

# Semi-Annual Social Monitoring Report

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Project Number: 43405-028

Semi-Annual Report (July-December 2020)

**GEO: URBAN SERVICES IMPROVEMENT INVESTMENT PROGRAM**

**TRANCHE 6**

January, 2021

## 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.

3. Tranche 6 of the Investment Program includes:

- Construction of Water Supply and Wastewater Systems in Marneuli and Construction of Wastewater System and Collector in Bolnisi (MAR-01);
- Construction of Wastewater Treatment Plant in Marneuli (MAR-02);
- Construction of Water Supply System in Chiatura (CHI-01);

#### ***Chiatura (CHI-01)***

4. The water supply system of Chiatura – constructed 40-50 years ago, with minor monitoring, maintenance and replacement of pipes and electro-mechanical installations - was in urgent need of upgrading and rehabilitation. In addition, the water sources are affected by mountain manganese ore and turbidity during rainfall periods, thus creating a threat to the health of local population.

5. The contract No P43405-ICB-CHI-01 was signed on August 21, 2017 with “Akkord Industry Construction Investment Corporation” OJSC” (Azerbaijan), the original completion date 15 April 2019 was extended until the 30 June 2020 for section 1 and until 8 February 2021 for section 2 of works. The main works under section 1 and part of section 2 are completed and are under operation and maintenance, refer clause 1.2 for more details. Detailed physical progress of works is given in clause 1.5.1.

6. The present design considers a new water source located along the left bank of the Kvirila River in Sachkhere Municipality, laying new water supply network, rehabilitating some of the network retained, rehabilitation of existing reservoirs, construction of new reservoir at Bisi & at Sachkhere, rehabilitation of existing pumping stations, river crossings etc.

7. Due to the need for 24-hour water supply in “Avarioni” and “Safari” areas of Chiatura, which was not envisaged by the initial project, it was decided to add “Section-2” to the on-going “Construction of water supply system in Chiatura” (CHI- 01) sub-project, which includes the construction of additional water supply system (Contract Amendment N 5). The contractor is mobilized, refer clause 1.2 for more details. Detailed physical progress of works is given in clause 1.5.1

8. Section-2 Area “Construction of water supply system for Avarioni and Safari areas” is located in nearby of Chiatura at east part of the city. Project area is inside the city limits.

### ***Marneuli (MAR-01)***

9. Wastewater system of Bolnisi and Marneuli cities is deteriorated and not functioning properly. Currently 20% of Marneuli's population is connected to existing sewage network; Bolnisi's wastewater network is dilapidated and requires rehabilitation. The sewage network is composed of DN200 and DN800 pipes. This sewage network is dilapidated and not receiving full quantity of wastewater. There are no wastewater discharge systems and treatment plant in the project area. The polluted waters are not consistently collected. Therefore, the risks of contamination of underground and surface waters, as well as, the soil with pollutants is high. It threatens the health of local population.

10. In 2013, KOCKS Design Company prepared water and wastewater systems rehabilitation design for city of Marneuli, and in 2018, the design was changed, and Bolnisi wastewater system component was added, which was prepared by consultancy company – SAFEGE. The contractor is mobilized, refer clause 1.2 para 15 for more details. Detailed physical progress of works is given in clause 1.5.2.

11. The design ensures the following: (i) normalization of water and wastewater systems of Marneuli City; (ii) improvement of Bolnisi's wastewater system; and (iii) help stimulate livelihood standards and improve health and safety of local residents as final recipients of the project.

12. The contract No P43405-ICB-MAR-01 was signed on November 20, 2018 with "Akelik Group OJSC" (Azerbaijan). The date of completion of the contract is March 29, 2021.

### ***Marneuli (MAR-02)***

13. Construction of Waste Water Treatment Plant in Marneuli (MAR-02). Design, construction and commissioning of a wastewater treatment plant (WWTP) for Marneuli. The design is to cater for the full flow and pollution loads for the 2044 population equivalent (PE) of 59,015. The plant shall consist of pumping stations, screens, aeration and sedimentation tanks, operation and administrative buildings, sludge thickener, etc. The construction period is 540 days (including period of commissioning, training and operational acceptance).

14. The contract No UWSCG-ICB-MAR-02-2019 was signed in October 18, 2019 with Joint venture of Toshiba Water Solutions Pvt. Ltd and IN-SI LLC (JV partner) (India/Georgia). The contract completion date is April 2021.

### **1.2. Key Construction Works Envisaged under the Contract**

15. Construction of Water Supply and Waste Water Systems in Marneuli and Construction of Waste Water System and Collector in Bolnisi (MAR-01): Mar-01 project envisages the rehabilitation and construction of reservoirs with the total capacity of 12,000M<sup>3</sup>=(2X3000+3X2000); construction of Ductile cast iron transmission pipeline with the diameter of 700 mm - 10 km and 600 mm – 4km; construction of network with Polyethylene pipes of OD 50 to OD 500. The project measures for the sewer network comprise the laying of about 150 km new gravity pipes (DN 150 to DN 800) and 2.7 km new pressure pipes (OD 110 and OD 225). There will be 9 new wastewater pumping stations; 600mm to 1000 mm diameter inspection wells (concrete or polyethylene) and 400 mm diameter house connections (polyethylene). Proposed project envisages construction of sewerage system in Bolnisi which will work entirely by gravity (DN 200 and DN 250 HDPE pipes) and will be connected at 3 different points to the future DN 500 HDPE interceptor that will convey the collected sewer from Bolnisi to Marneuli WWTP.

16. Construction of Waste Water Treatment Plant in Marneuli (MAR-02). The project comprises of the construction of new Wastewater Treatment Plant in Marneuli with the capacity of 9,931 m<sup>3</sup>/day.

17. Construction of Water Supply System in Chiatura (CHI-01). The work under the CHI-01 project comprises the rehabilitation and construction of the water supply network, transmission pipeline and Reservoirs. In particular, Chi-01 project envisages construction of network in Chiatura and Navardzeti, construction of a transmission lines, the rehabilitation of existing reservoirs and construction of 2 new reservoirs one near the intake and one new reservoir in Bisi, construction of pumping stations and replacement of network pipelines.

18. The sub-project, Section-2 envisages installation of new pumps on the territory of existing “Bisi” reservoir, which will receive water from mentioned reservoir and pump it to the proposed design reservoir for providing water to Pataridze and Sopromadze Streets (“Avarioni” and “Safari” area). The pump will convey water to design reservoir, from where water will flow to these streets by gravity.

