

# Social Monitoring Report

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Project Number: 43405-027

Bi-Annual Report (July-December 2019)

April 2020

## GEO: Urban Services Improvement Investment Program – Tranche 5

Prepared by United Water Supply Company of Georgia LLC for the Ministry of Regional Development and Infrastructure of Georgia and the Asian Development Bank.

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## 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. INTRODUCTION

## 1.1 Preamble

1. This report represents the Bi – annual Social Monitoring Report (BASMR) for the Urban Services Improvement Investment Program, Tranche 5.
2. This report is the 1<sup>st</sup> Bi-annual Social Monitoring Report of Tranche 5 under USIIP.
3. The Project is classified as Category B for involuntary resettlement (IR). Resettlement Action Plan hasn't been prepared within the framework of any sub project of USIIP/T5, because population hasn't been impacted neither directly nor indirectly at the implementation and operation stages of the subprojects.

## 1.2 Headline Information

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

# 2. PROJECT DESCRIPTION AND CURRENT ACTIVITIES

## 2.1 Project Description

5. 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.
6. 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.
7. Tranche 5 of the Investment Program includes the following subprojects:
  - Construction of Sewage System in Zugdidi (ZUG-02);
  - Construction of Wastewater Treatment Plants in Zugdidi (A) – REG-03a

- Construction of Waste Water Treatment Plant in Mestia (B) - REG-03b

- The statuses of the subprojects financed under Tranche 5 are described below.
- Construction of Sewage System in Zugdidi (ZUG-02). The Zugdidi wastewater project envisages the rehabilitation and extension of the sewer network with gravity sewers and pressure lines and the construction of wastewater pumping stations. The project measures for the sewer network comprise the laying of 160 km new gravity pipes (DN 100 to DN 800) and 9.7 km new pressure pipes (OD 110 and OD 630). There will be 24 new wastewater pumping stations. The new network will convey the wastewater to a new wastewater treatment plant, which will be constructed under Reg-03 – Zugdidi (A) WWTP project.
- The contract No P43405-ICB-Zug-02 was signed on February 1, 2017 with Ludwig Pfeiffer Hoch-und Tiefbau GmbH & Co.KG. The date of completion of the contract is 1 February 2020.
- Construction of Wastewater Treatment Plant in Zugdidi (REG-03a). The project comprises of the construction of new Wastewater Treatment Plant with the capacity of 22,000 m<sup>3</sup>/day.
- The contract No UWSCG-USIIP-ICB-REG-03a was signed on February 1, 2017 with “JV “Pfeiffer - EMIT” comprised by “Ludwig Pfeifer Hoch – and Tiefbau GmbH7Co. KG (Germany)” and “EMIT |Group – Ercole Marelli Impianti Tecnologici S.r.l. (Italy)”, Original completion date: 15 Jan. 2020, no Contract extension applied for the moment.
- Construction of Wastewater Treatment Plant in Mestia (REG-03b). The project comprises of the construction of new Wastewater Treatment Plant with the capacity of 3,200 m<sup>3</sup>/day.
- The contract No UWSCG-ICB-MES-03-2019 was signed on 5 November 2019 with “JV of Toshiba Water Solutions Pvt Ltd and IN-SI” LLC (India/Georgia). Contract completion date is April 2021.

## 2.2 Physical Progress of the Project Activities

- Progress of construction activities under ZUG-02 project during the reporting period is presented in the Table 1 below.

Table 1: Progress of construction activities ZUG-02

Site ZUG 02	Construction of New Sewers Earthworks
Works Undertaken during July – December 2019	85.31%
Site	Pipeline and Manholes Installation
Works Undertaken during July – December 2019	89.21%
	Reinstatement
Works Undertaken during July – December 2019	96.63%

