

# **Semi-Annual Social Monitoring Report**

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Project Number: 43405-027

Semi-annual Report: January – June 2020

## **GEORGIA: URBAN SERVICES IMPROVEMENT INVESTMENT PROGRAM**

### **TRANCHE 5 (FINANCED BY THE ASIAN DEVELOPMENT BANK)**

July 2020

## **ABBREVIATIONS**

|                |  |
|----------------|--|
| <i>ADB</i>     | - <i>Asian Development Bank</i>                                    |
| <i>AP</i>      | - <i>Affected Persons</i>  |
| <i>DC</i>      | - <i>Design Consultant</i>   |
| <i>DEPP</i>    | - <i>Department of Environmental Protection and Permit</i>         |
| <i>ES/ SES</i> | - <i>Environmental Specialist/ Senior Environmental Specialist</i> |
| <i>GoG</i>     | - <i>Government of Georgia</i>                                     |
| <i>GRC</i>     | - <i>Grievance Redress Committee</i>                               |
| <i>GRM</i>     | - <i>Grievance Redress Mechanism</i>                               |
| <i>IPMO</i>    | - <i>Investment Program Management Office</i>                      |
| <i>USIIP</i>   | - <i>Urban Sector Improvement Investment Program</i>               |
| <i>IA</i>      | - <i>Implementing Agency</i>                                       |
| <i>EA</i>      | - <i>Executing Agency</i>  |
| <i>IP</i>      | - <i>Indigenous People</i>   |
| <i>IR</i>      | - <i>Involuntary Resettlement</i>                                  |
| <i>LARP</i>    | - <i>Land Acquisition and Resettlement Plan</i>                    |
| <i>MoEPA</i>   | - <i>Ministry of Environment Protection and Agriculture</i>        |
| <i>MoRDI</i>   | - <i>Ministry of Regional Development &amp; Infrastructure</i>     |
| <i>NEA</i>     | - <i>National Environmental Agency</i>                             |
| <i>SC</i>      | - <i>Supervision Consultant</i>                                    |
| <i>UWSCG</i>   | - <i>United Water Supply Company of Georgia</i>                    |
| <i>WSS</i>     | - <i>Water Supply &amp; Sanitation</i>                             |

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## 1. Introduction

### 1.1 Preamble

1. This report represents the Semi – annual **Social Monitoring Report** Review (SASMR) for the Urban Services Improvement Investment Program, Tranche 5.
2. This report is the 2<sup>nd</sup> **Social Monitoring Report** (SMR) of Tranche 5 under USIIP.

### 1.2 Headline Information

3. During the reporting period no changes took place to the project design and accordingly nothing has been updated or prepared.

## 2. Project Description and Current Activities

### 2.1 Project Description

4. 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.
5. 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.
6. Tranche 5 of the Investment Program includes:
  - Construction of Sewage System in Zugdidi (ZUG-02);
  - Construction of Wastewater Treatment Plants in Zugdidi (A) – REG-03a
  - Construction of Waste Water treatment Plant in Mestia (B) - REG-03b

#### **The following projects are financed under Tranche 5:**

7. **Construction of Sewage System in Zugdidi (ZUG-02).** The Zugdidi wastewater project envisages the rehabilitation and extension of the sewer network with gravity sewers and pressure lines and the construction of wastewater pumping stations. The project measures for the sewer network comprise the laying of 160 km new gravity pipes (DN 100 to DN 800) and 9.7 km new pressure pipes (OD 110 and OD 630). There will be 24 new wastewater pumping stations. The new network will convey the wastewater to a new

wastewater treatment plant, which will be constructed under Reg-03 – Zugdidi (A) WWTP project.

8. The contract No P43405-ICB-Zug-02 was signed on February 1, 2017 with Ludwig Pfeiffer Hoch-und Tiefbau GmbH & Co.KG, The date of completion of the contract is 1 February 2020.
9. **Construction of Wastewater Treatment Plant in Zugdidi (REG-03a).** The project comprises of the construction of new Wastewater Treatment Plant with the capacity of 22,000 m<sup>3</sup>/day.
10. The contract No UWSCG-USIIP-ICB-REG-03a was signed on February 1, 2017 with “JV “Pfeiffer - EMIT” comprised by “Ludwig Pfeifer Hoch – and Tiefbau GmbH7Co. KG (Germany)” and “EMIT |Group – Ercole Marelli Impianti Tecnologici S.r.l. (Italy)”, Original completion date: 15 Jan. 2020.. Due to the design & construction of an emergency bypass within the construction site of Zugdidi WWTP (which was additional works), the Contractor was granted an EOT until 15 May 2020. The Contractor was subsequently granted a further EOT (due to the impact of the Covid-19 pandemic) until 15 August 2020, which, due to the continuing Covid-19 pandemic, was extended again until 29 September 2020. The physical progress of the works is given in the Table 2 below.
11. **Construction of Wastewater Treatment Plant in Mestia (REG-03b).** The project comprises of the construction of new Wastewater Treatment Plant with the capacity of 3,200 m<sup>3</sup>/day.
12. The contract No UWSCG-ICB-MES-03-2019 was signed on 5 November 2019 with “JV of Toshiba Water Solutions Pvt.Ltd and IN-SI” LLC (India/Georgia). Contract completion date is April 2021.