### **1.3. Social Safeguard and Land Acquisition**

#### Land Acquisition and Resettlement Plans (LARP)

19. Two separate LARPs were prepared for each Projects: GEO: CHI -01 Chiatura Water Supply System Construction Project and GEO: MAR-01 Construction of Marneuli Water Supply and Wastewater Systems; Construction of Bolnisi Intercepting Sewer and Wastewater System.

20. LARP of GEO: CHI -01 Chiatura Water Supply System Construction Project was approved and disclosed in December, 2017, while GEO: MAR-01 Construction of Marneuli Water Supply and Wastewater Systems; Construction of Bolnisi Intercepting Sewer and Wastewater System was approved and disclosed in March, 2019.

21. Social Due Diligence Report (SDDR) was developed for section 2 of CHI-01 Project in September 2020 and disclosed to local community.

#### ***Chiatura (CHI-01)***

22. The total project affected area is seventy-four (74) land parcels. Among these 74, only 16 project affected land parcels were subject to full acquisition (among these 16 land parcels one land parcel was acquired through the GRM). The remaining fifty-eight (58) land parcels were subject to partial acquisition with major portion of these land parcels remaining outside of the project RoW. The owners of these 58 land parcels will be able to continue agricultural activities as the remaining portion of these land parcels will still maintain economic viability.

23. The summary impact of the project is:

- a. The total number of project affected land parcels: 74/ affected area 38,581sq.m.
- b. The total of number affected households: 66 (persons: 140 persons; among them 84 male and 56 female)
- c. Physical resettlement 0:
- d. Economic Displacement: 66 AH
- e. Affected agricultural land parcels: 74 / affected area 38,581sq.m.
- f. Affected non-agricultural land parcels: 0
- g. Land parcels subject to full acquisition: 16 / 19,381sq.m.
- h. Land parcels subject to partial acquisition: 58 / 19,200sq.m.

- i. Land parcel attached with affected structure-building: 0.
- j. Land parcel attached with structure (residential and /or commercial) used by the AP: 0
- k. Land parcels with annual crops /hey: 74/38,581sq.m.
- l. Total of severely affected land parcels: 71<sup>1</sup>
- m. Total of Vulnerable: 13 AHs.

24. LARP implementation started on March, 2018. United Water Supply Company of Georgia acquired 71 land plots that received compensation in the amount of 564225(five hundred and sixty-four thousand two hundred and twenty-five) GEL, in accordance with the budget plan defined in the resettlement plan and GRM. The project-affected 3 land parcels are still to be purchased. The remaining 3 land parcels will be implemented immediately after the owners of the land plots will fix the issues with regard to the various existing obligations, namely, According to an extract from the National Agency of Public Register (LEPL), there is an existing lien on the remaining three<sup>2</sup> land plots. Corresponding acquisition agreement will be signed as soon as bank credit will be covered.

25. Preliminary agreements have been signed with the owners of the above mentioned 3 land plots, following the fact that the company will carry out acquisition procedures according to LARP after all the problems regarding land plots will be solved. Since land ownership issues are complex and require the participation of other institutions and third parties, it is difficult to determine a specific date for the acquisition of these lands.

26. Two pumps (one working & one stand by) will be installed on the territory of existing “Bisi” reservoir within the registered red lines of the land owned and used by UWSCG since 2011y. The new 500 m3 Reservoir will be constructed on Government land with cadastral code: 38.11.31.558 – 940 m2, which is not used by local population formally or informally, for agricultural or other purposes. UWSCG already began appropriate procedures for the registration of the reservoir area under the ownership of the company.

### **Marneuli (MAR-01)**

27. As per final design, in order to lay Bolnisi design intercepting sewer and to erect sewage pumping station, it became necessary to transfer free of charge 1 piece of state-owned land parcel (1640 square meters) to the Company’s capital and to partially acquire 14 pieces of land parcels with total area of 2165 square meters which were in the ROW.

28. The summary of impact of this project:

- a) Number of parcels: 15;
- b) Affected households: 12 (in total, 64 individuals including 37 men and 27 women); c)  
Physical resettlement: 0;
- d) Economic displacement: 12 households;
- e) Number/area of affected agricultural land: 15/3805 square meters.
- f) Number/area of lands to be transferred from the state: 1/1640 square meters.
- g) Number/area of land to be partially acquired: 14/2165 square meters.
- h) Number/area of land with annual crops: 15/13811 square meters.
- i) Permanent/temporary stoppage of business: 0;

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<sup>1</sup> In total 71 land parcels will lose more than 10 % of income generating land.

<sup>2</sup> The remaining land plots to be acquired are not the part of the construction works, they represent the territory of the sanitary zone of the wellfield.

- j) Loss of wages/salary: 0;
- k) Affected supplementary structures: fences, walls, etc.: 0;
- l) Severely affected land parcels: 12;
- m) Vulnerable household: 1.

29. Overall, the APs with the "orphan land", meaning that remaining piece of land which is a result of partial land take has lost previous designation and became economically unviable will be eligible to claim full cash compensation for the entire area of such land parcels.

30. It should be noted that there are no residential dwellings or other types of buildings/structures on the project affected land parcels. Therefore, there will be no physical resettlement of affected households, i.e. they will not have to change their residence. All affected land parcels are exclusively used for producing agricultural products and cultivating crops.

31. The process of land acquisition has been initiated and registration of unregistered land parcels and negotiation with landowners has started, but UWSCG has received new technical proposal from CC regarding the relocation of the collector and pumping station on public road and government land, which is permanently under discussion, therefore, the LARP implementation process has been stopped until the final decision regarding the above mentioned technical proposal.

32. The Summary of the Project affected land parcels and areas of land acquisition for CHI-01 and MAR-01 sub-projects are provided in Annex I.

### ***Marneuli (MAR-02)***

33. As a result of the review of available documents, plans and references it can be concluded that for construction of the WWTP no private land or property is to be affected under MAR-02 sub-project. Therefore, there is no involuntary resettlement involved in this subproject. It should be noted, that until 2016, the proposed territory for the construction of WWTP in Marneuli belonged to the state, and since 2016 it is property of the UWSCG, therefore there is no social impact on this territory.

34. No private land or household will be affected and need not to be acquired for the construction of the Project. There is also no population cultivating the proposed land for construction of Reservoir and water supply and sewage network.

