction site. Ensure timely cleaning of working space and timely disposal of construction waste.
- For employees and visitors ensure closed containers for used disposable tissues and other used hygienic waste in the working space.

Employees' responsibilities

Ensuring proper hand hygiene regularly and thoroughly is the best way to be protected from most of the viruses. Therefore, it is necessary to take the following measures in the workplace:

- Follow hygiene rules in your workplace;
- Carry out the working process in accordance with emergency situations action plan defined by employer/occupational safety manager;
- When greeting do not shake hands and avoid contact with others (touching etc.);
- Avoid gatherings, it is recommended not more than 10 people in one working platform by keeping a safe distance (at least 2 m);
- While performing your work, fully use personal protective equipment provided by the employers;
- Treat with disinfectants the working places and tools used in the course of the work;
- Before and after taking meals, before and after using the restrooms thoroughly wash your hands with soap and water. After washing dry your hands well;
- If you can not wash and dry your hands, use alcohol-based hand sanitizers;
- Keep safe distance (at least 2 m);
- While coughing or sneezing, cover the face with a clean tissue or elbow and place used dispensable tissue in the waste bin;
- Avoid touching your eyes, nose and mouth with your hands.