## 2.2 Physical Progress of the Project Activities

**Table 1:** progress of construction activities ZUG-02

| Site<br>ZUG 02                              | Construction of New Sewers<br>Earthworks  |
|---|---|
| Works Undertaken during January – June 2020 | 97%                                       |
| <b>Site</b>                                 | <b>Pipeline and Manholes Installation</b> |
| Works Undertaken during January – June 2020 | 95%                                       |
|   | <b>Reinstatement</b>                      |
| Works Undertaken during January – June 2020 | 96.8%                                     |
|   |   |

13. Progress of construction activities under REG-03/a project during the reporting period is presented in the Table 2 below.

**Table 2: Construction progress REG-03a project**

| Site   | Works | % |
|--|-------|---|
| REG-03/a - STP Zugdidi                               |       |   |
| Works undertaken during January – June 2020          |       |   |
| Works performed including January 2020               |       |   |
| Plant and Mandatory Spare Parts Supplied from Abroad | 78.72 | % |
| Design Services                                      | 100   | % |
| Installation and Other Services                      | 84.9  | % |
| Works performed including February 2020.             |       |   |
| Plant and Mandatory Spare Parts Supplied from Abroad | 79.28 | % |
| Design Services                                      | 100   | % |
| Installation and Other Services                      | 86.87 | % |
| Works performed including March 2020.                |       |   |
| Plant and Mandatory Spare Parts Supplied from Abroad | 82.64 | % |
| Design Services                                      | 100   | % |
| Installation and Other Services                      | 89.57 | % |
| Works performed including April 2020.                |       |   |
| Plant and Mandatory Spare Parts Supplied from Abroad | 87.57 | % |
| Design Services                                      | 100   | % |
| Installation and Other Services                      | 91.82 | % |
| Works performed including May 2020                   |       |   |
| Plant and Mandatory Spare Parts Supplied from Abroad | 91.29 | % |
| Design Services                                      | 100   | % |
| Installation and Other Services                      | 93.53 | % |
| Works performed including June 2020.                 |       |   |
| Plant and Mandatory Spare Parts Supplied from Abroad | 93.45 | % |
| Design Services                                      | 100   | % |
| Installation and Other Services                      | 94.67 | % |

## **2.3 General Activities Description and Guidelines for COVID-19 Infection**

14. Individual and joint on-site monitoring activities were conducted by Safeguard Specialist of SC on a regular basis, until early March 2020 before restrictions were imposed by the Government of Georgia on site visits in connection with the outbreak of the new Coronavirus - COVID-19 and then resumed in May 2020.
15. The Government of Georgia and its Ministry of Internally Displaced Persons from the Occupied Territories, Labour, 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.
16. The General Guideline for COVID-19 was also developed by the Government of Georgia specifically for the construction sector (Please see Annex F of this report).
17. 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 chronicle diseases (cardio-vascular diseases, diabetes, bronchial asthma and other respiratory diseases).

## **3. Objective and Scope of Monitoring**

### **3.1 Objective and scope of Semi-annual Monitoring**

18. 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:
  - ) Evaluate implementation of grievance and redress mechanism at all level (Construction Contractor; Supervision contractor; regional agencies of UWSCG; UWSCG etc.)
  - ) Review received grievances and find effective ways of solving them;
  - ) Review access of local population to grievances log; Describe list of corrective actions and measures for solving the problems observed during the monitoring. Etc.
  - ) Describe list of corrective actions and measures for solving the problems observed during the monitoring. Etc.
  - ) Evaluate local governments and populations expectations about project;
  - ) Evaluate effectiveness of planned PA activities.

### **3.2 Methodology of Monitoring**

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

- J Regulatory review was conducted in order to understand the applicable legislation, regulatory frameworks and procedures;
- J Review the grievance logs at Construction Contractors office and status of registered complaints;
- J Review the grievance log at regional office of UWSCG and status of registered complains.
- J Interviewing APs on effectiveness of social safeguard measures and grievance mechanism;
- J Review a number of unregistered requests from APs and steps of cooperation made by Construction Contractor;
- J Inspect environmental, health and safety and social performance of Construction Contractor;
- J Review the trust of APs in the Construction Contractor;
- J Review the measures implemented for grievance and redress awareness raising among stakeholders;
- J Review the actions implemented for social safeguard;
- J Identify the measures required for implementation of Grievance and Redress Mechanism.
- J Clarifications on pending and unresolved issues was obtained.