**Figure 1.** Territories of the infrastructure.

Land plot for WWTP



Land plot for "City Reservoir"



Land plot for "Jandara Reservoir"



#### 1.4. COVID-19 Affect to the Project and Responding Actions

35. On 26 February, Georgia confirmed its first COVID-19 case. Due to the rising numbers of infection first lockdown was announced in March, which continued till May 23. After the summertime, the number of confirmed and suspected cases continued to grow, triggering the Government to declare second round of lockdown on November 28 effective till January 4, 2021. The Government introduced a curfew restricting movement of public transport, closing malls, markets, businesses and offices, allow only online shopping and online work. The lockdown does not apply to infrastructural projects, but they must apply measures against spreading the virus.

##### **Chiatura (CHI-01)**

36. The Contractor implemented the following precautions: COVID-19 training sessions conducted; daily thermal screening of all employees takes place before starting the working day; Camp site is equipped with disinfection barriers, sanitizers, informative signs. All workers are provided with disposable face masks and gloves; lunch packages are delivered at the construction site; the canteens operate in shifts, the area has indicative signs and only 2 people are allowed to seat at one table; The Company maintains COVID 19 safety log. Photos of COVID 19 Measures are in Annex 2

##### **Marneuli (MAR-01)**

37. The Contractor implemented the following precautions: COVID-19 training sessions conducted; daily thermal screening of all employees takes place before starting the working day; Camp site is equipped with disinfection barriers, sanitizers, informative signs. All workers are provided with disposable face masks and gloves; lunch packages are delivered at the construction site. Only 10 people stays at Camp and they use canteen facility. Photos of COVID 19 Measures are in Annex 2

#### 1.5. Physical Progress of the Project Activities

##### 1.5.1 Chiatura

38. The physical works are completed for section 1 which is the main project on 30 June 2020. Under section 2 the additional works to connect 4 apartments on Sachkhere road has been completed on 12 August 2020. Construction of water supply for additional area in Avarioni and Safari are ongoing. These works are scheduled to be completed on 8 Feb 2021. The completed works are under operation and now Chiatura is supplied water from the new source developed under the project at Sachkhere. The cumulative progress of physical works is given below;

**Table 1: Physical Progress of main works (Section 1) up to December 2020**

Item	Unit	Quantity (BoQ)	Progress up to December 2020	Progress
Main Transmission Line	m	16.038	16.038	100.00%
Distribution Network	m	68.391	68.391	100.00%
DN355 Bisi-CPS Transmission	m	745	745	100.00%
DN160 CPS-Lezhubani	m	2,165	2,165	100.00%
DN160 CPS-Perevisi	m	1,810	1,810	100.00%
DN225 CPS-Rustaveli	m	1,264	1,264	100.00%
DN225 Lezhubani Res to PS	m	341	341	100.00%
Q200 ST Lezhubani PS - Memorial Res	m	2,025	2,025	100.00%
Q100 ST Perevisi PS - Tekhisa Res	m	2,053	2,053	100.00%
DN160 Memorial-Navardzeti	m	1,470	1470	100.00%

Giorgadze area	m	1,540	1450	100.00%
<b>Total Laid Pipe</b>	<b>m</b>	<b>97,306</b>	<b>97,306</b>	<b>100.00%</b>
House Connection	n	8,457	8457	100.00%
Crossings	n	10	0	100.00%
Hydraulic Chambers	m3	1,219	1219	100.00%
Hydrants	n	205	205	100.00%
Reinstatement of Asphalt	m2			100.00%
Reinstatement of Concrete Pavement	m2			100.00%

**Table 2: Progress of Section 2: Avarioni and Safari Districts**

Item	Unit	Progress
Pipeline laid	m	57.00%
Avarioni Reservoir	n	10%
House Connection	n	70%

**Table 3: Cumulative progress of Reservoirs & Pumping Stations**

Progress	Up to December 2020			
	Civil	Mech	Elec	SCADA
<b>Structures</b>				
Wellfield	100%	100%	100%	100%
Sachkhere Reservoir	100%	100%	100%	100%
Bisi - New Reservoir	100%	100%	100%	100%
Bisi - Old Reservoir	100%	100%	100%	100%
CPS	100%	100%	100%	100%
Lezhubani Reservoir	100%	100%	100%	100%
Perevisi Reservoir	100%	100%	100%	100%
Rustaveli Reservoir	100%	100%	100%	100%
Tekhisa Reservoir	100%	100%	100%	100%
Memorial Reservoir	100%	100%	100%	100%
Perevisi PS	100%	100%	100%	100%
Lezhubani PS	100%	100%	100%	100%
Memorial PS	100%	100%	100%	100%
New Memorial PS	100%	100%	100%	100%

### 1.5.2 Marneuli (MAR-01)

#### 39. Physical Progress of Structures

- a) Jandari Reservoir: Roof slab of the reservoir completed.
- b) Kolagiri Pumping Station: Concrete works & masonry works of PS is completed. Electrical/operation room foundation & vertical walls completed. Steel roof truss fabrication completed & erected.
- c) City Reservoir: foundation raft work has been completed.

**Table 4: Physical Progress of structures up to Dec 2020**

Structure	Civil	Mechanical	Electrical	Instrumentation
Jandhari Reservoir	82%	5%	0	0
Kolagiri Pumping Station	82%	3%	0	0
City Reservoir	10%	0	0	0

40. Cumulative physical progress of water supply and sewer pipes are presented in the Table 5 below.

**Table 5: Cumulative Physical Progress of Water Supply & Sewer pipes**

Particulars	Water Supply Pipes		Sewer Pipes	
	laid	%	Laid	%
Marneuli	100,398.76	52.41%	56,416.29	38.57%
Bolnisi	0	0.00%	7,907.53	12.94%
Interceptor	0	0.00%	8,195.74	37.25%%
Total	100,398.76	52.41%	72,519.56	31.04%%

41. Thus, overall, 72,519.56 m sewer pipes (31.04% of required) & 100,398.76 m water supply lines (51.41% of required) have been laid.

### 1.5.3 Marneuli (MAR-02)

42. Initial phase is for mobilization and designs. Under mobilization the contractor is establishing engineers site office, improved access roads, removed topsoil, conducted soil investigations, removed trees, taking water supply & power connection. Under designs the process designs & layout has been completed. Electrical & instrumentation general arrangement work drawings are generally completed. Mechanical general arrangement drawings are also generally completed. Now civil designs are being conducted. The cumulative progress is given below.

