

Land Acquisition and Resettlement Due Diligence Report

Project No.: 43405-026

Georgia: Urban Services Improvement Investment Program, Tranche 4

Subproject: Construction of Sewage Collection and Waste Supply Systems in Gudauri (GUD-02)

Prepared for the Asian Development Bank (ADB)

By

“United Water Supply Company of Georgia” LLC

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This document is prepared by the “United Water Supply Company of Georgia” LLC for the Asian Development Bank in accordance to the Resettlement Framework requirement as described in ADB’s Safeguard Policy Statement (2009).

This Due Diligence Report is a document of the borrower. The views expressed herein do not necessarily represent those of ADB’s Board of Directors, Management, or staff, and may be preliminary in nature.

ABBREVIATIONS

ADB	-	Asian Development Bank
AP	-	Affected People
EMP	-	Environmental Management Plan
GRM	-	Grievance Redress Mechanism
IPMO	-	Investment Project Management Office
MRDI	-	Ministry of Regional Development and Infrastructure of Georgia
MFF	-	Multi tranche Financing Facility
NAPR	-	National Agency of Public Registry
RoW	-	Right of Way
UWSCG	-	United Water Supply Company of Georgia
WS	-	Water Supply System
WWTP	-	Waste Water Treatment Plan

Contents

ABBREVIATIONS	3
I. INTRODUCTION.....	5
A. Project Background	5
Reservoirs	7
Distribution Network.....	7
Table 2. Length of Design Network (first approach)	9
B. Objectives of the Due Diligence	9
C. Approach and Methodology	10
II. LAND ACQUISITION AND RESETTLEMENT IN THE PROJECT.....	11
A. Summary of Land Acquisition and Resettlement Impacts	11
B. Resettlement Policy and Provisions	13
III. GRIEVANCE REDRESS MECHANISM (GRM).....	14
Figure 4: AP gets queue registration number at Local Service center (on the example of Kutaisi Service Center)	14
IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION.....	16
Figure 5: Meeting with the representatives of hotel business in Gudauri.....	16
Figure 6: Photos of the meeting at United Water Supply Company of Georgia , June 28, 2017	17
Figure 8: Photos of meeting, 2 October 2019	19
V. CONCLUSIONS OF DUE DILIGENCE	25
ANNEX 1: LETTERS FROM THE NATIONAL AGENCY OF THE STATE PROPERTY UNDER THE MINISTRY OF ECONOMY AND SUSTAINABLE DEVELOPMENT OF GEORGIA AND MOUNTAIN RESORTS DEVELOPMENT COMPANY LLC	27
ANNEX 2: LAYOUT OF THE WATER SUPPLY AND SEWAGE PIPELINES.....	33
ANNEX 3: COMPLAINTS LOG.....	37
ANNEX 4: SIGNED LIST OF ATTENDANTS OF THE MEETING, 14 AUGUST 2019	38
ANNEX 5: GRM ORDER N196	39
ANNEX 6: INFORMATION LEAFLET N1 – PROJECT INFORMATION	41
ANNEX 7: INFORMATION LEAFLETS N1 – PROJECT IMPLEMENTATION	43
ANNEX 8. INFORMATIONAL LEAFLETS N3 – IMPORTANCE OF THE PROJECT	45
ANNEX 9. PUBLIC CONSULTATION MEETING ANNOUNCEMENT	46
ANNEX 10: SIGNED LIST OF CONSULTATION MEETING ATTENDEES	49
ANNEX 11: MINUTES OF CONSULTATION MEETING	52

I. INTRODUCTION

A. Project Background

1. It is proposed to improve the sewage collection and water supply system in Gudauri (GUD-02 sub-project) under the Asian Development Bank (ADB) funded Urban Services Improvement Investment Program (USIIP), Tranche 4.
2. The Contract No. UWSCG-ICB-GUD-02-2018 was signed on January 4, 2019 with construction company “China Nuclear Industry 23 Construction Co.” LTD (CNI23). Project completion date is April 2021. Supervision Company for USIIP/T4 is SAFEGE (France) with Engineering Solution LLC (Georgia).
3. 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.
4. 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.
5. Gudauri is a ski resort located on the south-facing plateau of the Greater Caucasus Mountain Range in Georgia. The resort is situated in the Stepantsminda District, along the Georgian Military Highway near the Cross Pass, at an elevation of 2,200 meters (7,200 ft.) above sea level with skiable area enjoying maximum exposure to the sun. Gudauri lies 120 km (75 mi) to the North of the capital Tbilisi. The resort offers high quality skiing opportunities. The ski season lasts from December to April.
6. One of the reasons for dissatisfaction of tourists in Gudauri is related to intermittent water supply and sanitation problems. This is one of the reasons also, that new hotels can’t work properly, which interrupts development of tourism in Gudauri.
7. Gudauri water supply and sanitation systems were built around 40 years ago, when the first big resort was constructed, called “Marco Polo”. There is one main collector, where hotels are connected.
8. Currently in Gudauri water is abstracted from surface water and drainages in two points.

From one point, 6 l/s is collected at 2370 meters above sea level. It comes by 200mm diameter with plastic pipe with length of 2 km. At second collection point, it joins with 400mm steel pipe with length of 3 km. Finally, by 300mm diameter steel pipe with the length of 850 m, it reaches to 500 cub.m reservoir. At that point, plus 34 l/s is reaching reservoir. In total, in the winter season, 40 l/s is entered in the reservoir. In summer, abstraction is around 80 l/s, but there is no as big consumption, as in winter.

9. From 500 cub.m reservoir, several pipes with different diameters are directly connected with hotels. Photos of existing reservoir in Gudauri is presented in the fig.1 below.

Figure 1. Existing Reservoir of Gudauri



10. Above mentioned pipes are not installed according to standards, acceptable depth is not ensured, in order to avoid freezing pipes and all internal water supply system. Customers are not metered, therefore, consumption of big amount of water doesn't effect on their water bill. Existing water supply Headworks, reservoirs and network in Gudauri is presented in the figure 2 below.

Figure 2: Existing Water Supply Headworks, Reservoirs and Network



11. Construction of Sewage Collection and Water Supply System in Gudauri sub-project, envisages implementation of the water supply system which include the construction of: reservoir; Transmission mains and distribution network and construction of sewage collection system in Gudauri.
12. The transmission mains and reservoirs connect the water source with the distribution network and ensure the constant supply of the network with sufficient pressure.

Reservoirs

13. There will be implemented construction of one new reservoir with the capacity of 1000 M³ under GUD-02. The proposed location of reservoir and network is proposed in Annex 2 of this report.

Distribution Network

14. There will be constructed new water supply distribution network, with around 40km length in Gudauri. The table 1 below shows the diameter and lengths of water pipes.

Table 1: New Distribution Network

Pipe Diameter (mm)	Pipe Length (m)
OD 25-75	1.425
OD 110	20.785
OD 160	7.855
OD 225	2.840
OD 250	4.830

15. The proposed GUD-02 sub-project involves the rehabilitation and construction of sewage collection system as well.
16. These characteristics correspond to a first approximation and will be defined more accurately during the detailed design phase. The design location of WWTPs, waste water network and Main collector is presented in Fig.3 below. Construction of WWTPs are part of GUD-03 sub-project of USIIP/T3, while construction of the sewage network will be implemented under USIIP/T4 under the Construction of Sewage Collection and Waste Supply Systems in Gudauri (GUD-02) sub-rproject.

Figure 3: Design Locations of WWTPs and Waste Water Network

17. The detailed design of the projected sewage network is being carried out from the results of the detailed topographical and cadastral survey of the entire project area. The new layouts for the sewage pipelines and the main collectors will not cross the private plots.
18. The tentative total length of the projected network will be 34730,95 m, but this estimation may be fine-tuned as the project design definition progresses. The table 2 below shows the diameter and lengths of sewerage pipes.

Table 2. Length of Design Network (Preliminary design)

Pipe Diameter (mm)	Length (m)
<225	25594,80
225	2632,34
250	4420,70
315	2083,11
Total	34730,95

19. This DDR is based on the preliminary design and will be subject to update later if design change will affect the social part of the project.
20. There should in fact be positive benefits through major improvements in quality of life for individual and overall public health once the water supply system and sewerage network is in operation. The project will stimulate economic growth, directly generate new job opportunities, 24 hours supply of the high quality drinking water and the wastewater good quality is a prerequisite for tourism development.

B. Objectives of the Due Diligence

21. The components of the GUD-02 subproject are described in Paragraph 11-18 above and are to be constructed on the land owned by UWSCG, Government or governmental organization Mountain Resorts Development Company LLC and public roads so there is no acquisition of Private Land and other private properties of the affected population (Please see Annex 1 – Letters from the Agency of the State Property under the Ministry of Economy and Sustainable Development of Georgia and Mountain Resorts Development Company LLC , about the permission for construction of pipes on the land plots). Since no household and other properties is to be affected by this subproject nor involuntary resettlement or displacement of the affected population is involved, hence this Due Diligence Report is prepared for this subproject.
22. As his DDRs confirms the pipeline will be constructed on state-owned lands, and there shall be no actual usage of those lands. This was verified in the field, as a result of site visits and visual inspection of land plots.
23. The primary objective of this DDR is to:
- Confirm the absence of LR impacts or necessity of preparing LARP
 - Identify the magnitude of impact on the land and to verify its status that whether private owned or used land is being affected. Type and extent of loss of land assets, loss of livelihood, loss of common property resources and its impact on social infrastructure is to be assessed.
 - Review preliminary information on potential land use, method of valuation of land, structure and other assets, eligibility criteria for availing benefits, baseline socio-economic characteristics, the

institutional arrangement for delivering the entitlements and mechanism for resolving grievances and monitoring.