### **3.3 Monitoring Indicators / Parameters**

- J The number of closed registered complaints
- J The number of issues requested from APs to be implemented by Construction Contractor
- J The number of construction staff informed on Code of Conduct of the company and trained on their rights and obligations
- J The number of job related trainings and awareness raising trainings

## **4. Semi-Annual Monitoring Results**

### **4.1 Grievance Redress Mechanism**

20. For the effective implementation of a GRM system under the USIIP, UWSCG issued special order (#122) on 30 April 2014, which was replaced on October 2018 by Order # 196 (please see Annex 2) 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 1) gives clear instructions to every involved stakeholder how to act when affected people are impacted by the project.

21. 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) 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. Then AP's complaints are registered by the operator of the service center and AP get queue number.

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



22. 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 1) and submit to the contractor directly.

23. 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 report and to submit it to Grievance Redress Committee (hereinafter the Committee), which will consider the submitted complaint within the two weeks period.

24. 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.
25. 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.
26. 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.
27. Heads of self-governing units be required to define a representative who is employed in local self-governance in the field of social matters.
28. 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.

## **4.2. Resettlement action plan**

29. Resettlement Action Plan hasn't been prepared so far within the framework of any sub project. Population hasn't been impacted neither directly nor indirectly at the implementation and operation stage.

## **5. Received Grievances**

### **5.1 complaints file**

30. Construction contractor holds log book for complaints, but no complaints were registered through the contractor's log. Every complaint represented in table 3 for reporting period are registered in Zugdidi Branch of United Water Supply Company of Georgia.

31. Supervision company in cooperation with UWSCG's Zugdidi service center and the construction company continued monitoring of all the enquiries submitted to the UWSCG hotline concerning ZUG-02 project. The cases of damages on the pipeline, water leakage, connection problems, delays in water supply and other similar issues are frequent and cause local population's disruption. Therefore it is very important to monitor submitted grievances to make sure that the enquiries from effected population are answered and taken care in a professional and timely manner.

32. During the reporting period main grievances were submitted due to the waste of water, pipe connection problems, delays in construction process and other issues. Supervision company consultants pay big attention to the monitoring process and make sure that the enquiries submitted on UWSCG hotline are communicated to the construction company and are timely resolved.

33. To make the monitoring process more organized special mechanism is established, which ensures improved communication and coordination among effected population, Construction Company, Supervision Company and UWSCG.

34. As per the Table 3, 12 complaint have been filed in total in the course of reporting period. 7 of them has been submitted by the legal entities and 5 by the local population. 5 complaints have been filed by the company "Socar Georgia". Said company provides gas supply for legal and natural entities throughout Zugdidi. 2 complaints have been filed from the company JSC "Silknet", which mainly concerned with the underground infrastructure damage in the aftermath of tranche excavating stage by the construction company.

**Table 3: COMPLAINTS LOG**

| <b>N</b> | <b>Date/Location</b>  | <b>Complainant/Date of Contact</b> | <b>Details of Complaint</b>                                  | <b>Investigation/Mitigation Action</b>                                   | <b>Resolution Status</b>                |
|----------|---|------------------------------------|--|--|---|
| 1        | 17.01.2020<br>constitucion str,   | JSC Silknet                        | Single canal telephone sewerage and distributor cable damage | Damaged detail substitution  | Damaged telephone sewerage restoration. |
| 2        | 30.01.2020<br>nikoladze   | JSC Silknet                        | Single canal telephone sewerage and distributor cable damage | Damaged detail substitution  | Damaged telephone sewerage restoration. |
| 3        | Kostava 106,<br>30.04.2020  | Local inhabitants                  | Personal domestic well contamination                         | Compensatory amount allocation   | Damaged site recovery                   |
| 4        | Bako 42, Tavisupleba 149<br>19.05.2020  | Local inhabitants                  | Personal domestic well contamination                         | Compensatory amount allocation   | Damaged site recovery                   |
| 5        | Rigi 22, Erevani 27, Erevani 29, Bako 12, Kolkhida 9, Kostava 108. 19.05.2020           | Local inhabitants                  | Personal domestic well contamination                         | Compensatory amount allocation   | Damaged site recovery                   |
| 6        | Besiki 2, Nikoladze 76<br>04.06.2020  | Local inhabitants                  | Personal domestic well contamination                         | Compensatory amount allocation   | Damaged site recovery                   |
| 7        | Gudiashvili 2 ent.<br>04.06.2020  | Local inhabitants                  | Personal domestic well contamination                         | Compensatory amount allocation   | Damaged site recovery                   |
| 8        | Rustaveli, Tsagveri, Manjgaladze, Dadiani, Ninoshvili, kobalia<br>January 2020          | Socar Georgia LLC                  | Organization owned property damage                           | Natural gas loss and damaged external network recovery cost compensation | Damaged site recovery                   |
| 9        | Chiqava, Ninoshvili, Rustaveli, St.peterburg, Agmashenebeli, Nikoladze<br>February 2020 | Socar Georgia LLC                  | Organization owned property damage                           | Natural gas loss and damaged external network recovery cost compensation | Damaged site recovery                   |
| 10       | Ninoshvili, Esebua, Nikoladze, Leningrad, Bashauri, Rustaveli, Kedia<br>March 2020      | Socar Georgia LLC                  | Organization owned property damage                           | Natural gas loss and damaged external network recovery cost compensation | Damaged site recovery                   |
| 11       | Kedia, Vil. Rukhi, Kobalia, Jgeria, Dutu megreli, Chkondideli, Dadiani<br>April 2020    | Socar Georgia LLC                  | Organization owned property damage                           | Natural gas loss and damaged external network                            | Damaged site recovery                   |