**Table 6: Overall Physical progress**

Cumulative Total Progress				
Schedule	Particulars	Up to November	In December	Total
(I)	Supply of Material	0%	0%	0%
(III)	Design & Surveys	94 submitted of which 52 approved	12 submitted of which 2 approved	106 submitted of which 54 approved
(IV)	Installation Civil	0%	0%	0%
(IV)	Installation Mechanical	0%	0%	0%
(IV)	nstallation electrical	0%	0%	0%

**Table 7: Progress of Structures**

Cumulative Physical Progress	Up to Previous Month				Current Month				Total			
	Civil	Mech	Elec	SCADA	Civil	Mech	Elec	SCADA	Civil	Mech	Elec	SCADA
Structures												
Site mobilization & Soil investigations	65%	Not reqd	Not reqd	not reqd	0%	Not reqd	Not reqd	not reqd	65%	Not reqd	Not reqd	not reqd
Temporary Fence	100%	Not reqd	Not reqd	not reqd	0%	Not reqd	Not reqd	not reqd	100%	Not reqd	Not reqd	not reqd

**2. Grievance Redress Mechanism**

43. UWSCG has functioning GRC and mechanism for grievance redress established under the UWSCG Order No 196, dated October 30, 2018 (please see Annex No3) developed in compliance with the Article 8, paragraph 7 of the UWSCG Charter. Grievance Redress Commission (GRC) is established, fully functioning and provided with required administrative support by Project Implementing Units (PIU) through the entire project circle. The role and responsibility of the GRC is to accept claims and complaints, assess its validity, determine the scope of eventual impacts, and timely resolve the issue, including the claims regarding the compensation and maintain grievance redress mechanism as flexible and efficient mechanism to address and resolve the claims as raised during project planning and implementation period. UWSCG has established a three-phased (three-tiered) Grievance Redress Mechanism to be applied during processing the grievances submitted by project affected persons during the implementation for ADB funded projects.

1<sup>st</sup> phase: at the first phase of grievance redress, an authorized representative of Customers Relations Division/Customers Service Office of Regional Branch/Service Center of United Water Supply Company of Georgia, LLC, is to familiarize him/herself with the content of the complaint, register the complaint and submit it to GRC, which will review the submitted complaint within two weeks' time.

2<sup>nd</sup> Phase: in case the complaint is not resolved at the 1<sup>st</sup> Phase in two weeks' time, an interested party can address Commission established under Clause 5 of Order N196.

3<sup>rd</sup> Phase: An interested person is eligible to apply to ADB Resident Mission, in case the GRC fails to resolve problem raised in the complaint and grievance still remains unresolved after two-week time period since its official submission.

44. Temporary offices located at the construction sites keep the Grievance Log to allow aggrieved person file the claim right on spot.

45. Contact Details (telephone numbers and full names of persons in charge) and the daily hours for receiving phone calls of (Affected Person) APs and any interested person is included in the Information Leaflet and also displayed on Public Information Boards in the Local Service Centers and Municipalities within project affected area.

**Chiatura**

46. During the reporting period 4 complaints were registered (see table 8). The complaints were registered in Complaint Log according to approved procedures. One of the complaints, regarding unpaid

salaries were registered anonymously. 3 complaints were solved at the First Phase of grievance and redress mechanism. One complaint, about delayed wages was partially solved. The contractor still must pay 2 months due salaries to workers. The Engineer issued a letter of notification to the Contractor and Employer.

47. Grievance registration and record keeping procedures are responsibility of Girogi Chigladze, Social officer of construction Contractor. He initiates investigation process together with site engineers.

48. The team of investigators of the grievance is headed by the Engineer of Supervision Company, Kakha Kharebava (mobile: 599657575). If the issue cannot be solved at the site, social safeguard expert of the Supervision company, Ketevan Chubabria (mobile: 599986697) steps in a process and starts the procedures defined by GRC.

**Table 8: Registered complaints during the reporting period**

N	Date Received	ID/Complaints	Executed Action and Date	Justified/ Upheld Yes/No	Actions Completed Yes/No
1	02.07.2020	84 years old resident of village Navardzeti, which says that during the excavation, the Contractor damaged the roots of a walnut, which, after being damaged, leaned towards a residential building and poses a high risk of falling onto the house. The contractor demanded that the resident obtain permission to cut the tree, and only after issuing permission would start cutting the damaged tree.	Tree was cut safely 03.07.2020	yes	Yes
2	21.10.2020	16 families complained that they received unrealistically high fee for water use. The meters have some defects and they record wrong data. The problem is exacerbated by the fact that the meters are already sealed.  Below are the names of customers and the fee they received due to the wrong meter:  Konstantine Kapanadze – 487 Gel; Tamaz Kapanadze – 208 Gel; Natia Kipshidze – 175 Gel; Zurab Kevlishvili – 146 Gel; Murman Chubinidze – 196 Gel; Bezhan Kapanadze – 124 Gel; Amiran Machavariani – 114 Gel; Lamzira Abesadze – 100 Gel; Mamuka Menapidze – 98 Gel; Nora Modebadze – 96 Gel; Guram Chankvetadze – 80 Gel; Maia Chankvetadze – 66 Gel	The case has to be solved by the UWSCG. Residents did not pay the fee.	Yes	Yes

		Otar Chankvetadze – 64 Gel; Khampera Gvaladze – 63 Gel; Giorgi Mumladze – 64 Gel; Zurab Modebadze -94 Gel			
3	26.10.2020	There is an empty building in Avarioni, where lives only one internally displaced family, married couple with two underage children. The family is poor, lacking basic needs for living. They asked to include their apartment in the Project. The building locates in Sopromadze street but has no number as the building never was registered officially. The person raising the complaint is Jeiran Aslandia (husband). His mobile is: 598919793	Case was negotiated with the head of local UWSCG at the end of month October and got confirmation on inclusion of the family in the Project. The Engineer and Contractor were notified to add the family in customers' list.	Yes	Yes
4	18.11.2020	Akkord employees complained on salary delays anonymously. They said that all the workers have not received their salary since July 2020.	Unpaid debt partially paid off. Two months salaries remain unpaid.	Yes	Yes

### **Marneuli MAR-01 and MAR-02**

49. During the reporting period no complaints were registered under MAR-01 and MAR-02 sub-projects. The Engineer's social protection specialist regularly communicates with the local population.

#### **2.1. Consultation, Participation and Disclosure**

##### **Chiatura**

50. On 9th of September, 2020 public consultation of Avarioni and Safari residents was organized. The purpose of the event was familiarization of local community with the Project, namely, introducing the amendment N5 to the Project dated August 12, 2020, which aims construction of water supply system in Safari and Avarioni area and disclosure of Grievance and Readdress Mechanism.