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

Table 2: Construction progress REG-03a project

Site	Works	%
REG-03/a - STP Zugdidi		
Works undertaken		
during July - December 2019.		
Works performed including July 2019.		
Plant and Mandatory Spare Parts Supplied from Abroad	43.42	%
Design Services	100	%
Installation and Other Services	69.59	%
Works performed including August 2019.		
Plant and Mandatory Spare Parts Supplied from Abroad	57.28	%
Design Services	100	%
Installation and Other Services	73.17	%
Works performed including September 2019.		
Plant and Mandatory Spare Parts Supplied from Abroad	59.54	%
Design Services	100	%
Installation and Other Services	73.97	%
Works performed including October 2019.		
Plant and Mandatory Spare Parts Supplied from Abroad	59.55	%
Design Services	100	%
Installation and Other Services	75.12	%
Works performed including November 2019.		
Plant and Mandatory Spare Parts Supplied from Abroad	68.09	%
Design Services	100	%
Installation and Other Services	78.53	%
Works performed including December 2019.		
Plant and Mandatory Spare Parts Supplied from Abroad	73.45	%
Design Services	100	%
Installation and Other Services	81.67	%

### 3. OBJECTIVE AND SCOPE OF MONITORING

#### 3.1 Objective and scope of bi-annual Monitoring

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

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

#### 3.2 Methodology of Monitoring

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

- Review of the applicable legislation, regulatory frameworks and procedures;
- Review the grievance logs at Construction Contractors offices and status of registered complaints;
- Review the grievance log at regional office of UWSCG and status of registered complaints.
- Interviewing APs on effectiveness of implementation of social safeguard measures and grievance redress mechanism;
- Planned and random interview of APs, workers and other stakeholders;
- Review a number of unregistered requests from APs and steps of cooperation made by Construction Contractor;
- Inspection of environmental, Health and Safety and social performance of construction activities by HSE staff of the Engineer;
- 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.

#### 3.3 Monitoring Indicators / Parameters

19. The following monitoring indicators have been applied during the reporting period:

- The number of closed registered complaints
- The number of issues requested from APs to be implemented by Construction Contractor

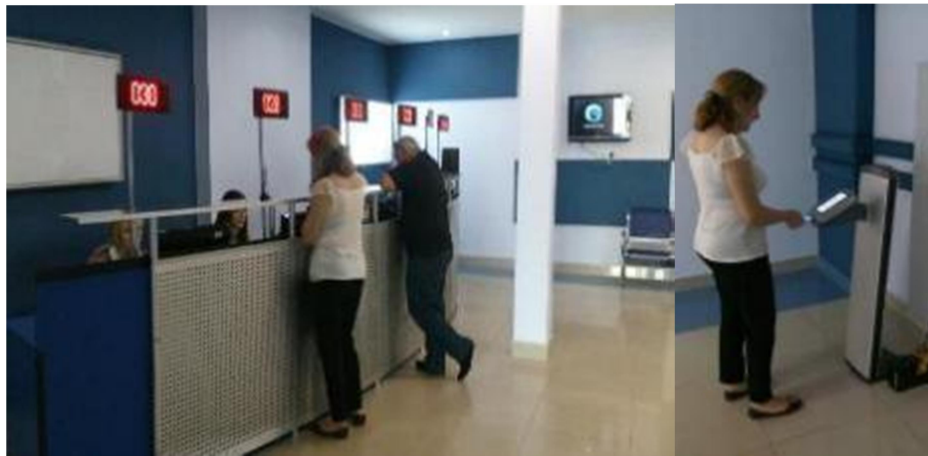
- The number of construction staff informed on Code of Conduct of the company and trained on their rights and obligations
- The number of job related trainings and awareness raising trainings.

## 4. BI-ANNUAL MONITORING RESULTS

### 4.1 Grievance Redress Mechanism

20. For the effective implementation of a GRM system under the USIIP, UWSCG issued special order (#122) on 30 April 2014, which was replaced on October 2018 by Order # 196 (please see Annex 2) on the “Establishment of GRM within the Framework of the Asian Development Bank Funded Projects” and signed by the head of UWSCG. Order #196 gives clear instructions to every involved stakeholder how to act when affected people are impacted by the project.
21. Any affected person can apply at 11 local service centers of UWSCG (UWSCG has 53 service centers and 8 Regional Branches across Georgia, in different municipalities), in case of subprojects under USIIP, Tranche 5, 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.

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



22. It should be mentioned also that complaints log book is available at each construction site and any affected person may fill the complaints log book.
23. At first stage of grievance redress, an authorized representative of Customers Relations Division/Customers Service Office of local Service Center/Regional Branch of United Water Supply Company of Georgia, LLC, be obliged to familiarize himself/herself with the content of



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

24. The Committee envisaged by the Point 2 of the Order #196 approved with the following composition:

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

25. At second stage, in case the problem raised in the complaint is not solved within the two weeks' periods at the first stage of grievance redress, the individual concern can address the GRM Commission established by Point 5 of this Order, which will make decision within two weeks' period.