- Review the existing Legal Framework based on which the property needs to be acquired and to compare that the ADB Safeguard Policy Statement-2009 designed by ADB to protect the rights of the affected persons and communities have been followed or not.

24. Public consultation and people's participation is the need of the sub-project. Institutional framework for the implementation of the GRM is part of this DDR.

C. Approach and Methodology

25. The proposed due diligence report is mainly prepared based on the field visits (please see chapter IV) and review of available project related documents and conduct reconnaissance to collect and assess the baseline conditions of the area. In particular, the following documents were reviewed:

-) Applicable laws and regulations of Georgia;
-) ADB Safeguard Policy Statement 2009;
-) Project IEE – 43 405 “Improvement of Gudauri Water Supply System ”;
-) Obligations/provisions contained in Contract No: UWSCG-ICB-GUD-02-2018,
-) Construction of Sewage Collector and Water Supply Systems in Gudauri;
-) Environmental Review and Assessment Framework (ERAF);
-) Resettlement Framework of USIIP
-) Other specific Environmental and Social Evaluations as applicable.

26. Regulatory review was conducted in order to understand the applicable legislation, regulatory frameworks and procedures.

27. Review of available data on land use and its ownership in the impacted subproject area was carried out. Clarifications on pending and unresolved issues was obtained. There were no limitations of data collected and all land title document were available There is also no population cultivating the proposed land for construction of Reservoir, well fields and water supply and sewage network.

28. In this Subproject no private property and household is being affected so only Group Consultation was held with community representatives and the local Government officials (Please see Fig.5,6,7,8 below - photos of meetings).

II. LAND ACQUISITION AND RESETTLEMENT IN THE PROJECT

A. Summary of Land Acquisition and Resettlement Impacts

29. The subproject components comprise of construction water supply and sewage collection systems in Gudauri, which include construction of one reservoir with the capacity of 1000m³, construction of transmission main and water supply network and construction of sewage collection system. More details about the planned activities under the GUD-02 sub-project are provided in the paragraph 11-18 and table 1,2 above.
30. As it was already mentioned all components of the GUD-02 sub-project will be constructed on land owned by the Government so there is no acquisition of Private Land and other private properties of the affected population nor involuntary resettlement or displacement of the affected population is involved.
31. The actual usage of state land has been verified in the field, as a result of site visits and visual inspection of land plots. The project area will be divided into sections/zones, before starting any construction works, social safeguard team of the project, including consultant on social issues of SC will conduct a meetings for the population living in the expected construction zone.
32. The details of land requirement for construction sewage network are provided in Table 3. The tentative total length of the projected network will be 34730,95m. The reservoir area is 3,148 square meters. The mentioned land is permanently affected as this is already existing network in the urban area of Gudauri. There will be temporary impact during the rehabilitation of network such as Nuisance/ disturbance of local population during the construction, but with proper implementation of mitigation measures all these disturbances will be easily corrected.

Table 3: Location and Ownership of Land Affected in Sub-project

N	¹ ZONE	Cadastral code	Owner	Note
1	ZONE 2	71.06.14.157	State land	Letter N5 / 36740 of the National Agency of State Property of June 28, 2018 (Please see Annex 1)
2		74.06.11.922	State land	Letter N5 / 36740 of the National Agency of State Property of June 28, 2018 (Please see Annex 1)

¹ The project area is divided into 5 zones, for identification of design and construction works

N	¹ZONE	Cadastral code	Owner	Note
3		74.06.14.031	State land	Letter N5 / 58912 of the National Agency for State Property of 04 October 2019 (Please see Annex 1)
4		74.06.11.923	State land	Letter N5 / 36740 of the National Agency of State Property of June 28, 2018 (Please see Annex 1)
5		74.06.12.651	State land	Letter N5 / 36740 of the National Agency of State Property of June 28, 2018 (Please see Annex 1)
6	ZONE 3	74.06.12.651	State land	Letter N5 / 36740 of the National Agency of State Property of June 28, 2018 (Please see Annex 1)
7		74.06.12.605	State land	Letter N5 / 36740 of the National Agency of State Property of June 28, 2018 (Please see Annex 1)
8	ZONE 4	74.06.12.556	Land owned by Mountain Resorts Development Company LLC	Letter N 01/904 of Mountain Resorts Development Company LLC of December 17, 2019 (Please see Annex 1)
9		74.06.12.455	Land owned by Mountain Resorts Development Company LLC	Letter N 01/904 of Mountain Resorts Development Company LLC of December 17, 2019 (Please see Annex 1)
10	ZONE 5	71.62.56.655	State land	Letter N5 / 36740 of the National Agency of State Property of June 28, 2018 (Please see Annex 1)

33. The scheme of water and sewer pipelines for the construction of a water supply and sewage network on state land, agreed with the State Property Agency under the Ministry of Economy and Sustainable Development of Georgia, is presented in Appendix 2 below.

B. Resettlement Policy and Provisions

34. The legal framework and principles adopted for addressing resettlement issues in the subproject have been guided by the Asian Development Bank SPS 2009 and the ²Resettlement Framework (RF) adopted for the USIIP.
35. The objectives of ADB's SPS (2009) with regard to involuntary resettlement are: (i) to avoid involuntary resettlement wherever possible; (ii) to minimize involuntary resettlement by exploring project and design alternatives; (iii) to enhance, or at least restore, the livelihoods of all displaced persons in real terms relative to pre-project levels; and (iv) to improve the standards of living of the displaced poor and other vulnerable groups.
36. The objective of the Resettlement Framework is to provide guidance in the preparation and implementation of land acquisition and resettlement (LAR) tasks for the projects under each tranche USIIP and to establish the necessary covenants to ensure this complies with the ADB's Safeguards Policy Statement (2009) and procedures for MFFs and relevant Georgian legislation. This RF sets out the procedures for the preparation of LAR tasks for projects under the Investment Program and sets the objectives, principles, compensation eligibility and entitlement criteria, legal and institutional frameworks, participation and consultation procedures and grievance redress mechanisms to be employed to compensate, resettle and rehabilitate the living standards of Affected Families (AF) and Affected Persons/People (AP.) RF also sets out the steps for preparing Resettlement Plans (RPs) in case they are needed.

² The link of disclosed RF - <https://www.adb.org/sites/default/files/project-document/62519/43405-01-geo-rfab.pdf>

III. GRIEVANCE REDRESS MECHANISM (GRM)

37. For the effective implementation of a GRM system under the USIIP, UWSCG issued special order (#122) on 30 April 2014 further replaced on October 2018 by Order # 196 (Annex 5) on the “Establishment of GRM within the Framework of the Asian Development Bank Funded Projects” signed by the head of UWSCG, that gives clear instructions to every involved stakeholder how to act when affected people are impacted by the project.
38. Any affected person can apply at a UWSCG local service centre (UWSCG has 53 service centers and 8 Regional Branches across Georgia, in different municipalities), in case of GUD-02 sub-project at Dusheti service center, through different ways, either by going to the service centre, sending a letter to the service centre, or calling a hotline. The operators of the service centre can respond by going directly to the affected person if they are disabled to get the written grievance from them. Than AP’s complaints are registered by the operator of the service center and AP get queue number (see figure 4 below).

Figure 4: AP gets queue registration number at Local Service center (on the example of Kutaisi Service Center)



39. 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 3) and submit to the contractor directly.
40. 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 3 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.
41. 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.
42. 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.
43. 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.
44. Heads of self-governing units be required to define a representative who is employed in local self-governance in the field of social matters.
45. 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.
46. By the end of 2019 several complaints took place under GUD-02 sub-project, more detailed information is provided in 74-78 below.

IV. INFORMATION DISCLOSURE, CONSULTATION, AND PARTICIPATION

47. Since 2017, numerous meetings have been held with local population and government officials within the GUD-02 sub-project. Project design was discussed during the meeting, all relevant aspects of project design, details of impact to private property was discussed with the local communities during these meetings.
48. A number of consultations were held under GUD-02 sub-project during the IEE preparation stage to capture the stakeholders' opinions about the project, and agree on the project activities.
49. Consultations have been carried out with the representatives of the Ministry of Environment and Natural Resources Protection of Georgia on 7 June 2017, namely the Agency of Protected Areas and Water Resources Division of Integrated Department of MoENRP of Georgia. Meetings were attended by the representatives of Agency of Protected Areas, SC/EPTISA, UWSCG/USIIP, ADB/Georgian Resident Mission and representatives of the Water Division.
50. Consultations were held in Gudauri with representatives of the hotel business development, on June 9, 2017. Photos of this meetings is presented in Figure 5 below.