51. Representatives of UWSCG visited the area, met with head of communities and informed them about the upcoming event, they also posted the announcement of the meeting at several locations

52. During the meeting local community was informed about to the purpose and status of the project the amendments to the project dated August 12, 2020, which will positively affect their households, namely, they will get 24-hours high quality water supply. Detailed information was given on Grievance Redress Mechanism; the rights of the stakeholders to speak up on their concerns and issues related to the project; the mechanism of registration of the complaints and steps of complaints investigations and resolutions. The minutes of the meeting, signed list of participants and photos are provided in Annex 3 of this report.

53. The community expressed their positive attitude towards the Project, they showed willingness to implement the project.

### **Marneuli (MAR-01) and (MAR-02)**

54. Due to the lockdown and restrictions related to COVID19 No meetings and events were arranged during the reporting period.

## **2.2. Changes in the project scope and adjusted safeguard measures**

55. COVID19 breakout negatively affected progress of the Project implementation, several cases of Corona virus have been registered within the employees during the reporting period. Fortunately, none of the cases was serious. Additional safeguard measures were implemented at all sites and these measures are described in paragraph 1.4.

## **2.3. Scope and Monitoring Requirements**

### **2.3.1 Scope of the Monitoring**

56. The scope of the monitoring includes:

- ✓ Review the grievance logs at Construction Contractors office and status of registered complaints;
- ✓ Review the grievance log at regional office of UWSCG and status of registered complains.
- ✓ Interviewing APs on effectiveness of social safeguard measures and grievance mechanism;
- ✓ Review a number of unregistered requests from APs and steps of cooperation made by Construction Contractor.
- ✓ Inspect environmental, health and safety and social performance of Construction Contractor;
- ✓ Review the trust of APs in the Construction Contractor;
- ✓ Review the measures implemented for grievance and redress awareness raising among stakeholders;
- ✓ Review the actions implemented for social safeguard;
- ✓ Identify the measures required for implementation of Grievance and Redress Mechanism and Social Safeguard program.
- ✓ Inspection status of LARPs implementation

57. The above multilayer procedures are divided between several responsible parties. Construction Manager of Construction Contractor is responsible for periodic monitoring of grievance registration and record keeping practice. Engineer of Construction Contractor tries to ensure to solve the issue onsite and monitor its implementation. He is also responsible for communication of planned activities with APs at least 2 days prior an entering a site.

58. Engineer of Supervision Company monitors implementation of actions assigned for remedy of grievances. He also communicates with residents and identifies their concerns and attitudes toward the Project.

59. Social Safeguard Expert of Supervision Company conducts regular monitoring off all above listed steps. During the site visits she interviews local residents on random bases and asks them about their satisfactions or concerns related to the Project. She reviews the status of grievances, number of closed and opened cases, identifies reason of pending issues and plans corresponding measures. She arranges

activities raising the Project awareness of residents. Representatives of local representatives of UWSCG have intensive communication with APs and are well informed on their concerns and issues. They time to time request for updates of grievance and redress procedures and activities. During the weekly Construction Meetings, all parties review the status of grievances. Discuss new complaints and identify the corresponding measures.

60. LARPs implementation process is obligation of UWSCG Resettlement Team and the process is almost finalized. Social safeguard Specialists of Engineer and Construction Contractor communicate with UWSCG Resettlement Team and checks the status of LARPs implementation in order to avoid complications with APs.

61. Monitoring activities covers inspection of occupational health and safety conditions of the workers at construction and camp sites. The conditions are checked, first of all, by HS staff of the Engineer and Social Safeguard Expert of the Engineer. The results of the monitoring are communicated with relevant personnel of Construction Contractor and measures are taken accordingly.

#### **2.4. Methodology of Monitoring**

62. The approach and methodology of monitoring includes:

- ✓ Desk review of data and compliance with legally binding requirements;
- ✓ Daily inspection of Environmental, Health and Safety performance of construction activities by HSE staff of the Engineer;
- ✓ Weekly inspection of social activities by Social expert of the Engineer;
- ✓ Interviewing complainers;
- ✓ Planned and random interview of APs, workers and other stakeholders;
- ✓ Inspection of status of close-out activities of the previous monitoring;
- ✓ Analyzing the information received from the inspections and the interviews;
- ✓ Planning corrective actions and assigning to appropriate personnel.

63. Guided by above listed methodologies, during the reporting period, Social Safeguard Specialist of the Engineer issued the following corrective measures and recommendations:

##### **Chiatura**

- ✓ There is an empty building in Avarioni, where lives only one internally displaced family, married couple with two underage children. The family is poor, lacking basic needs for living. We negotiated the case with the head of local UWSCG and got confirmation on inclusion of the family in the Project
- ✓ Observation revealed that the Contractor implements corrective actions, solves the problem and close the case, but fails to inform the Engineer and request for official closure of the complaint. Recommendation was given to close officially all cases; this means notifying the Engineer on implementation of corrective action and requesting from the Engineer the final inspection of cases.

##### **Marneuli (MAR-01 and MAR-02)**

- ✓ Notifications and recommendations given to the Contractor during the reporting period was mainly related to construction safety measures. These notifications are to: barricade excavations, provide ramps for crossing the excavated areas; provide lids to sewage wells; Increase the frequency of road cleaning; Provide sufficient equipment of cleaning (vehicle with brushes); Do not delay pavement of the road and restore the roads as soon as possible. These types of notifications are re-issued because observations are repeated at different locations.
- ✓ During the reporting period the Contractor was notified to provide grievance box at camp site and ensure keeping records of complaints. The issue was immediately solved.

Key performance indicators of the monitoring are:

### **Chiatura**

64. The percentage of registered and closed complaints (100% of complaints shall be registered; 100% shall be reviewed and investigated; more than 90% of complaints shall be closed).

65. During the reporting period 4 complaints were registered and 3 solved at the First Phase of Grievance and Redress Procedure, one complaint required involvement of the Engineer.

66. During implementation of construction activities residents regularly ask Construction Contractor to help them and implement certain activities. E.g. arrange accesses to residential houses, arrange secondary roads, gravel public gathering areas etc. Construction Contractor voluntary helps local communities. The percentage of construction staff informed on Code of Conduct of the company and trained on their rights and obligations (100% of staff shall be covered).