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

- i. Director of United Water Supply Company of Georgia, LLC – Commission Chairman;
- j. Deputy Director on Technical Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- k. Deputy Director on Financial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- l. Deputy Director on Commercial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- m. Head of Legal Department of United Water Supply Company of Georgia, LLC – Commission Member;
- n. Head of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Member;
- o. Head of Communications Office of Director's Apparatus of United Water Supply Company of Georgia, LLC – Commission Member;
- p. Head of Projects Management Department of United Water Supply Company of Georgia, LLC – Commission Member;

- q. Head of Construction Supervision Department of United Water Supply Company of Georgia, LLC – Commission Member;
- r. Representative of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Secretary.

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

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

#### 4.2. Resettlement action plan

29. Resettlement Action Plan hasn't been prepared within the framework of any sub project of USIIP/T5, because population hasn't been impacted neither directly nor indirectly at the implementation and operation stages of the subprojects.

#### 4.3 Institutional arrangements for implementing the monitoring program/plan

30. The authorized bodies for implementation of social safeguard and grievance and redress audit program are representatives of UWSCG; Senior Management and Social Expert of the Engineer.

31. Each site has the personnel are in charge of implementation monitoring program and plan. Those people are:

32. Manfred Nussbaumer - Resident Engineer of Supervision Company at Zugdidi site. He monitors performance of staff under his supervision who are responsible for social issues.

33. Zurab Revazishvili – Social Safeguard Expert of Supervision Company. He monitors all activities listed in paragraph 3.2.1

## 5. RECEIVED GRIEVANCES

### 5.1 Complaints file

34. Construction contractor holds log books for complaints. Complaints for reporting period are filed also in Zugdidi Service Center of United Water Supply Company of Georgia.

35. Supervision company under USIIP/T5 Posch & Partners Consulting Engineers, in cooperation with UWSCG's Zugdidi service center and the construction company continued monitoring of all the enquiries submitted to the UWSCG hotline concerning ZUG-02 and REG-03/a sub-projects. The cases of damages on the pipeline, water leakage, connection problems, delays in water supply and other similar issues are frequent and cause local population's disruption. Therefore it is very important to monitor submitted grievances to make sure that the enquiries from affected population are answered and taken care in a professional and timely manner.

Representative of the local service center appointed and previously trained by UWSCG and SC to register and monitor implementation of submitted grievances.

36. During the reporting period main grievances were submitted due to the waste of water, pipe connection problems, delays in construction process and other issues. Supervision Company Posch & Partners pay big attention to the monitoring process and make sure that the enquiries submitted on UWSCG hotline are communicated to the construction company and are timely resolved.
37. To make the monitoring process more organized special mechanism is established, which ensures improved communication and coordination among effected population, Construction Company, Supervision Company and UWSCG.
38. As per the Table 3, 83 complaints have been filed in total in the course of reporting period. 79 of them has been submitted by the legal entities, whereas the remainder 3 by the population. 77 complaints have been filed by the company “Socar Georgia”. Said company provides gas supply for legal and natural entities throughout Zugdidi. 2 complaints have been filed from the company JSC “Silknet”, which mainly concerned with the underground infrastructure damage in the aftermath of tranche excavating stage by the construction company.

Table 3: Complaints Log

No:	Date/Location	Complainant	Details of Complaint	Investigation/Mitigation Action	Resolution Status Actions Completed Yes/No
#1	23.11.2019 50, Tsereteli str,	JSC Silknet	Damage to one-channel telephone sewer and distribution cable	Replacing damaged details	Yes
#2	25.12.2019 Constitution street	JSC Silknet	Damage to one-channel telephone sewer and distribution cable	Replacing damaged details	Yes
#3	18, Rustaveli str, 06.12.2019	Citizen Paata Bebia	Contamination of household wells for personal use	Damaged site recovery and allocation of compensatory amount	Yes
#4	05.12.2019 Nikoladze street.	Local inhabitants	Contamination of household wells for	Damaged site recovery and allocation of	Yes