Figure 5: Meeting with the representatives of hotel business in Gudauri



51. The Public Hearing was held in the UWSCG's conference hall, on June 28, 2017, at 13:00 pm inviting all internal and external stakeholders, such as representatives of the Gudauri Business community, the Eptisa supervisory company and representatives of UWSCG. The meetings were attended by more than 20 participants. Photos of this meeting is provided in the Figure 6 below:

Figure 6: Photos of the meeting at United Water Supply Company of Georgia , June 28, 2017



52. The dialog was made through informing communities about the proposed project and obtaining suggestions about the anticipated environmental impacts and developed mitigation measures and Grievance Regress Mechanism. Project objectives EMP and GRM was presented in Power Point presentation, by the USIIP environmental specialist Ms.Kate Chomakhidze. Hard copies of EMP and GRM translated in Georgian were distributed among participants. People were requested to give their opinions and suggestions about the proposed project. In addition, participants were provided with contact information of Environmental Specialist of USIIP and Supervision Company “Eptisa” for further suggestions and questions.
53. The stakeholders/consultation participants were informed that Contractors would develop a Banner with information on project objectives, activities, implementers, schedule of construction works, deadlines, contact information and logbooks for complaints and suggestions on each construction site.
54. As it was already mentioned above during the public consultations the GRM was discussed in details. Stakeholders were explained that GRM to be a continuous process that envisages a collaboration of the Implementation Agency with population during the entire project cycle.
55. Additional consultations were conducted with the local community as part of GUD-02 sub-project. One of these meetings was held on ³August 14, 2019. Consultations were attended by the representatives of the local community, UWSCG, Local service center, Local Government, as well as Construction Company - “China Nuclear Industry 23” and Supervision Companies EPTISA and SAFEGE. Signed list of

³ During the consultations with the local population on 14 August 2019, two sub-projects were discussed in parallel: GUD-02 and GUD-03, the latter will be implemented in the framework of USIIP/T3 and includes construction of five Waste Water Treatment Plants in Gudauri (4 WWTP) and one in the villages of Setureby. Both sub-projects will be implemented by one and the same Construction Company – “China Nuclear Industry 23”

participants from the local community is attached to this report (please see Annex 4). All relevant aspects of project design, including outline of the water supply and waste water network and sewage collector were discussed with the local communities in Village Seturebi. Participants were introduced with a Grievance Redress Mechanism and were given contact details of personal whom to address in case of need. In total, 30 members of the local community took part in the consultations, including 10 women and 20 men. . The photographs of the meeting are provided below:

Figure 7: Photos of meeting with local population, 14 August 2019



56. Additional consultation with the local population was conducted on October 2, 2019. Photos of this meeting is provided in the Figure 8 below.

Figure 8: Photos of meeting, 2 October 2019



57. During the above consultations it was noted that people are aware about the upcoming Project but despite this they were not aware of the extent of benefits proposed and the likely impacts of the Project on the local population. Additional information was provided to the local population regarding the benefits of the project, it was agreed that proposed sub-project will generate new job opportunities during the construction of the sewage collection and water supply network.

Meeting with Local Government

58. On December 25, 2019, a meeting was held with local authorities with the participation of the head of the municipality of Kazbegi, his deputy and other members of the

municipality. A meeting was held to discuss ongoing construction work as part of the GUD-02 and GUD-03 subprojects, as well as on planned activities under these projects. The representative of SC / SAFEGE provided local authorities with information on subprojects, including problems encountered during the implementation of the project.

59. It was agreed that, since there should in fact be positive benefits through major improvements in quality of life for individual and overall public health and the project will stimulate economic growth in both Gudauri and the village of Setureby, the local government will support the implementation of both projects and for its part will help solve the problems, if needed.

Meeting with local population

60. On December 25, 2019 meeting with local population was held in Gudauri by SAFEGE PA specialist and project director. During the meeting SAFEGE PA specialist introduced information about project. At the meeting, local population were able to express their attitudes and expectations about the project. Main objective of meeting was to make sure that affected population was provided with complete and updated information about the project progress, grievance commission, rehabilitation timelines and other information, also to find most effective channels for further communication.

Informational Leaflets and posters:

61. After meeting with Local Government and population, the following leaflets were developed and printed:
- Leaflet N1 (Annex 6) includes general information about the project and its timeline, it's importance and main objectives. This leaflet also contains information about UWSCG hotline and other contact details and information about the GRM.
 - Leaflet N2 (Annex 7) – includes information about project's Gender aspects and it's influence.
 - Leaflet N3 (Annex 8) – includes more general information about the GUD-03 sub-project.
62. All 3 above mentioned leaflets were distributed during public consultation Meeting on December 27 as well (please see para 59-61 below).
63. On December 25 in Guduri at local hotel's conference room opinion survey meeting with local population was held by Eptisas PA specialist and project director.
64. Public opinion survey was provided in form of focus group.
65. The main objective of the Public Opinion Survey was to identify: (1) how well the local population is informed about the current WWTP construction project, its activities, goals, timeframe and results. (2) what are expectations attitudes toward the project among local population and how they evaluate importance of the project; (3) identify issues on which the local population would like to receive more information as well as find out through which communication channels they would like to receive this information, (4) identify current challenges of the project among affected population;
66. The target group included households living in Gudauri and village Seturebi, also representative of local government and hotel.
67. During the meeting Etisas PA specialist introduced information about project. At the meeting, locals were able to express their attitudes and expectations about the project. Main objective of meeting was to make sure that affected population was provided with complete and updated information about the project progress, grievance commission,

rehabilitation timelines and other information, also to find most effective channels for further communication.

68. General findings:

- WWTP construction project is of a significant importance for the local population;
- Main concerns of population are connected to the private land crossing issues;
- Population lacks information about the project timeframes and its implementation process. Especially information how WWTP will work and what impact they will have to local population and Environment;
- Households want to receive information through brochures or consultation meetings with the population because this way they will be able to engage in discussion, ask questions and state points of views about the matter;

69. According received information first public consultation meeting was held in Gudauri and other activities were planned for next reporting period;

Public Consultation Meeting in Gudauri

70. On December 27, 2019 a Public Consultation meeting was held with the local population as part of (GUD-02) and (GUD-03) sub-projects in Village Sokuriani of Kazbegi Municipality at Construction Company's CAMP site. The main purpose of this meeting was to provide the local population with information about the Grievance Redress Mechanism under GUD-02 and GUD-03 sub-projects, to raise their awareness of project planned activities, as well as inform the local population about the importance of improvement of water supply and sanitation systems.

71. Before the meeting, a public consultation announcement was posted on the UWSCG website, and posters for the upcoming meeting were printed and distributed at the gathering places of the Gudauri community (Please see Annex 9).

72. Minutes of the Meeting and signed list of participants are provided in Annex 10 and Annex 11 of this report. Photos of the meeting is provided on the Figure 9 below.

Figure 9: Photos of Public Consultation Meeting, 27 December 2019





73. Meeting was attended by about 40 representatives (xx male and xx female), including local residents of the Gudauri and village Seturebi, local Municipality, UWSCG , Supervising Companies „EPTISA“ (USIIP/T3) and “SAFEGE” (USIIP/T4), Construction Company “China Nuclear Industry 23” and Georgia Resident Mission of ADB.

74. The meeting was opened by Ms. Gvantsa Lukava, responsible person on social issues for both sub-projects hired by SCs. She Introduced PwP presentation, which contained information about GUD-02 and GUD-03 sub-projects and GRM, as well as complaints discussed in frames of these projects.

75. Presentation was followed by open discussion, where attended population had a chance to ask the questions and receive comprehensive information on project related issues, brief answers were given by representatives of the UWSCG, SC and CC.

76. The main questions asked by the audience:

- Technical specifications of water treatment plants – smell, noise, Impact on population
- ⁴Location alternatives of WWTP No 5
- Employment of locals for construction and operation stage.
- Request of project drawings and information

77. During the meeting, Ms. Lida Seturidze complained about the location of WWTP No. 5 which will be constructed under USIIP/T3. No other complaints with regard to the GUD-02 sub-project was raised during the meeting.

78. Table 4 below presents list of Public Consultations and meetings carried out under GUD-02 and GUD-03 sub-project.

Table 4: List of Consultations Conducted during the Preparation of the IEE

No	Agency/ Location	Date of Consultation/Meetings	Comments
1	Ministry of Environment and Natural Resources Protection/Agency of Protected Area	June 7, 2017	
2	Water Resources Division, Integrated Department of MoENRP	June 7, 2017	
3	Local population, representatives of business community/Gudauri	June 9, 2017	Consultations were carried out with the representatives of the local business communities directly in Gudauri
4	Public Consultation/UWSCG Head Office in Tbilisi	June 28, 2017	
5	Public Consultations	August 14, 2019	Consultations were carried out with the Local community of Seturebi village
6	Public Meeting	October 2, 2019	Additional Consultations were carried out with the Local population of Seturebi village
7	Meeting with local population	December 25, 2019	Meeting was conducted by Social Expert of SCs/EPTISA/SAFEGE with local population

⁴ More Details of these case are provided in DDR for GUD-03 – Construction of WWTPs in Gudauri and ANNEX 11 – Minutes of the meeting, 17 December 2019.

8	Meeting with Local Authorities	December 25, 2019	Meeting was conducted by Social Expert of SCs with Local Authorities
9	Public Consultations	December 27, 2019	Public Consultations was held with local population and Local Authorities at Contractor's CAMP site

V. CONCLUSIONS OF DUE DILIGENCE

79. The present Due Diligence Report describes resettlement investigations of GUD-02 sub-project and focus on impact in terms of involuntary resettlement.
80. As a result of the review of available documents, plans and references it can be concluded that for construction of the sewage collection and water supply system in Gudauri no private land or household will be affected and will not to be acquired for the construction of the Project. There is also no population cultivating the proposed land for construction of Reservoir, well fields and water supply and sewage network. Therefore there is no involuntary resettlement involved in this subproject.
81. There will be impact only on UWSCG's Land as company's Land has already been identified for the construction of GUD-02 sub-project. Since no displacement will be there of the affected population so the the project does not envisage the livelihood issues.
82. . Summary of information regarding the complaints took place under the GUD-02 is provided below.
83. On October 23, Contractor carried out the excavation work for sewage trench from K185 to K197 in Zone4, while the work was stopped by four landowners (Badri Seturidze, Varazi Seturidze, Malxazi Seturidze, Badri Seturidze) who declared that pipeline from K185 to K189 is passing through their private lands and lands of other villagers, and Contractor would not be allowed to carry out any construction there – Minor correction in working drawings rectified the situation.
84. On October 24, a landowner (Iliia Tsamalaidze) of whom land the pipeline from K137 to K136 in Zone4 will pass through declared no allowance of any construction in his land - Excavation and pipe laying was close to registered land. Minor correction in working drawing rectified situation where pipe route was redirected into land plot owned by Mountain Resorts Development Company LLC.
85. On October 25, same problem happened to pipeline of K189 to K227 in Zone4, and one landowner would not allow Contractor's construction - Minor correction in working drawings rectified the situation where pipe route was redirected into land plot owned by Mountain Resorts Development Company LLC.
86. On October 25, Contractor carried out the setting-out work in village Qumliscikhe in Zone3, while the work was stopped by a villager (Giorgi Kasishauri), despite the fact that the land owned by the citizen was not affected by the project, the pipeline rout was on public road. Mr. Giorgi Kasishauri declared that this project has not been approved by the local villagers, and no construction in the village is allowed. – One of the manholes was close to a resident's window. Minor correction in working drawing rectified

situation where location of the manhole was shifted a bit further.