|    |                         |                   |                                    |  |                       |
|----|-------------------------|-------------------|------------------------------------|--|-----------------------|
|    |                         |                   |                                    | recovery cost compensation   |                       |
| 12 | Vakhtang VI<br>May 2020 | Socar Georgia LLC | Organization owned property damage | Natural gas loss and damaged external network recovery cost compensation | Damaged site recovery |

## 5.2 Corrective measures

35. Any complaints filed in January - June, 2020 are granted by the construction company. The constructor restore every underground communication, damaged by his culpability and compensated for the infrastructure owned companies for the financial loss inflicted.

36. Annex 3 shows the images of damaged and restores underground infrastructure.

## 6. Institutional Arrangement

37. 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:

39. Implementation Project Management Office<sup>[1]</sup> (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

<sup>1</sup> Implementation Project Management Office<sup>[1]</sup> (IPMO) will be formed under UWSCG the latest by June 15, 2020.

- 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;

38. Construction Company and Supervision Company will have on board Environment and Social Safeguards specialists and Resettlement Specialist to be responsible to supervise environmental and resettlement issues managed by environmental and resettlement specialists of Construction Company and report to IPMO/UWSCG.

39. 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.

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

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

## 7. Conclusions and recommendations

### 6.1 Conclusions

Proceeding from the outcomes of social monitoring, performed in January – June 2020, we can claim:

1. The company holds no log book of complaints. Any complaints discussed, in the reporting period have been filed to Zugdidi Branch of United Water Supply company of Georgia;
2. Every single complaints filed was about the damage of underground communication network of Zugdidi streets.

3. The construction company has granted every single complaints; in the meantime, restored the damaged infrastructure and compensated the companies for the loss , inflictee to them
- 4.

## **6.2 Recommendations**

1. The company must have log book of complaints on the construction area which should cover not only the written but verbal complaints filed. Any verbal complaints of the stakeholders must be recorded.
2. Construction company should develop the procedures to avoid repeated damage of undergoung communication;

# Annexes



## Annex 1. GRM order N196 and Complaints log.

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.

### 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            |  | NO IDENTIFIED |  | COMPLAINANT IS NOT RESPONDING |  |  |  |
|--------|-------------------|---------|------------------------------|---|--|--------------------------|---------------------|----------------|------|---------------------|------|---------------------|--|---------------|--|-------------------------------|--|--|--|
| N      | Registration Date | Address | The content of the Complaint |   |  | Complainant              | Contact Information | Safeg's Action | date | Contractor's action | Date | Status of Complaint |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |
|        |                   |         |                              |   |  |                          |                     |                |      |                     |      |                     |  |               |  |                               |  |  |  |

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



**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 spend 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 - [info@mdps.gov.ge](mailto:info@mdps.gov.ge).

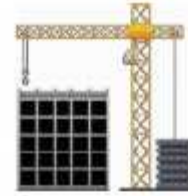
For further information, please contact:

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*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.







Annex 3: Photos

Figure 1: Damaged underground infrastructure and the same section after rehabilitation – Rustaveli Str.