67. The interview of the construction staff revealed that all of them are aware on their right and obligations. The number of job-related trainings and awareness raising trainings

68. During the reporting period there was no need identified for job related training. Daily HSE induction takes place at construction site.

### **Marneuli MAR-01 and MAR-02**

69. During the reporting period the Engineer conducted site inspections 4-5 times per month and issued non-compliance reports with suggested corrective actions.

70. During implementation of construction activities local residents regularly ask Construction Contractor to help them and implement certain activities. E.g. arrange accesses to residential houses, arrange secondary roads, gravel public gathering areas etc. Construction Contractor voluntary helps local communities. The percentage of construction staff informed on Code of Conduct of the company and trained on their rights and obligations (100% of staff shall be covered).

71. The interview of the construction staff revealed that all of them are aware on their right and obligations. The number of job-related trainings and awareness raising trainings.

72. During the reporting period there was no need identified for job related training. Daily HSE induction takes place at construction site.

## **2.5. Limitations during the Monitoring**

73. Limitation of the monitoring program implemented during the reporting period was the lockdown caused by breakout of COVID 19.

## **3. Institutional Arrangements**

74. 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 on June 10, 2020 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:

75. Implementation Project Management Office (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;

76. 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.

77. 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.

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

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

#### **4. Conclusions and Next Steps**

80. Monitoring results concluded that the system works effectively, no modifications are required. Contractor Companies successfully implement all relevant measures required under the regulations issued by the Government of Georgia as a response to COVID19.

81. The project-affected 3 land parcels are still to be purchased under CHI-01 sub-project. Due to the fact that the bank is private commercial sector which does not conduct negotiations regarding credit liabilities and UWSCG does not have the legal right to pay the debt of the AP, the course of the process depends entirely on the time of repayment of the credit by the land owners.

82. The above mentioned land parcels, which represent the sanitary zone for the boreholes, will be implemented immediately after the owners of the land plots will fix the issues with regard to the existing obligations.

83. The process of land acquisition under MAR-01 sub-project has been initiated and registration of unregistered land parcels and negotiation with landowners has started, but UWSCG has received new technical proposal from CC regarding the relocation of the collector and pumping station on public road and government land, which is permanently under discussion, therefore, the LARP implementation process has been stopped until the final decision regarding the above mentioned technical proposal.

84. Semi-annual monitoring results showed compliance with ADB social safeguard standards and national legislations.

85. The plan for the next reporting period is to continue social safeguard supervision of ongoing construction activities, inspecting the status of follow-up actions and facilitate resolution of the problems in order to ensure prompt response to stakeholders' concerns and mitigate impacts of the Project to local community. Particular attention will be paid to timely closure of complaints and identification of areas for improvement. Implementing measures to combat the spread of COVID-19 will remain an area of priority.

# **Annexes**

## Annex 1: The Summary of Project Affected Land Parcels and Areas of Land Acquisition

### CHI-01 Project

Scope of Impact	No of parcels	Total area (sq.m.)	Area to be acquired (sq.m.)	Area remaining with AHs (sq.m.)
Full acquisition	16	19,381	19,381	<u>0</u>
Partial acquisition	58	114,625	19,200	95,425
Total	74	134,006	38,581	95,425

### MAR-01 Project

Scope of Impact	Nos of parcels	Total Area (sq. m)	Affected area (sq. m)	Area remaining under private possession (sq. m)	%
Partial acquisition of land parcel	14	12 171	2 165	10 006	17,8
Free of charge transfer of parcel from the State	1	1 640	1 640	0	100
Total	15	13 811	3 805	10 006	27.5

## Annex 2: Photos of COVID-19 Measures

### MAR-01 Project



Photo 1, 2: Information on precautionary measures and sanitary means in an office