87. Information on progress of works envisaged by the project will be disseminated in affected communities, so the interested public will be informed and made aware of ongoing and planned construction works of the project.

88. As it was already mentioned above there is no involuntary resettlement involved in the GUD-02 sub-project, but construction water supply and sewage collection system will give long term benefits to local population. There should in fact be positive benefits through major improvements in quality of life for individual and overall public health once the water Supply and waste water systems are in operation. The project will stimulate economic growth, directly generate new job opportunities, improve river water quality and the treated wastewater and good quality of surface water is a prerequisite for tourism development.

5 ANNEX 1: LETTERS FROM THE NATIONAL AGENCY OF THE STATE PROPERTY UNDER THE MINISTRY OF ECONOMY AND SUSTAINABLE DEVELOPMENT OF GEORGIA AND MOUNTAIN RESORTS DEVELOPMENT COMPANY LLC

28 June 2018



KA021793500955116

**სახელმწიფო ქონების
ეროვნული სააგენტო**



**NATIONAL AGENCY
OF STATE PROPERTY**

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N5/36740

28 / ივნისი / 2018 წ.

შპს „საქართველოს გავრთიანებული წყალმომარაგების კომპანია“

ასტო: საქართველოს ეკონომიკისა და მდგრადი განვითარების სამინისტროს

ასლი: შპს „შოს კულტურების განვითარების კომპანია“-ს

ასლი: ვაზბგის მუნიციპალიტეტის მერიას

ასლი: დუშეთის მუნიციპალიტეტის მერიას

ასლი: სსიპ „ტექნიკური და საშენებლო ზედაშედეგულობის სააგენტოს“

სსიპ - სახელმწიფო ქონების ეროვნულ სააგენტოში შემოსული თქვენი 26.04.2018წ. N6070/1 (სააგენტოს რეგისტრაციის N52176/04, 17.05.2018წ.) წერილის პასუხად გაცნობებთ, რომ ყაზბგის მუნიციპალიტეტის მერიის 08.06.2018წ. N1117, დუშეთის მუნიციპალიტეტის მერიის 26.09.2018წ. N08/13937, საქართველოს ეკონომიკისა და მდგრადი განვითარების სამინისტროს 12.06.2018წ. N11/5399 და შპს „შოს კულტურების განვითარების კომპანია“-ს 14.06.2018წ. N01/331 წერილებით წარმოდგენილი პირობების გათვალისწინებით, სააგენტო, თავისი კომპეტენციის ფარგლებში, არ არის წინააღმდეგი, დაბა გუდაურის წყალმომარაგებისა და წყალარინების ქსელის რეაბილიტაცია/შემკეთების პროექტის განხორციელების მიზნად, ვაზბგის და დუშეთის მუნიციპალიტეტების ტერიტორიაზე მდებარე, სახელმწიფო საკუთრებაში არსებული მიწის ნაკვეთების (ს/კ N74.06.11.935; N74.06.11.922; N74.06.11.923; N74.06.11.874; N74.06.11.939; N74.06.11.940; N74.06.12.528; N74.06.11.824; N74.06.12.558; N71.62.56.834; N71.62.56.655; N71.62.58.586 და N71.62.58.587 ნიშნით N71.62.58.564) აკეთილ, წარმოდგენილი პრექტის მისედეგით განხორციელოთ დაბა გუდაურის წყალმომარაგებისა და წყალარინების სისტემების განთავსება უსაფრთხოების ნორმების და საქართველოს ეკონომიკისა და მდგრადი განვითარების სამინისტროს 12.06.2018წ. N11/5399 და შპს „შოს კულტურების განვითარების კომპანია“-ს 14.06.2018წ. N01/331 წერილებით წარმოდგენილი პირობების სრული დაცვით, ასევე იმ პირობით, რომ შესაჯურის შიშის შემთხვევაში ერთი თვის ვადაში კომპანიის ხარჯებით გადატანა იქნება ბაზოვანი ნაკვეთი.

ამასთან გაცნობებთ, რომ ზემოაღნიშნული ქმედების განხორციელების შედეგად სახელმწიფოს არ უნდა წარმოემშვას რაიმე სახის ვალდებულება, შიანი არ უნდა შეადგეს სახელმწიფოს, არ უნდა განხორციელდეს საპროექტო ტერიტორიაზე განთავსებული სტრუქტურების, ასეთის არსებობის შემთხვევაში და წყალმომარაგებისა და წყალარინების სისტემების განთავსების საშუალების დამთავრებისთანავე მერის ნაკვეთებზე მოყვანილი უნდა იქნას პირვანდელ მდგომარეობაში.

წერილთან ერთად გიგზავნით შემოსხმებულ კორესპონდენციას.

დანართი: 5 ფურცელი

სსიპ-სახელმწიფო ქონების ეროვნული სააგენტოს თავმჯდომარე

ეკატერინე ხისაური

55 The English version of the letter is presented below

National Agency of State Property**N 5/36740****28/June/2018**

To: United Water Supply Company of Georgia, LLC
Copy: Ministry of Economy and Sustainable Development of Georgia
Copy: Mountain Resorts Development Company, LLC;
Copy: City Hall of Kazbegi Municipality;
Copy: City Hall of Dusheti Municipality;
Copy: Technical and Construction Supervision Agency, LLC

Reference is made to your letter N6070/1 dated 26.04.2018 (Agency's registration N52176/04, 17.05.2018), to Kazbegi Municipality City Hall's Letter N 1117, dated 08.06.2018, Dusheti Municipality City Hall's Letter N08/13937 dated 26.09.2018, Letter N11/5399 dated 12.06.2018, of Ministry of Economy and Sustainable Development of Georgia, and letter N01/331 dated 14.06.2018 of Mountain Resorts Development Company, LLC. Bearing in mind the abovementioned letters, the Agency, within its purview, does not object to placing water and wastewater systems to be constructed under Construction/Rehabilitation of Gudauri Town's Water and Wastewater Systems Project in the state-owned land plots (cadastral codes: N74.06.11.935; N74.06.11.922; N74.06.11.923; N74.06.11.874; N74.06.11.939; N74.06.11.940; N74.06.12.528; N74.06.11.824; N74.06.12.559; N71.62.56.834; N71.62.56.655; N71.62.58.586 and N71.62.58.587 – previous code N71.62.58.564) in accordance with the safety norms and in full compliance with the conditions stated in the letter N11/5399 dated 12.06.2018 of Ministry of Economy and Sustainable Development of Georgia and in the letter N01/331 dated 14.06.2018 of the Mountain Resorts Development Company, LLC; as well as, on the condition that should the owner request it, the Company will relocate the linear structures at its own costs in a month.

In addition, please note that completion of the abovementioned activities should not cause any kind of obligation for the State, damage the State; the trees in the design territory should not be cut, if any; and upon the completion of placement of the water and wastewater systems, land plots should be reinstated to original condition.

Head, National Agency of State Property
Ekaterine Sisauri

4 October 2018



სახელმწიფო ქონების
ეროვნული სააგენტო



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N5/58912

04 / ოქტომბერი / 2019 წ.

შპს "საქართველოს გაერთიანებული წყალმომარაგების კომპანია"

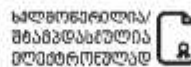
ასლი: სსიპ „ტექნიკური და სამშენებლო ზედამხედველობის სააგენტოს“

სსიპ - სახელმწიფო ქონების ეროვნულ სააგენტოში შემოსული თქვენი 26.08.2019წ. N:1298/1 წერილის პასუხად, გაცნობებთ, რომ ნებართვის გამცემი შესაბამისი უწყებების თანხმობის შემთხვევაში და შპს „შთის კურორტების განვითარების კომპანიის“ 06.09.2019წ. N01/616 წერილით წარმოდგენილი პოზიციის და პირობების გათვალისწინებით, სააგენტო, თავისი კომპეტენციის ფარგლებში, არ არის წინააღმდეგი, დაბა გუდაურის წყალარინებისა და წყალმომარაგების სისტემის გაუმჯობესების პროექტის (GUD-02; GUD-03) ფარგლებში, რომელიც ითვალისწინებს ჩამდინარე წყლების გამწმენდი ნაგებობების მშენებლობას, ყაზბეგის მუნიციპალიტეტში, სახელმწიფო საკუთრებაში არსებული მიწის ნაკვეთების (ს/კ 74.06.14.031, 74.06.11.922) კვეთით, წარმოდგენილი პროექტის მიხედვით განახორციელოთ წყალმომარაგებისა და წყალარინების მიღების განთავსება უსაფრთხოების ნორმების სრული დაცვით.