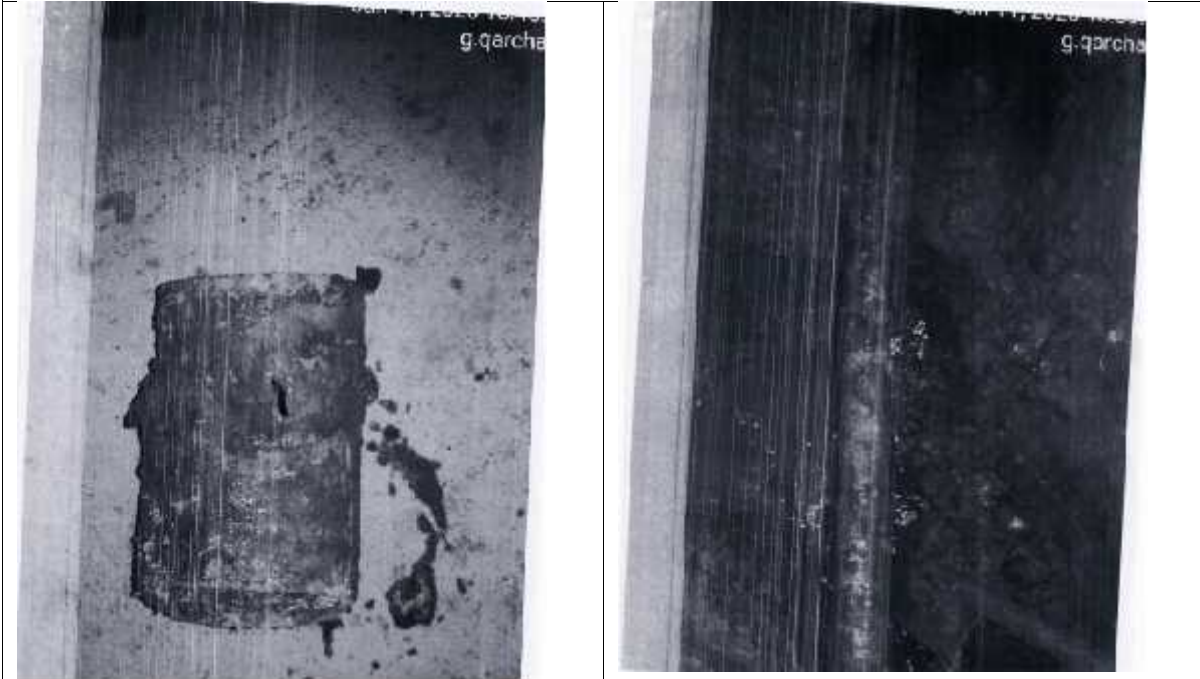


Figure 2: Damaged underground infrastructure and the same section after rehabilitation – Agmashenebeli

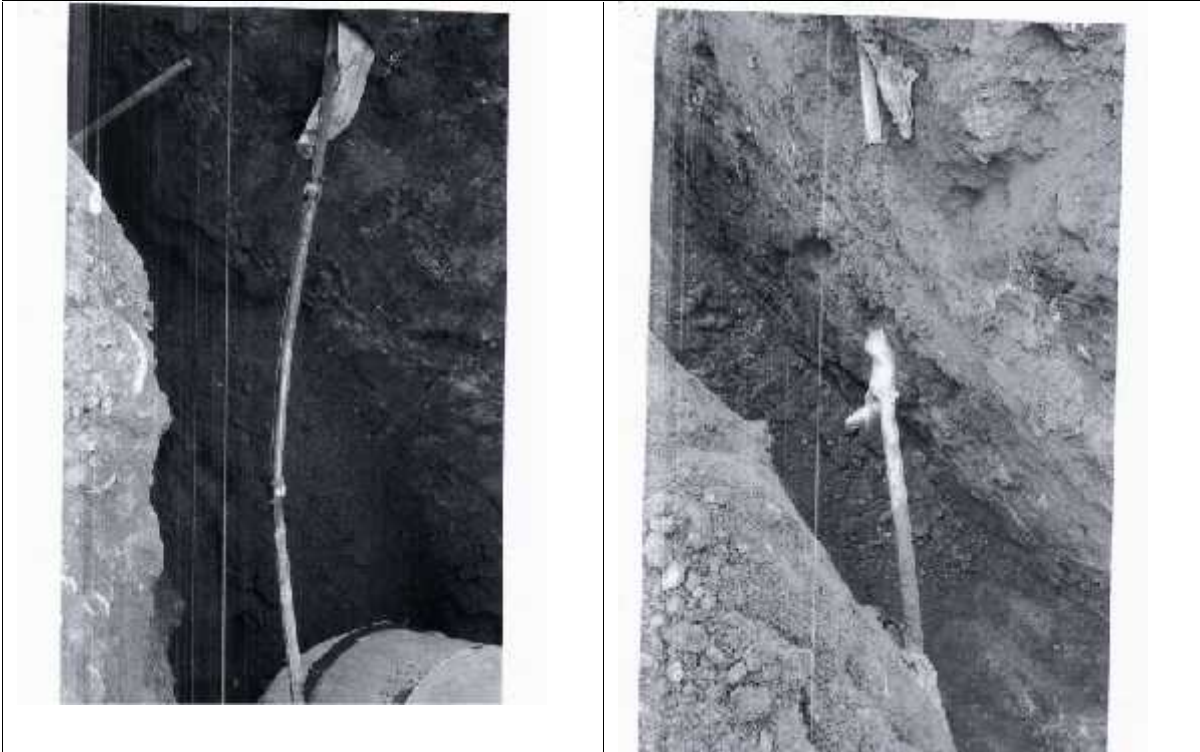


Figure 3: Damaged underground infrastructure and the same section after rehabilitation – Ninoshvili Str.





Figure 4: Damaged underground infrastructure and the same section after rehabilitation – Esebua Str.