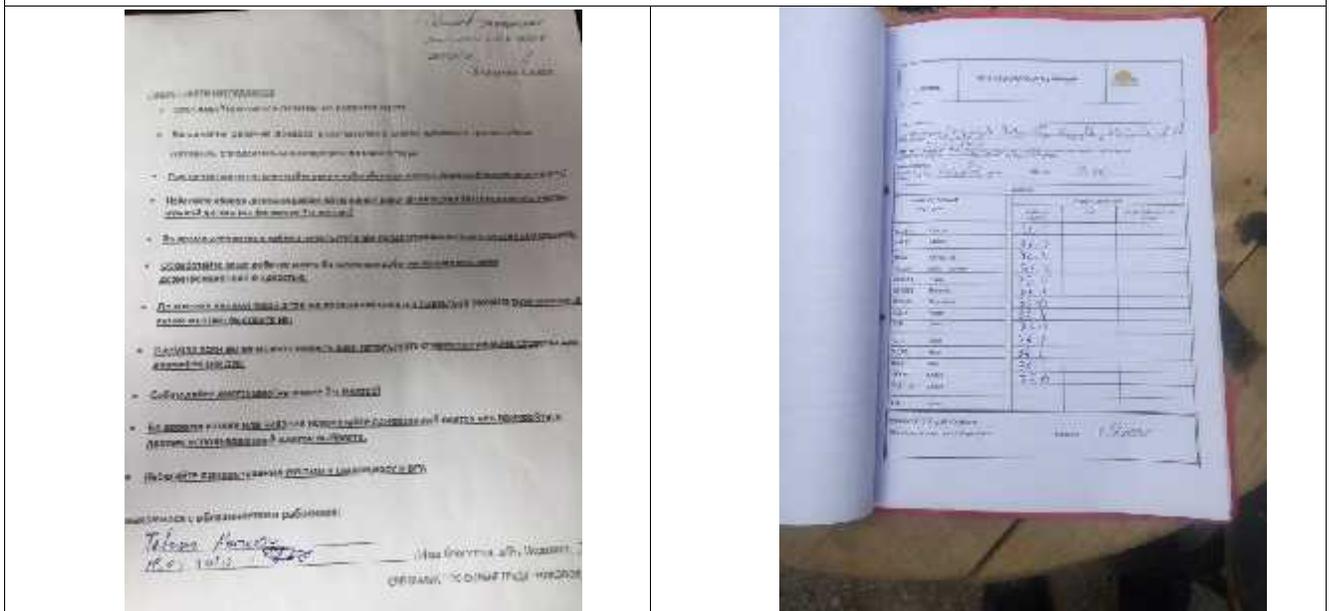


Photo 3: Instruction on COVID19

Photo 4: COVID19 safety log

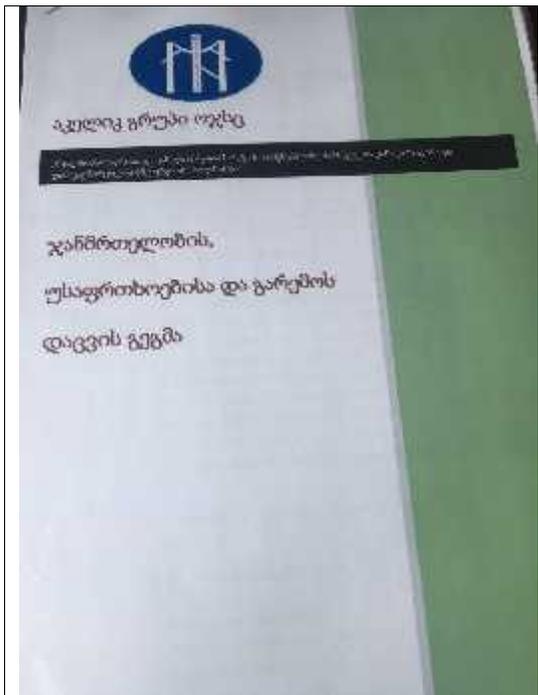


Photo 5: Environmental and occupational health safety plan

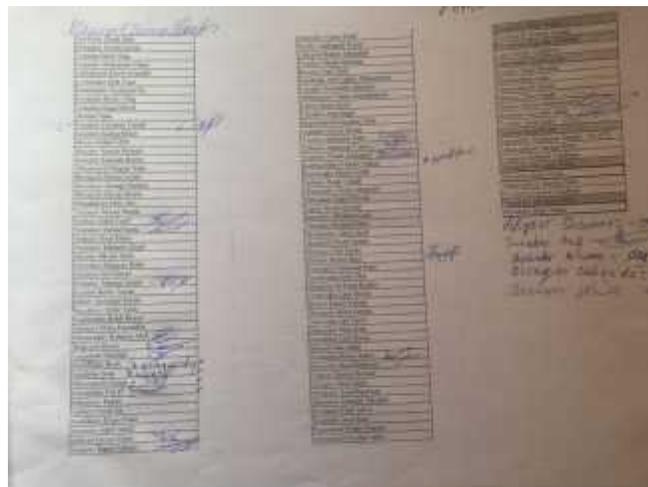


Photo 6: log on daily instructin on COVID 19

### CHI-01 Project



Photo 7: Hand sanitizer at the enterece of the officies



Photo 8: Information on precautionary measures

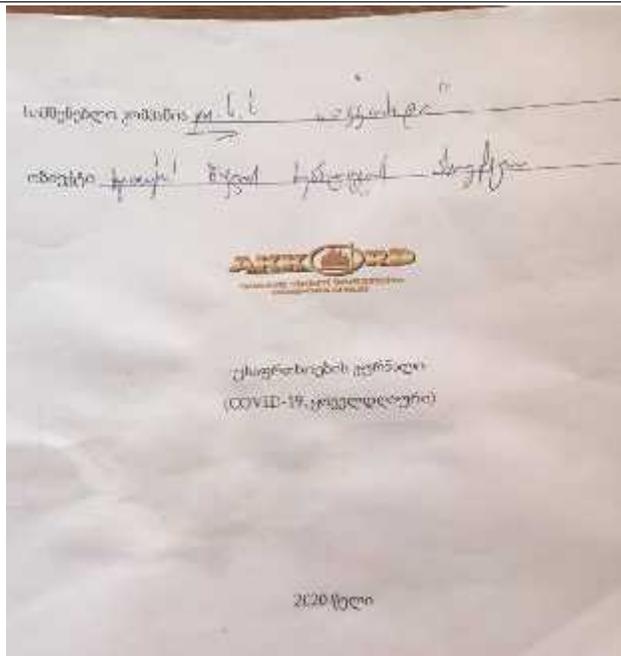


Photo 9 and 10: COVID19 safety log

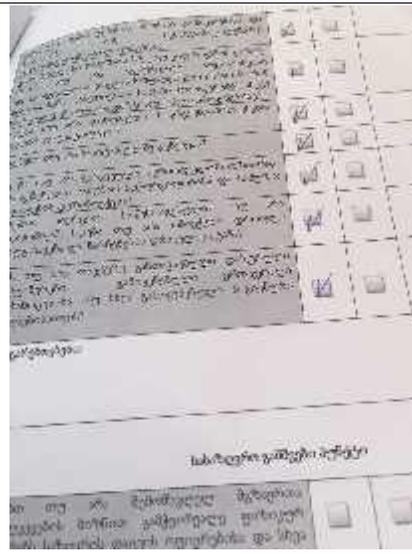
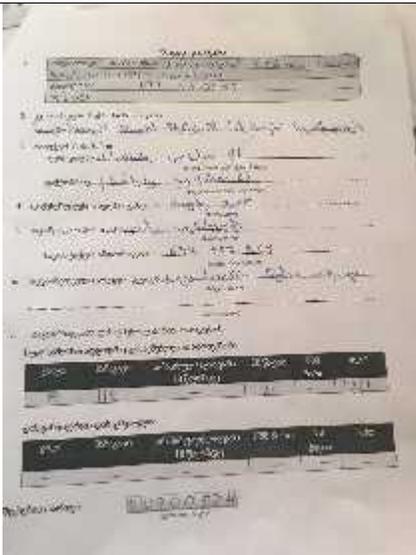


Photo 11 and 12: Evaluation form filled in by local inspection department



## **Annex 3: Minutes of Meeting, photos and the list of participants**

### **Minutes of meeting**

<b>Project:</b>	Construction Water Supply System of Chiaura CHI-01. Section-2 Area “Construction of water supply system for Avarioni and Safari areas”
<b>Subject:</b>	Introduction of the Project and Project related activities. GRM Disclosure
<b>Date-Time:</b>	2020/09/09 14:00 – 15:30 p.m.
<b>Location:</b>	Playground area of Safari and Avarioni area
<b>Issued:</b>	2020/09/13
<b>Attendance:</b>	See annex VI – Attendance list

### **Description of the event**

The event was planned one week prior the scheduled date. Organization process of the event was headed by the local staff of UWSCG. The residents of Safari and Avarioni were informed by different means of information. Representatives of UWSCG visited the area, met with head of communities and informed them about the upcoming event, they also posted the announcement of the meeting at several locations, mainly, at people gathering sites. The post implied the purpose of the meeting, time and location.