			personal use	compensatory amount	
#5	29.10.2019	Local inhabitants	Contamination of household wells for personal use	Damaged site recovery and allocation of compensatory amount	Yes
#6	July 2019. Right bank Tetri Giorgi, Sokhumi, Gabashvili, Tolstoy and Bukia streets.	Socar Georgia LLC	Damage to property owned by the organization	Damaged external grid restoration	Yes
#7	August 2019. Vilage Rukhi, Kostava, Purtseladze, D. Taviddebuli, Tastarashvili, S. Petersburg, Tetri Giorgi and Tolstoy streets.	Socar Georgia LLC	Damage to property owned by the organization	Damaged external grid restoration	Yes
#8	September 2019. Erevani, Tsereteli, Keburia, Kikvidze, Tetri Giorgi and Sukhumi streets.	Socar Georgia LLC	Damage to property owned by the organization	Damaged external grid restoration	Yes
#9	October 2019. Rapava, Poti, Griboedov, Petersburg, Sokhumi, Riga, Dgebuadze, Chodrishvili, Tavisufleba, Tabukashvili and Tolstoy streets.	Socar Georgia LLC	Damage to property owned by the organization	Damaged external grid restoration	Yes
#10	November 2019. Rapava, Poti, Griboedov, Petersburg, Poti, Griboedov, Petersburg, Kikvidze, Tsereteli, Tetri Giorgi,	Socar Georgia LLC	Damage to property owned by the organization	Damaged external grid restoration	Yes

	Constitution str, Chikovani, Tavisufleba, Rustaveli and Tolstoy streets.				
#11	December 2019. Poti, Petersburg, Constitution, Chikovani, T.Graneli, Dadvani, Kostava, Tsagveri, Kavakhishvili, Rustaveli and Erekle the second streets.	Socar Georgia LLC	Damage to property owned by the organization	Damaged external grid restoration	Yes

## 5.2 Corrective measures

39. Any complaints filed during July-December, 2019 reporting period are granted by the construction company. The construction company restored every underground communication damaged due to their activities and infrastructure-owned companies. Annex 1 shows the images of damaged and restored underground infrastructure.

## 6. Conclusions and Recommendations

### 6.1 Conclusions

40. Proceeding from the outcomes of social monitoring performed in July-December 2019, we can claim:

- All complaints that were considered/discussed during the reporting period were lodged at the Zugdidi branch of the United Water Supply Company of Georgia (UWSCG);
- All complaints received were related to damage to the underground communications network of the streets in Zugdidi by the construction company;

41. All complaints were resolved satisfactorily by the Construction Company. In the meantime, CC restored the damaged infrastructures for the population and companies (see Photos 1-6 under Annex 1). No cash compensation was made from the project fund to affected population, only the physical work performed by the contractor to eliminate the existing damage.

42. Majority of the employees - 95% are citizens of Georgian, therefore construction camps are used only for storing construction materials.

## 6.2 Recommendations

43. The company must have log book of complaints on the construction area which should cover not only the written but verbal complaints filed. Any verbal complaints of the stakeholders must be recorded.
44. Construction company should develop technical procedures to avoid repeated damage of underground communication. These procedures should be reflected in the next Bi-annual social monitoring report.

# Annexes

## Annex 1: Photos

Figure 1: Damaged underground infrastructure (on the left) and the same section after rehabilitation (on the right)– Sokhumi street



Figure 2: Damaged underground infrastructure (on the left) and the same section after rehabilitation (on the right)– Tolstoi street





Figure 3: Damaged underground infrastructure (on the left) and the same section after rehabilitation (on the right) – Gabashvili street