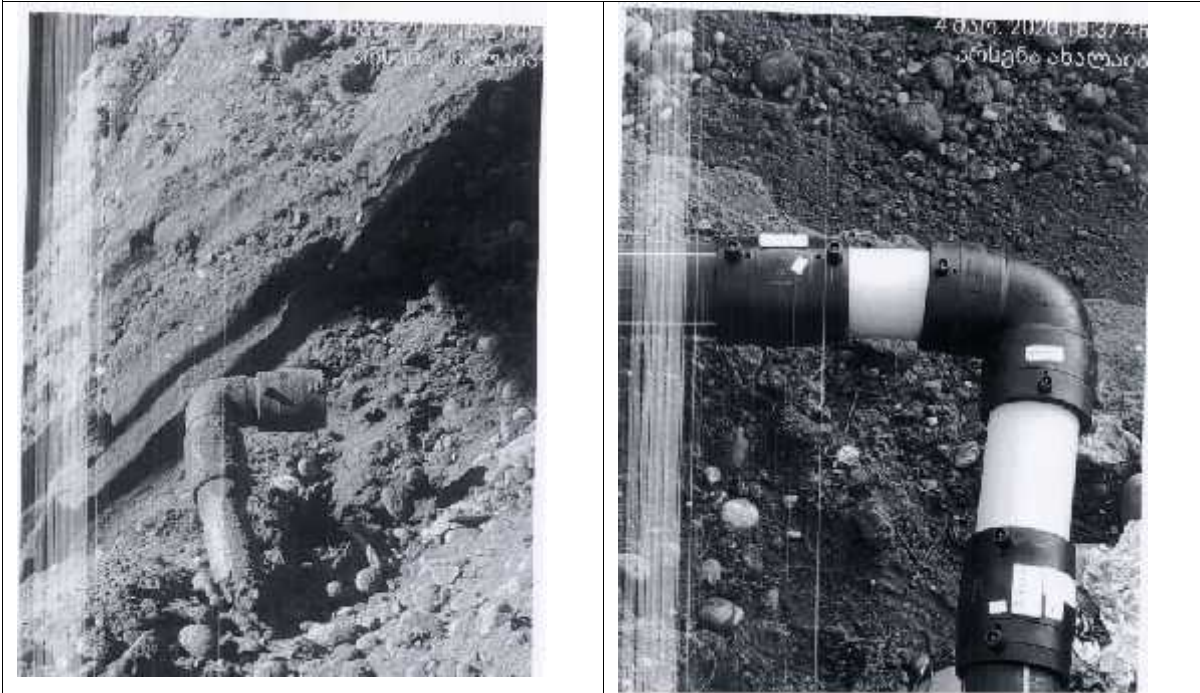


Figure 5: Damaged underground infrastructure and the same section after rehabilitation – Bashauri Str.

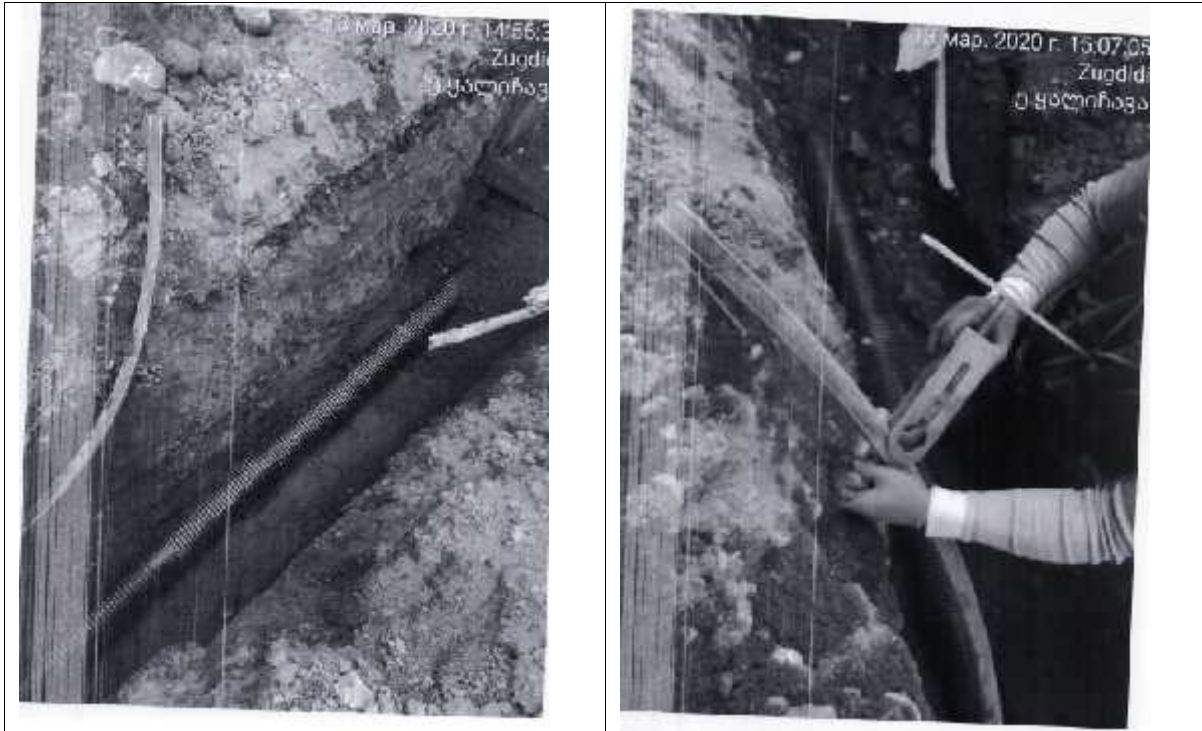


Figure 6: Damaged underground infrastructure and the same section after rehabilitation – Rustaveli Str.