ამასთან გაცნობებთ, რომ ზემოაღნიშნული ქმედების განხორციელების შედეგად სახელმწიფოს არ უნდა წარმოეშვას რაიმე სახის ვალდებულება. ზიანი არ უნდა მოადგეს სახელმწიფო ქონებას და სამუშაოების დამთავრებისთანავე მიწის ნაკვეთი მოყვანილი უნდა იქნას პირვანდელ მდგომარეობაში.

აქვე გაცნობებთ, რომ N74.06.12.430 საკადასტრო კოდიით რეგისტრირებულ მიწის ნაკვეთთან დაკავშირებით უნდა მიმართოთ შპს „შთის კურორტების განვითარების კომპანიას“, ვინაიდან აღნიშნული ქონება წარმოადგენს კომპანიის საკუთრებას.

სსიპ-სახელმწიფო ქონების ეროვნული
სააგენტოს თავმჯდომარე



გორგი დუგლაძე

⁶ The English version of the letter is presented below

National Agency of State Property**N 5/58912****04/October/2019**

To: United Water Supply Company of Georgia, LLC;
Copy: Technical and Construction Supervision Agency, LEPL;

In reference to your letter N11298/1 dated 26.08.2019, please be informed that should there be consent of the body issuing the permit and should the position and conditions of Mountain Resorts Development Company, LLC, expressed in Letter N01/616 dated 06.09.2019 be fully complied with, the Agency, within its purview, does not object to placing water and wastewater pipes under Gudauri Town's Water and Wastewater Systems Improvement Project (GUD-02; DUG-03) (which also envisages the construction of Wastewater Treatment Plant in Kazbegi Municipality) by crossing the state-owned land plots (Cadastral Code 74.06.14.031, 74.06.11.922) in Kazbegi Municipality and by observing the safety norms.

In addition, please note that the completion of the abovementioned activities should not cause any obligation for the State, damage the State property and upon completion of the works, the land plot should be reinstated to its original state.

Furthermore, as for the land plot with cadastral code N74.06.12.436, please refer to Mountain Resorts Development Company, since this land plot belongs to that Company.

Head, National Agency of State Property
Giorgi Dugladze



N 01/904
17/12/2019

904-02-2-201912171532



შ.პ.ს. „საქართველოს გაერთიანებული წყალმომარაგების კომპანია“

დირექტორის მოვალეობის შემსრულებელს

ბატონ ზაზა სინარულიძეს

ბატონო ზაზა,

თქვენი 2019 წლის 02 დეკემბრის N 17205/1 წერილის მასუხად გაცნობებთ, რომ შ.პ.ს. „შთის კურორტების განვითარების კომპანია“-ში განხილული იქნა თქვენი წერილი, რომლითაც ხორციელდება ადამა გუდაურის წყალმომარაგების და წყალარინების სისტემის მშენებლობა/რეაბილიტაციის პროექტი“ (GUD 02, GUD 02). სადაც მიწის ნაკვეთების (ს/კ 74.06.12.556 და ს/კ 74.06.12.455) უძრავ ქონებაზე გათვალისწინებულია საპროექტო წყალარინების D=200 მმ. სისტემის მოწყობა.

გაცნობებთ, რომ შ.პ.ს. „შთის კურორტების განვითარების კომპანია“, წინააღმდეგი არაა ზემოაღნიშნული პროექტის განხორციელებაზე იმ შემთხვევაში, თუ საშუალების დასრულების შემდეგ ტერიტორია დაუბრუნდება პირვანდელ სახეს.

პატივისცემით,

ირაკლი ქლენტი

კომპანიის დირექტორის პირველი მოადგილე
შპს „შთის კურორტების განვითარების კომპანია“

Mountain Resort Development Company**N01/904****17/12/2019**

To: Zaza Sikharulidze, Acting Director of United Water Supply Company of Georgia.

Mr. Zaza,

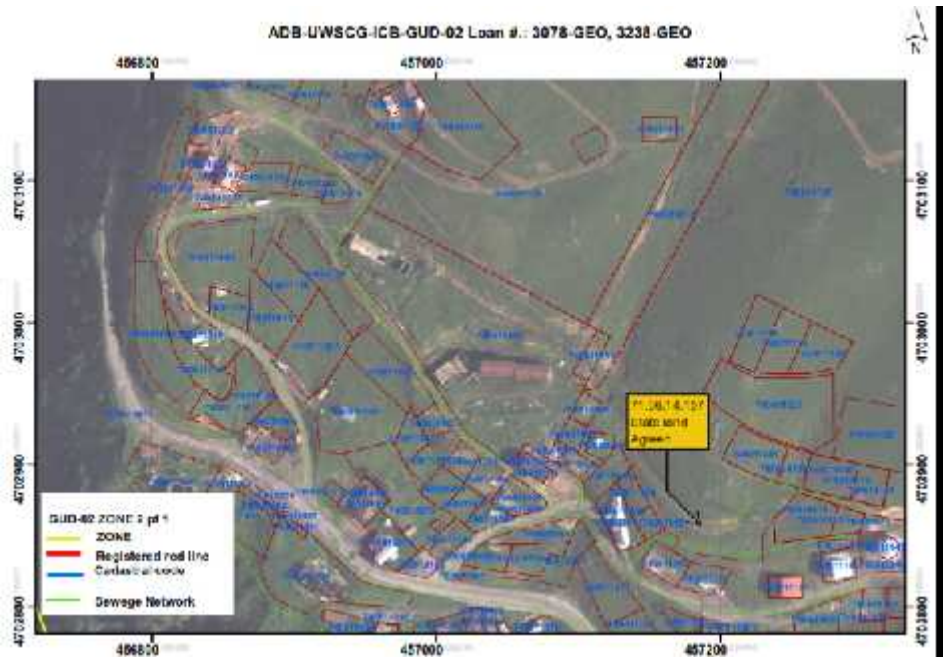
In reference to your letter N17205/1 dated December 02, 2019, the Mountain Resort Development Company has reviewed your letter where there is mentioned that Construction/Rehabilitation of Gudauri Town's Water and Wastewater System (GUD-02, GUD-03) is ongoing. The project envisages placement of wastewater system (D=200 mm) on the private land plot (cadastral code 74.06.12.556 and 74.06.12.455).

Please be informed that Mountain Resort Development Company does not object to implementing the abovementioned project provided that the territory will be reinstated to its original state upon the completion of the works.

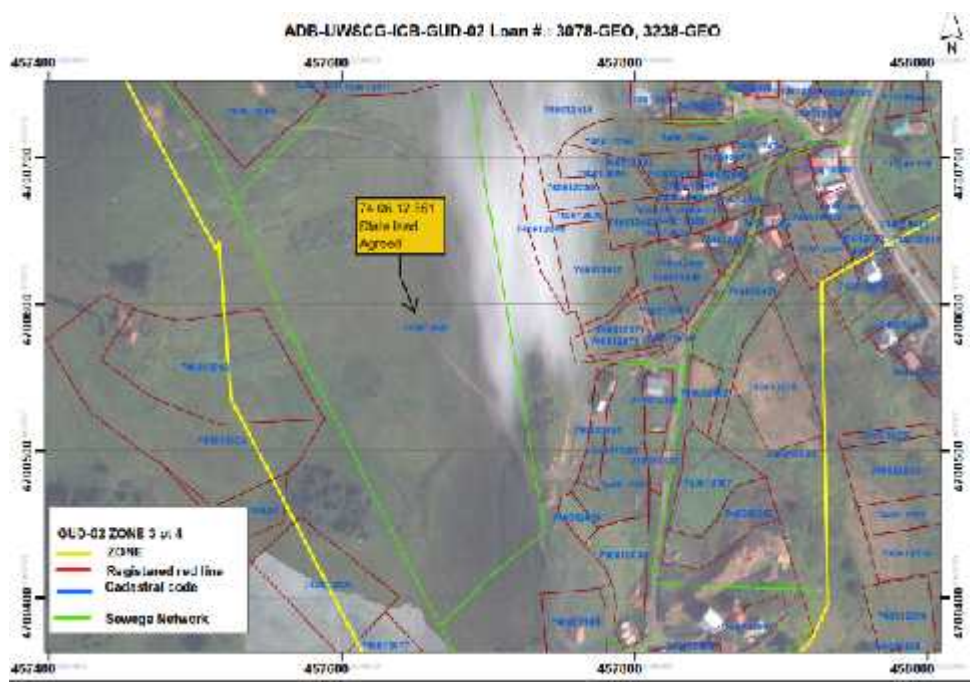
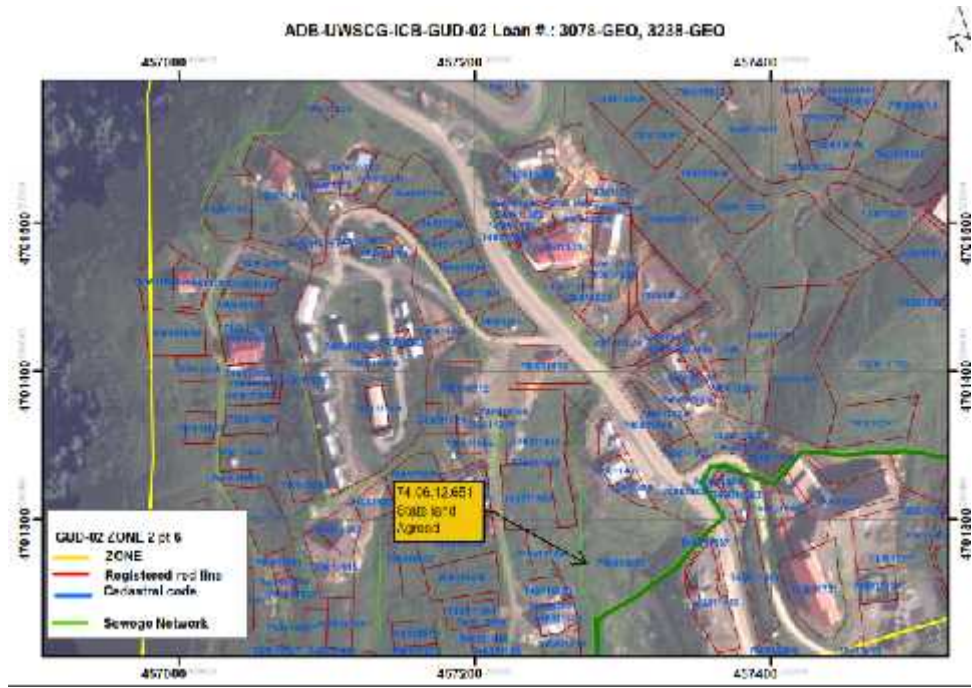
Sincerely,