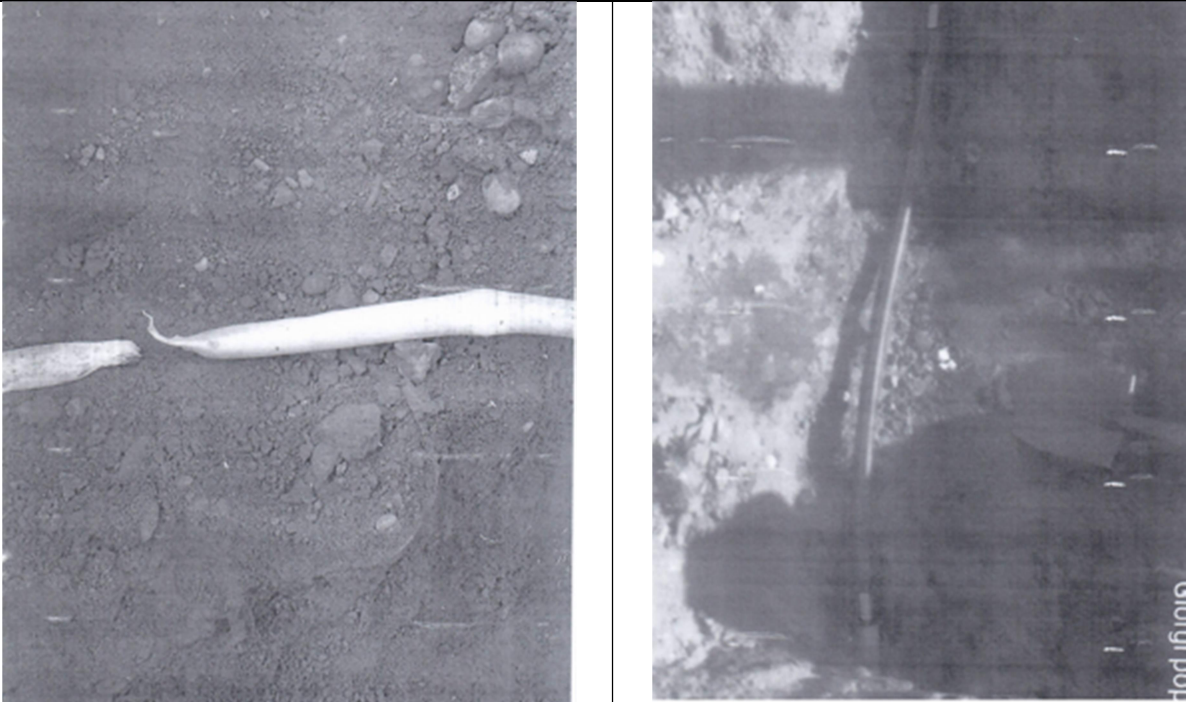


Figure 4: Damaged underground infrastructure (on the left) and the same section after rehabilitation (on the right) – Bukia street