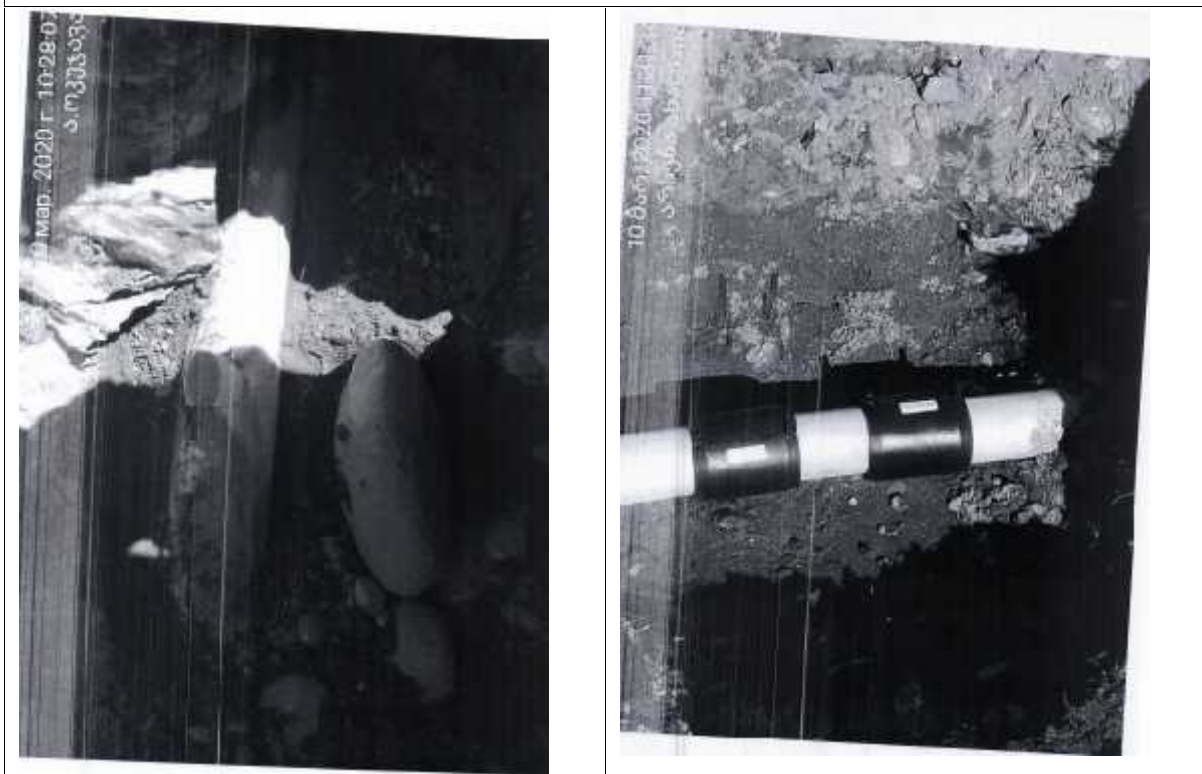


Figure 7: Damaged underground infrastructure and the same section after rehabilitation – Kedia Str.