The First Deputy Head of the Mountain Resort Development Company,
Irakli Zhgenti

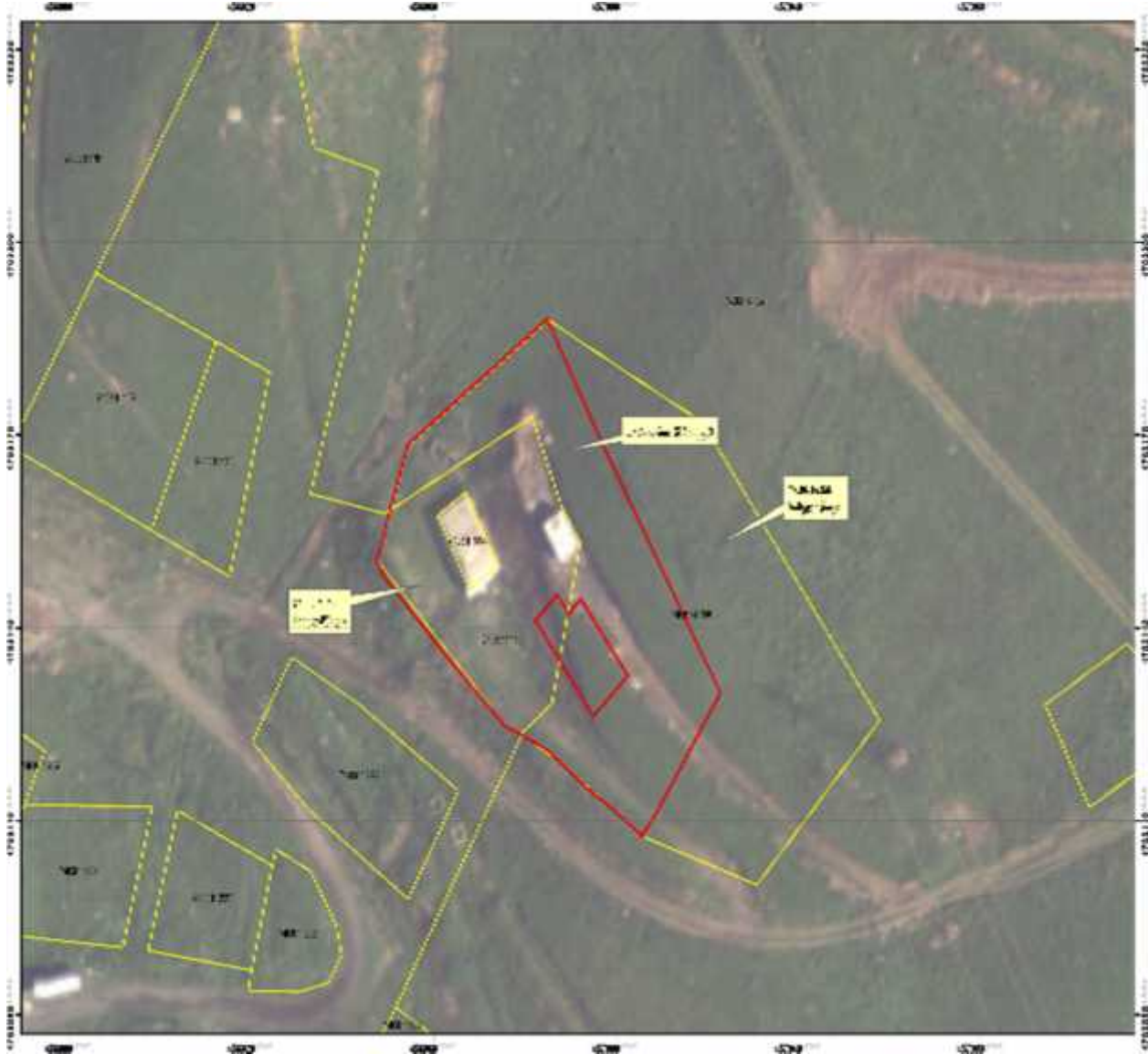
ANNEX 2: LAYOUT OF THE WATER SUPPLY AND SEWAGE PIPELINES







LOCATION OF RESERVOIR UNDER GUD-02 SUB-PROJECT



ANNEX 3: COMPLAINTS LOG

COMPLAINTS LOG
საჩივრების რეგისტრაცია

ნომერი	Date / Location თარიღი/მდებარეობა	Complainant/ Date of Contact მოსაჩივრე/საკონტაქტო დეტალები	Details of Complaint საჩივრის შინაარსი	Investigation / Mitigation Action პრობლემის შესწავლა /შემარბილებელი ღონისძიებები	Resolution Status* პრობლემის გადაწყვეტის სტატუსი

*Open or Closed (If closed include date)

Filed by PIU Environment Specialist: _____

Date: _____

ANNEX 4: SIGNED LIST OF ATTENDANTS OF THE MEETING, 14 AUGUST 2019

Եռալսյան Կապիտալ Գրասենյակի և
Գրասենյակի Կապիտալ Գրասենյակի

Եռալսյան Գրասենյակ
14 օգոստոս 2019

Անուն, փառ	Կապիտալ Գրասենյակի հեռախոս	Ստորագրություն
Կապիտալ Գրասենյակ	558 28 11 28	Կապիտալ
Կապիտալ Գրասենյակ	579 12 92 02	Կապիտալ
Կապիտալ Գրասենյակ	593 507 100	Կապիտալ
Քաղաքացիական ծառայության մարմին	558 710-440	Ստորագրություն
Կապիտալ Գրասենյակ	599 97 57 10	Ստորագրություն
Գրասենյակի ծառայություն	555-96-97-78	Գրասենյակ
Գրասենյակի ծառայություն	555-60-09-50	Գրասենյակ
Կապիտալ Գրասենյակ	592031300	
Կապիտալ Գրասենյակ	598 448 447	Կապիտալ

ANNEX 5: GRM ORDER N196, 30 October 2018

United Water Supply Company of Georgia, LLC

Order #196

Tbilisi

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

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

1. Three-stage Grievance Redress Mechanism be approved to redress grievances submitted by project affected people (hereinafter the individual concerned) during the implementation of projects financed by the Asian Development Bank.

2. At first stage of grievance redress, an authorized representative of Customers Relations Division/Customers Service Office of local Service Center/Regional Branch of United Water Supply Company of Georgia, LLC, be obliged to familiarize himself/herself with the content of the complaint, to register the complaint in the form approved by Annex #1 of this Order and to submit it to Grievance Redress Committee (hereinafter the Committee), which will consider the submitted complaint within the two weeks period.

3. The Committee envisaged by the Point 2 of the Order be approved with the following composition:

- a) Head (Regional Branch Manager/Service Center Director) of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Chairman;
- b) Representative of Projects Management Department of United Water Supply Company of Georgia, LLC – Committee Member;
- c) Representative of Environmental Protection and Permits Department of United Water Supply company of Georgia, LLC – Committee Member;
- d) Representative of construction company implementing project/subproject – Committee Member;
- e) Representative of supervision company of project/subproject – Committee Member;
- f) Representative/Commissioner of the respective municipality – Committee Member;
- g) Environmental Specialist of the Asian Development Bank Program – Committee Member;
- h) Representative of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Secretary.

4. In case the problem raised in the complaint is not solved within the two weeks periods at the first stage of grievance redress, the individual concern can address the Committee established by Point 5 of this Order, which will make decision within two weeks period after it receives the complaint approved by Annex #1 of this Order.

5. To promptly and effectively review and solve the complaint of the individual concerned, the Grievance Redress Commission (hereinafter the Commission) be established with the following composition:

- a) Director of United Water Supply Company of Georgia, LLC – Commission Chairman;
- b) Deputy Director on Technical Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- c) Deputy Director on Financial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- d) Deputy Director on Commercial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- e) Head of Legal Department of United Water Supply Company of Georgia, LLC – Commission Member;
- f) Head of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Member;
- g) Head of Communications Office of Director's Apparatus of United Water Supply Company of Georgia, LLC – Commission Member;
- h) Head of Projects Management Department of United Water Supply Company of Georgia, LLC –

Commission Member;

i) Head of Construction Supervision Department of United Water Supply Company of Georgia, LLC – Commission Member;

j) Representative of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Secretary.

6. Heads of self-governing units be required to define a representative envisaged by the Sub-point “f” of Point 3 of this Order, who is employed in local self-governance in the field of social matters.

7. In case the problem raised in the complaint is not solved within two weeks at the second stage of grievance redress, the individual concerned can address the Permanent Representative of the Asian Development Bank to Georgia at the following address: Tbilisi, #1, G. Tabidze Street, Tel: +995 32 225 06 19.