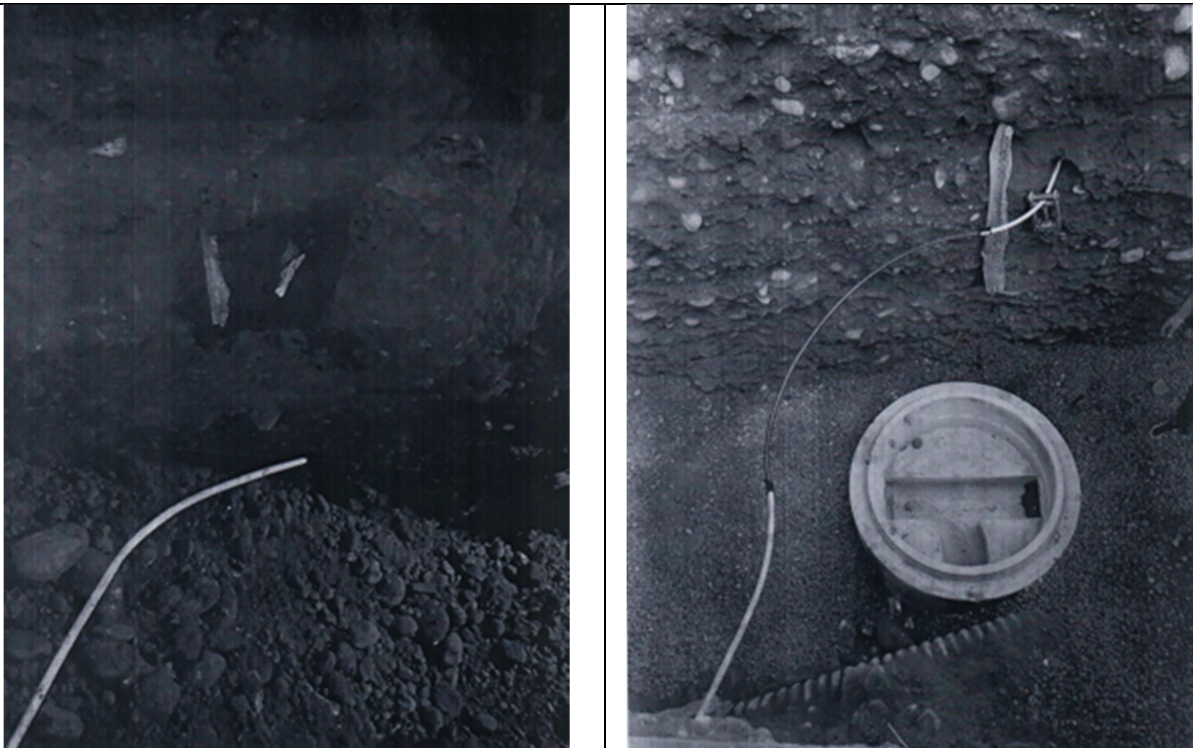
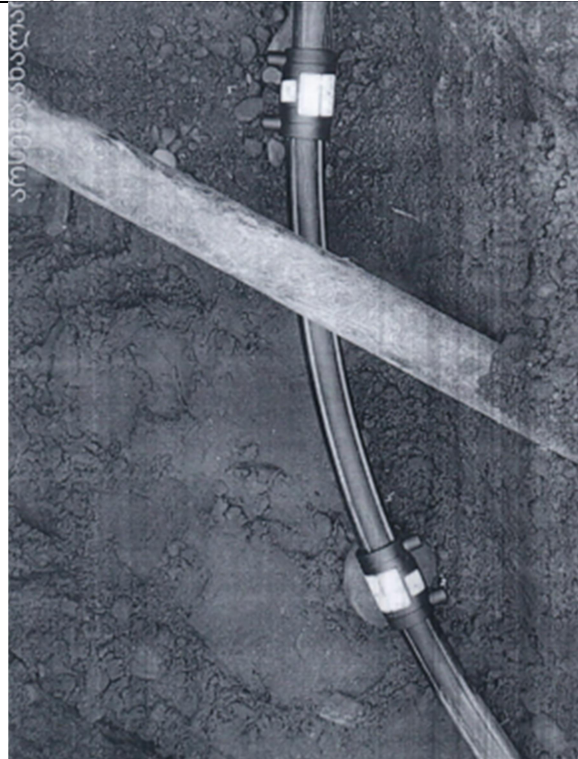
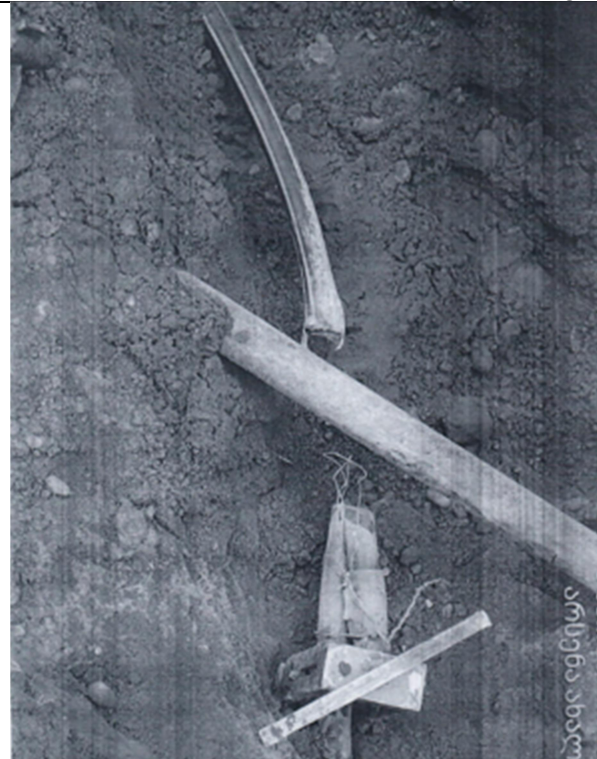




Figure 5: Damaged underground infrastructure (on the left) and the same section after rehabilitation (on the right) – Tetri Giorgi street



Figure 6: Damaged underground infrastructure (on the left) and the same section after rehabilitation (on the right) – Marjvena Sanapiro street



ANNEX 2: UWSGC's Order #196, on Grievance Redress Mechanism



შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანია“  
UNITED WATER SUPPLY COMPANY OF GEORGIA LLC

ბ რ ძ ა ნ ე ბ ა N 196

თბილისი

30/10/2018

**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.