The event started at a scheduled time. Due to the COVID19 pandemic, organizers of the event avoided indoor meeting and for outdoor meeting playground area was chosen. The meeting was attended by representative of UWSCG, the Engineer, Construction Contractor, local municipality and community. The purpose of the meeting was informing to local communities on the progress of the Project, upcoming activities and disclosure of the GRM. Meeting was opened by Social Safeguard Specialist of the Engineer. She briefly introduced the audience to the purpose and status of the project and informed them about the amendments to the project dated August 12, 2020, which will positively affect their households, namely, they will get 24-hours high quality water supply. She also explained in details Grievance Redress Mechanism, highlighted the rights of the stakeholders to speak up on their concerns and issues related to the project; outlined the mechanism of registration of the complaints and steps of complaints investigations and resolutions.

UWSCG representatives spoke about the importance of the project for the development of the region and provided the community with technical details.

The community expressed their positive attitude towards the Project, they showed willingness to implement the project.

Local communities were provided with the Project presentations and the Bulletin, which contained brief information of the project and contact information of Project Staff responsible for communication with stakeholders.

### **Questions:**

Residents of Safara and Avarioni area asked the following questions:

1. When will the construction activities start?
2. When will the resident get water?
3. What will be the quality of water?
4. Will the result of upcoming election effect implementation of the Project?

5. Who are the persons in charge of communication with local residents?

**Answers:**

Questions of the residents were responded by representatives of UWSCG and the Engineer.

1. Implementation of the Area-2 Section will commence at the end of September, 2020.
2. In month February, 2021 the residents of Safara and Avarioni area will be supplied with 24-hours high quality water.
3. The quality of water will satisfy the requirements of local legislation of drinking water.
4. The project will be implemented and completed successfully, and the results of the upcoming elections will not have any impact on it.
5. Project staff working on social issues will be responsible for liaising with local communities, and their contact information are indicated in the bulletins that are distributed to you.

Photo material:



The list of participants

ჭიათურის წყალმომარაგების სისტემის მშენებლობის პროექტი  
 პატარაიძის და სოფრობადის უბნების წყალმომარაგების ქსელის მშენებლობა

Construction of Water Supply System in Chiatura (CHI-01)  
 Construction of Water Supply Network of Pataraidze and Sofromadze Area

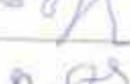
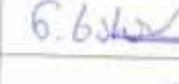
Public Consultations

9 სექტემბერი, 2020

სახელი, გვარი	საკონტაქტო ინფორმაცია	ხელმოწერა
ნათელა ნუციაძე	555-48-33-02	ნ. ნუციაძე
გიორგი ყოფხიძე	557-0081-0	გ. ყოფხიძე
ზაზუნა აბაშიძე	598 24 62 02	ზ. აბაშიძე
მარგარიტა ბიბილაძე	598-48-44-50	მ. ბიბილაძე
მარიამ სავანაძე	551-15-04	მ. სავანაძე
სვენტიანო ყობნაძე	599 21 42 29	ს. ყობნაძე
გიორგი დარჩი	551-200-472	გ. დარჩი
ნატალია ხახუნაძე	598-44-66-27	ნ. ხახუნაძე
სვენტიანო კვიციანი	598-55-48-84	ს. კვიციანი

სახელი, გვარი	საკონტაქტო ინფორმაცია	ბელონიერა
ამბერცო მდგომარე	599 10 79 98	J. M ✓
ქვინაძე გივი	558 48 06 25	X. <del>2</del>
ქვინაძე ვახტანგ	551 13 04 14	<del>3</del>
J. ლომიძე	595-194504) - 14	
<del>ქვინაძე</del>	598-709889	<del>2</del>
მ. მამულაძე	551 51 19 15	მ. მამულაძე
მ. გიგინეიძე	551 123072	მ. გიგინეიძე
გვირილაძე ვახტანგ	598-54.07.21	<del>3</del>
მამულაძე	555 807 384	მ. მამულაძე
მამულაძე	598 39 07 23	მ. მამულაძე
ქვინაძე ვახტანგ	571 081656	J. <del>2</del>
ქვინაძე	551-31-11-40	<del>3</del>

հանգրվան, քառակուսի	հաշվառման օրվան համար	նշանակում
1. Կարգավիճակ	551 70 48 00	դրամ Կարգավիճակ
2. Սևեռի	599 70 48 12	դրամ Սևեռի
3. Կապիտալ	551 69 77 84	ձեռք Կապիտալ
4. Կապիտալ	551 69 77 84	տեղ Կապիտալ
Գնումների հաշիվ	598 900 403	ժամկետ
Գնումների հաշիվ	598 55 33 21	Կ Գնում
Վաճառքների հաշիվ	598 94 07 50	Վաճառք
Քարգանդի հաշիվ	598 21 42 29	Քարգանդ
Մյուս հաշիվներ	551 12 68 72	մյուս
Կարգավիճակ	5 99 98 66 92	Կարգավիճակ
Որ Գնումներ	5 14 63 94 48	Որ Գնումներ
Սևեռի Կարգավիճակ	598 50 40 25	Սևեռի Կարգավիճակ
Կարգավիճակ	591 - 82 80	23. Կարգավիճակ
Քարգանդի հաշիվ	591 - 45 - 37 - 70	Քարգանդի հաշիվ

Անուն, ազգանուն	Ելակոչիչի ռեգիստրացիոն	Բջջմոմիցն
Արմ Հարությունյան	595 262 507	
ԱՆԴՐԵՒ ԳԱԻՈ	577 530 559	
Եմբո Նեմոյ	554 3344 14	
Լուկա Մուսիկյան	599 89 81 61	
Բյուրյան Եմբոյ	591 81 16 87	Ե. Եմբոյ 
Սյունի Եմբոյ	568 55 64 10	Ս. Եմբոյ 
Զ. Մուսիկյան	598-37-92-44	Զ. Մ. 
Եմբոյ Եմբոյ Լ/Տեղ Եմբոյ	555-32-74-10	Ե. Եմբոյ 
Միշտ Եմբոյ	594386839	Մ. Եմբոյ 
Եմբոյ Եմբոյ	598-26-24-89	Ե. Եմբոյ 
Եմբոյ Եմբոյ	577-08-37-45	Ե. Եմբոյ 
Եմբոյ Եմբոյ	577 61 02 76	Ե. Եմբոյ 
Եմբոյ Եմբոյ	577 61 51 50	Ե. Եմբոյ 