8. Order #122 dated April 30, 2014, On Grievance Redress Mechanism under projects financed by the Asian Development Bank, of Director of United Water Supply Company of Georgia, LLC, be declared null and void.

9. Records Keeping Office of Administrative Department of the Company be charged with distribution of this Order among the territorial units.

10. The Order take effect upon signature.

ANNEX 6: INFORMATION LEAFLET N1 – PROJECT INFORMATION



საქართველოს გაერთიანებული წყალმომარაგების კომპანია
 წყალმომარაგების კომპანია
 UNITED WATER SUPPLY COMPANY OF GEORGIA

საქართველოს გაერთიანებული წყალმომარაგების კომპანია აზიის განვითარების ბანკის დაფინანსებით ახორციელებს „დაბა გუდაურის წყალმომარაგებისა და წყალარინების სისტემების გაუმჯობესების“ (GUD-02) და

„ჩამდინარე წყლების გამწმენდი ნაგებობების მშენებლობის“ (GUD-03) პროექტებს, რომელთა ფარგლებშიც დაბა გუდაურის და სოფელი სეთურების წყალმომარაგებისა და წყალარინების სისტემით უზრუნველყოფის მიზნით განხორციელდება:

- წყალმომარაგებისა და წყალარინების ქსელების სრული რეაბილიტაცია/მშენებლობა;
- დამატებით სამი ერთეული ჭაბურღილის მშენებლობა;
- ახალი 500m³ მოცულობის რეზერვუარის მშენებლობა;
- ხუთი ერთეული ჩამდინარე წყლების გამწმენდი ნაგებობის მშენებლობა.

სამშენებლო სამუშაოების შედეგად წარმოქმნილ გარემოს დაცვით, განსახლების და უსაფრთხოების საკითხების შემთხვევაში მოსახლეობისთვის პრობლემურ საკითხებზე სათანადო რეაგირების მოხდენის მიზნით შექმნილია სამ ეტაპიანი საჩივრების განხილვის მექანიზმის სისტემა.

- **პირველი ეტაპი** - პროექტის ზემოქმედების ქვეშ მყოფი მოსახლეობა მიმართავს საქართველოს გაერთიანებული წყალმომარაგების კომპანიის ადგილობრივ სერვის-ცენტრს და საჩივრების განხილვის პროცესში ერთვება საჩივრების განხილვის კომიტეტი; მოცემულ ეტაპზე საჩივრების დაფიქსირება შესაძლებელია, როგორც მშენებელი კომპანიის “China Nuclear Industry 23 Construction Co” საქმიანი ეზოს ტერიტორიაზე - საკონტაქტო პირი: ალექსანდრე მჭედლიშვილი, საკონტაქტო ნომერი: 574 02 77 33, ასევე შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანიის“ მცხეთა მთიანეთის რეგიონული ფილიალის ოფისში - საკონტაქტო პირი: ნანი ჟიჟიაშვილი, საკონტაქტო ნომერი: 577 38 01 12.
- **მეორე ეტაპი** - საჩივრის განხილვის პირველ ეტაპზე საჩივარში წარმოდგენილი პრობლემის ორი კვირის ვადაში გადაუჭრელობის შემთხვევაში, დაინტერესებული პირის საჩივარი ეგზავნება საჩივრების განხილვის კომისიას, რომელიც გადაწყვეტილებას იღებს განცხადების რეგისტრაციიდან ორი კვირის ვადაში;
- **მესამე ეტაპი** - ზემოქმედების ქვეშ მყოფი მოსახლეობა მიმართავს აზიის განვითარების ბანკის მუდმივ წარმომადგენლობას საქართველოში, თბილისში, იმ შემთხვევაში თუ პირველ და მეორე ეტაპს არ მოჰყვა შედეგი;

სხვა საჩივრები

სამშენებლო სამუშაოების მიმდინარეობისას წარმოქმნილი შეფერხებების, გამანაწილებელ თუ მაგისტრალურ წყალსადენზე წარმოქმნილი დაზიანების, გამორჩენილი დაერთების, ან სხვა შემთხვევებისთვის შპს „საქართველოს გაერთიანებულ წყალმომარაგების კომპანიაში“ დამატებით ფუნქციონირებს ცხელი ხაზის სამსახური - 2 93 00 00.

ANNEX 7: INFORMATION LEAFLETS N1 – PROJECT IMPLEMENTATION

თბილისი, ვანო-ვარციხილას ხეივანი, #76ა
ტელეფონი: 995 32 293 00 00
ელ. ფოსტა: info@water.gov.ge
ვებ-გვერდი: www.water.gov.ge

მალების ჩართულობა აუმჯობესებს წყლის პროექტების შედეგს.



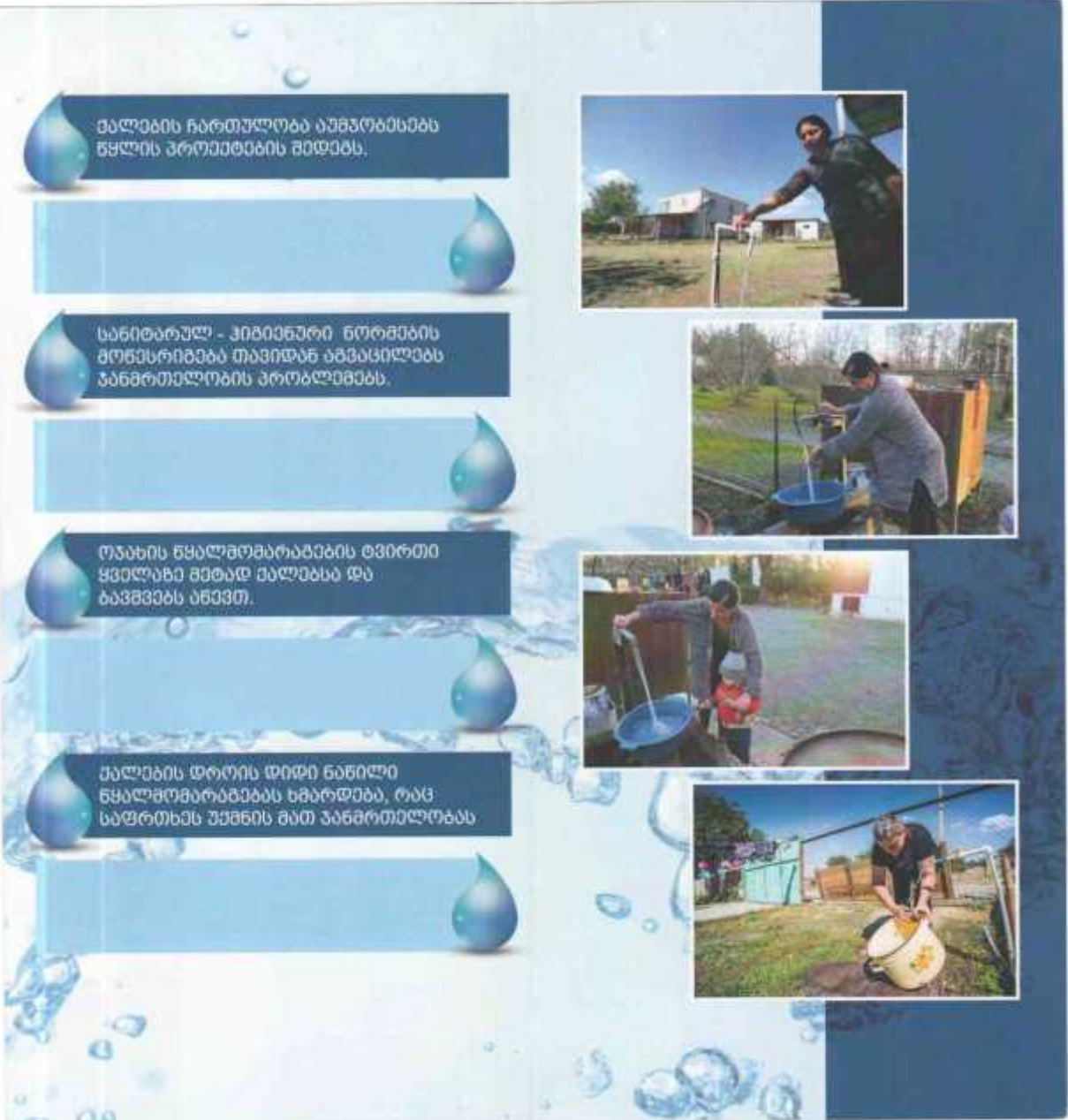
სანიტარულ - კიბიანური ნორმების მოწესრიგება თავიდან აგვეცილებს პანდემიური პრობლემებს.



ოჯახის წყალმომარაგების ძვირთი ყვილაგა მათად მალეგა და ბავშვებს აწვევთ.