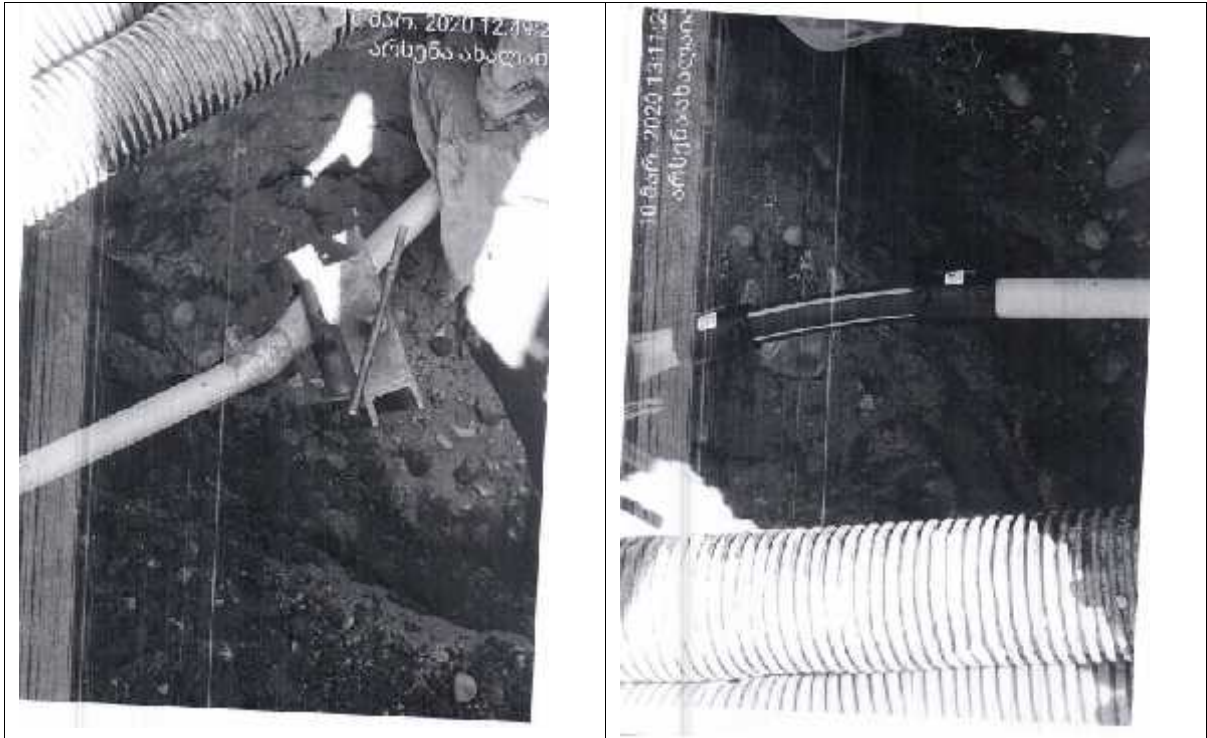


Figure 8: Damaged underground infrastructure and the same section after rehabilitation – Dadiani Str.

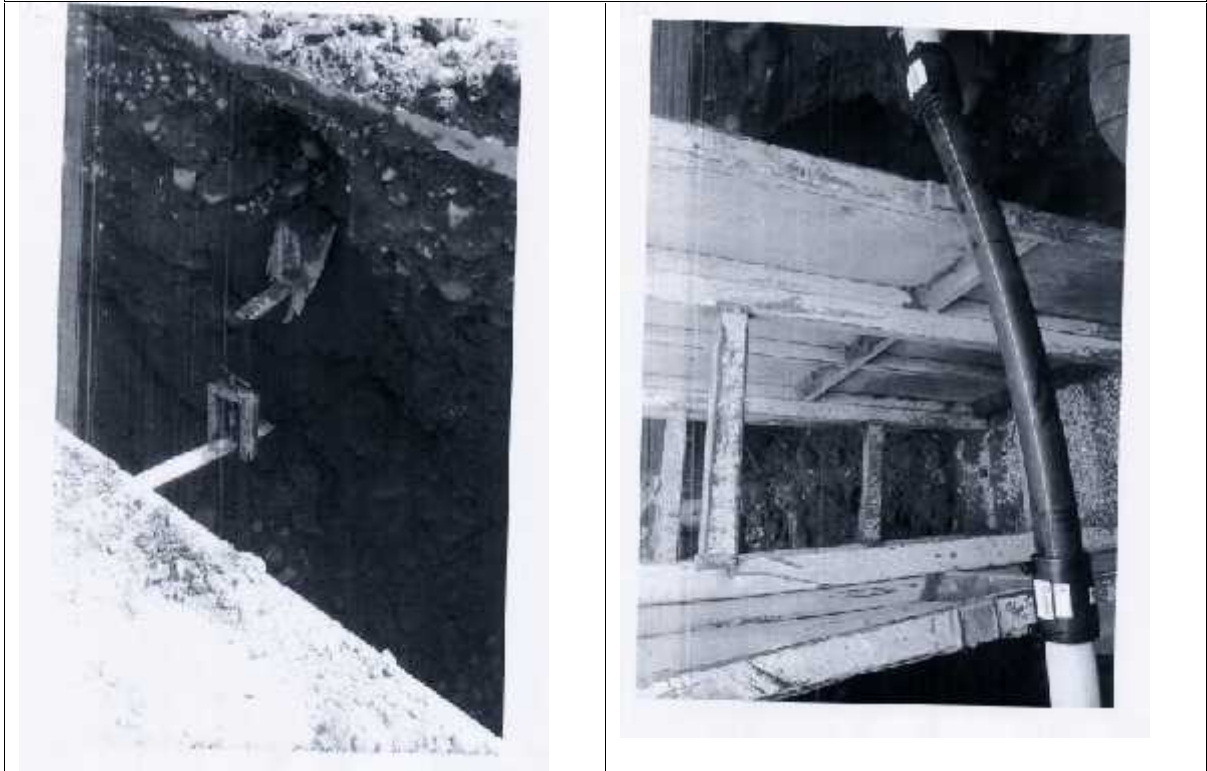


Figure 9: Damaged underground infrastructure and the same section after rehabilitation – Konstitutsia Str.