მალების დროის დიდი ნაწილი წყალმომარაგებას ხმარდება, რაც საფრთხეს უქმნის მათ პანდემიურობას



ANNEX 8. INFORMATIONAL LEFLETS N3 – IMPORTANCE OF THE PROJECT

სისოცხლე იწყება წყალთან ერთად

„მსოფლიოში წყალი ისეთივე ძვირფასი
ე

წ **ნიშვნელ**
ბრუნავს წყლის
96%-მარეღიანია, 4%-სწავთა

ორბანიწვიმ, დიხსლოთაბით
ვადაბნეს, რომე შეწინებრუნეთ
რადფენობა, დღე-ღამეში განმავლობაში
10-წინაწყველი უნდა შიილოს

**2019 წლის მასშტაბური
წყლის ინფრასტრუქტურული
პროექტები გუდაურში**

- იწყება გუდაურში წყალმომარაგებისა და კანალიზაციის ინფრასტრუქტურის სრული რეაბილიტაცია
 - კომპლექსური სამუშაოები მოიცავს 24-საათიანი წყალმომარაგებითა და კანალიზაციის თანამართლებ სისტემით უზრუნველყოფას
- მნიშვნელოვანი ინფრასტრუქტურის მოწყობისა და ჯანსაღი გარემოს შექმნის ხელშეწყობის მიზნით, გუდაურში 5 კანალიზაციის გამწვანების ნაბიჯობა აშენდება
 - მომიწიებამ მნიშვნელოვანად გააუმჯობესებინა გარემოს დაბინძურების რისკები

ADB

ANNEX 9. PUBLIC CONSULTATION MEETING ANNOUNCEMENT



საქართველოს გაერთიანებული
წყარბომარაგების კომპანია
UNITED WATER SUPPLY COMPANY OF GEORGIA

Announcement

Please be informed that a Public Meeting has been scheduled On December 27, 2019, at 14:00, in the village of Sokuriani, Kazbegi district, on the territory owned by the Georgian Oil and Gas Corporation (cadastral N: 74.06.12.003), at CAMP site of Construction Company - “Chinese Nuclear Industry 23”, to discuss social issues under the “Construction of Sewage Collection and Water Supply System in Gudauri” (GUD-02) and “Construction of Waste Water Treatment Plants of Gudauri” (GUD-03) sub-projects.

For more information, please call the contact number below: **Mamuka Kardava - 577 38 14 28.**





საქართველოს გაერთიანებული
წყარმომარაგების კომპანია
UNITED WATER SUPPLY COMPANY OF GEORGIA

გ ა ნ ც ხ ა დ ე ბ ა

2019 წლის 27 დეკემბერს 14:00 საათზე ყაზბეგის რაიონის სოფელ სოკურიაში, წვეთობისა და გაზის კორპორაციის საკუთრებაში არსებულ ტერიტორიაზე, კომპანია „ჩაინა ნუქლეარ ინდუსტრი 23“-ის საკმთან უზომი გაიმართება საჯარო შეხვედრა „დაბა გუდაურის წყალმომარაგებისა და წყალარინების სისტემის მშენებლობის“ და „დაბა გუდაურის ჩამდინარე წყლების გამწმენდი ნაგებობების მშენებლობის“ პროექტების სოციალურ საკითხებთან დაკავშირებით.

დამატებითი ინფორმაციის მისაღებად, გთხოვთ, დარეკოთ ქვემოთ მითითებულ საკონტაქტო ნომერზე:

მაზუკა ქარდავა - 577 38 14 28.



სახელი, გვარი Name	საკონტაქტო ინფორმაცია Contact information	ბეჭდობა Signature
ანკლა ლაგოძე	სოც.საგარეო. მისტიკოსი	579 93 93 96
ნუკინა მათაძე	სოც. სერვისების მენეჯერი	558 443 558 6. მათაძე
მარიამ ბეგია	სოც. სერვისები	595. 102172
დავით ლაგოძე	სოც. სერვისები	558-19-17-16
ნინო მათაძე	სოც. სერვისები	558 710-410
ნინო ალექსანდრია	სოც. სერვისები	595902582 6. ალექსანდრია
ველიკა ლაგოძე	სოც. სერვისები	558 445 585
დავით ბეგია	სოც. სერვისები 23 ქმ სოც. სერვისები HSE	574 02 79 33 6. ბეგია

სახელი, გვარი Name	საკონტაქტო ინფორმაცია Contact information	ბეჭდობა Signature
დავით ლაგოძე	სოც. სერვისები 579 112101	6. ლაგოძე
ნინო ალექსანდრია ლაგოძე	სოც. სერვისები 11-სერვისი 59997510	6. ალექსანდრია
დავით ლაგოძე	სოც. სერვისები 577451554	6. ლაგოძე
ნინო ბეგია	სოც. სერვისები	6. ბეგია
ნინო ბეგია	სოც. სერვისები 599913030	6. ბეგია
ნინო ბეგია	595225902	6. ბეგია
ნინო ბეგია	სოც. სერვისები	6. ბეგია
ნინო ბეგია	CHINA NUCLEAR INDUSTRY LTD სოც. სერვისები 599913030	6. ბეგია

ANNEX 11: MINUTES OF CONSULTATION MEETING

On 27 December, 2019 at 14:00pm, in Village Seturebi of Kazbegi region, of Corporation Company „China Nuclear Industry 23“ CAMP site Public Consultations was held regarding social issues of two sub-projects entitled: „Gudauri water supply and waste water system construction“ (GUD-02) and „Gudauri WWTPs construction“ (GUD-03). Meeting was held with presence of local Municipality, Gudauri and village Seturebi local residents, ltd „UWSCG“ (hereinafter „Company“), supervising companies „EPTISA“ and „SAFEGE“ and construction company „China Nuclear Industry 23“ representatives. Signatures of participants and photo-documentation of meeting is attached on this protocol see the attachment 1 and 2).

Meeting was open by Ms. Gvantsa Lukava, responsible person on social issues from Supervising Company „EPTISA“ She has submitted PwP presentation, which contained information regarding GUD-02 and GUD-03 projects and Grievance Redress Mechanism of these projects.

Questions raised after finishing of presentation, brief answers were given by Water Supply Company Supervising companies and construction companies representatives.

Mr. Zaza Sikharulidze, Deputy Head of UWSCG, gave his greetings to presenting audience and noted, that communication with local population is important. He spoke about planned projects in Gudauri and village Seturebi, implemented by Governmental loan, ADB funding, for local infrastructure development, which gives possibility of additional income for local population and business representatives, in way of tourism development. Mr. Zaza Sikharulidze clarified the importance of the distance of WWTP location to the nearest settlements and mentioned that during the construction all requirements of the national and international legislation will be followed. He has also noted, that this is closed type Treatment Plant, no sound and no smell will be distributed while its operation.

Mayor of Dusheti Municipality Mr. Zurab Sekhniashvili has noted, that meeting was held several times for this matter, agreement was taken in employment of local population for construction and operation stage. It was agreed that proposed sub-project will generate new job opportunities during the construction of WWTPs for local population and two persons will be hired by UWSCG during the operation of WWTP#5.

Ms. Lida Seturidze, showed disappointment, regarding location of WWTP#5 mentioning that construction is planned on her ancestor's land with 90 years old Pear and sour plum trees there, which also were not considered.

Ms. Gvantsa Lukava has noted, that during the design stage title search was conducted, after that UWSCG started registering the ownership on the land and meeting aims to discuss all existing problematic issues with local population and find optimal ways for solving raised problems, to use all possibilities and discuss all alternative ways in order to prevent interruption of project.

Representative of local inhabitants, Mr. Irakli Otiashvili said - generally local community are agreeing, that this is the good project, problem exists only with one family regarding Ms. Lida Seturidze, and if this issue will be decided in positive way, there will be no objections for project from local population's side.

⁷In light of this issue, Ms. Lida Seturidze said her opinion, that two alternatives are acceptable for her, either changing construction territory for WWTP#5 or receiving some compensation for the land.

⁷ This Case is not part of the current DDR and is part of GUD-03 sub-project and more details are provided in DDR for GUD-03

In light of changing construction territory UWSCG/USIIP environment specialist Ms. Ketik Chomakhidze has explained, that on construction of WWTPs (including WWTP#5) Environmental permission is issued by MINISTRY OF ENVIRONMENTAL PROTECTION AND AGRICULTURE OF GEORGIA, and in case of the changing the territory for construction of WWTP#5 the long procedures for the new permission has to be followed.

Mr. Zaza Sikharulidze noted, that technical possibilities of other territories will have to be studied, for construction of WWTPs, in particular, geological and hydraulic surveys of the construction area. Mr. Zaza Sikharulidze has also asked for several alternative territories, to be provided by the local population for construction of WWTP #5. During the meeting it was discussed also the cases when the assets or income losses is compensated in accordance with the National and international (SPS 2009) requirements and it was explained:

- In case the land is officially registered in NAPR or after it is legalized
- Affecting land is income generated

Questioned asked during the meeting – on which radius is generally done survey of construction territory, Mr. Zaza Sikharulidze answered – geological survey is done on same radius as the place where the building will have to be constructed, hydraulic issues have to be mentioned also, if necessity of PS construction will arise in case of changing construction site. Also law has to be respected, in order to prevent same problems.

Safeguard Officer of Georgian Resident Mission of ADB, Ms, Nino Nadashvili asked if anybody can confirm that abovementioned land belongs to Ms. Lida Seturidze's family and the answer was that the whole village can confirm this fact.

Mr. Zaza Sikharulidze emphasized the importance of the project for the village, in regard with local business development, including tourism.. He also highlighted, that this is social project, because of small income for UWSCG in compare with the expenses on the project . Mr.Sikharulidze mentioned that WWTP will be closed type facility and no propagation of noise or odor is envisaged.

Mr. Nikoloz Seturidze, local community member raised a question whether it is possible to see any design outline of the proposed WWTP project, it was explained to him that project outline and design is available at contractor's CAMP site at any time and was provided with the contact details of responsible person for sharing this information Mr. Nikoloz Gogadze.

Meeting concluded, that local population evaluates the project in positive way, and there is only one issue which needs to be solved, concerning the ownership of the land for construction of WWTP #5 it was agreed during the meeting that::

- Construction Company to submit alternative territories for construction of WWTP #5 with participation of local community members
- In case the relevant alternative territory is not found for construction of WWTP #5 appropriate compensation will be given to Ms. Lida Seturidze.

The final decision will be made through the GRM process after official registration of the complaint by Ms. Lida Seturidze.

Ms. Gvantsa thanked all for presence.