

Semi-Annual Social Monitoring Report

Project Number: 43405-026

Reporting Period: January - July 2021

GEORGIA: URBAN SERVICES IMPROVEMENT INVESTMENT PROGRAM

TRANCHE 4

June, 2021

ABBREVIATIONS

ADB – Asian Development Bank

AP – affected persons

DC – Design Consultant

DEPP - Department of Environmental protection and Permit

ES/ SES - Environmental Specialist/ Senior Environmental Specialist

GoG- Government of Georgia

GRC - Grievance Redress Committee

GRM - Grievance Redress Mechanism

IPMO - Investment Program Management Office

USIIP - Urban Sector Improvement Investment Program

IA - Implementing Agency

EA – Executing Agency

IP – Indigenous People

IR – Involuntary Resettlement

LARP – Land Acquisition and Resettlement Plan

MoEPA - Ministry of Environment Protection and Agriculture

MoRDI – Ministry of Regional Development & Infrastructure

NEA – National Environmental Agency

SC – Supervision Consultant

UWSCG – United Water Supply Company of Georgia

WSS – Water Supply & Sanitation

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1. The Project Details

1.1. Background of the project

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

1.2. Projects financed under Tranche 4.

3. Tranche 4 of investment Program includes:
 - Construction of Water Supply System in Zugdidi (ZUG-01)
 - Construction of Sewerage System in Poti (POT-01)
 - Construction of Wastewater Treatment Plant in Poti (POT-02)
 - Construction of Water Supply System in Jvari (JVA-01)
 - Construction of Sewage Collection and Water Supply System in Gudauri (GUD-02)

1.3. Key Construction Works on Site

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

4. The project comprises of the construction of 1 water supply pumping station – 1,170 m³, construction of new reservoirs (3,300 m³x3); distribution network - laying of approximately 220 km water supply pipelines; approximately 15 km transmission main; wells - drilling of 10 drinking water wells.
5. The contract ZUG-01 was signed on October 26, 2015 with AS Inshaat–N, LLC (Azerbaijan), the construction works were completed in September 2018 and further extended until June 2020 due to the additional construction works under VO#4 and VO#8 (addition to VO#4): Construction of Additional Sewage Network Connections and Sewerage Pumping Stations of Anaklia-Ganmukhuri. VO#8 under the ZUG-01 sub-project included: Connection of residential houses, installation of Pump Stations, rehabilitation of Water Supply and Sewerage distribution Network Partial take-over for ZUG-01 and For Section 2 -Anaklia have been signed on the 2nd of October 2020. At this stage the construction activities for the sub-project are completed.

6. Environmental and Social Compliance Audit Report was prepared under Variation Order #8: Construction of Water Supply System in Zugdidi sub-project (ZUG-01) and submitted for ADB's review in July 15, 2020, and approved in August 2020

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

7. Pot-01 project includes the construction of 112.4 km of new sewerage pipes, and construction of 28 sewage pumping stations. United Water Supply Company of Georgia signed a contract with TAHAL Group BV on 20 December 2017. The final date of completion of the contract was July 31, 2020 and Contractor is continuing works under Delay Damages, In case of agreement with Employer and ADB potentially Contract can be finished by the December 2022.

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

8. The project comprises of the construction of new Wastewater Treatment Plant with the capacity of 11,663 m³/day for Poti. The contract for construction of WWTP in Poti was signed on December 21, 2017 with JV "Pfeiffer - EMIT" comprised by "Ludwig Pfeiffer Hoch – and Tiefbau GmbH7Co. KG (Germany)" and "EMIT Group – Ercole Marellimpianti Tecnologici S.r.l. (Italy). Contractual date finished on August 2020 and Contractor is continuing works under Delay Damages, Potential completion of Contract can be considered end of December 2021.

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

9. The major works to be implemented for rehabilitation and improvement of Jvari water supply system are following: construction of wells on the well field near the village Lia; installation of about 4 km long transmission pipeline; replacement of distribution pipes in the town; rehabilitation of existing reservoir or construction of new one depending on results of detailed investigation; construction of new pump station.
10. The contract for implementation of JVA-01 was signed on January 17, 2017 with AS Inshaat–N, LLC (Azerbaijan). Contractual date finished on December 2019 and Contractor is continuing works under Delay Damages, Potential completion of Contract can be considered end of December 2021.

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

11. The major works to be implemented for rehabilitation and improvement of Gudauri sewage collection and water supply system, including construction of well field, Raw Water Reservoir of 500m³, water pipes and sewage collection system.
12. The contract for implementation of GUD-02 sub-project was signed on 4 January 2019 with "China Nuclear Industry 23 Construction Co." LTD (CNI23). The date of completion of the contract was June 30, 2021. For the completion of the works the CC requested the time extension until October, 2021. The time extension for the sub-project is under discussion.

1.4. Physical Progress of the Project Activities

13. During the reported period construction activities were implemented only under POT-01, POT-02 JVA-01 and GUD-02 Projects, therefore only these sub-projects are reported in this Semi-

Annual SMR. Contractors have intensified all activities to improve the progress of the works on sites.

POT-01

14. The main activities under POT-01 project, carried out by contractor during the reporting period is provided in the table 1 below:

Table 1: POT-01, project progress during January – June 2021

HDPE PRESSURE PIPES PERFORMED ACTIVITIES	Completed Total (m)	Completed [%]	Width and Depth (Average) of Trench	Estimated Number of Days to Lay Pipes
Ø 110 (mm) : 3603	4071.84	100 %	0.9 – 1.0m	0m
Ø 140 (mm) : 790,00	642,8	81.36%	0.9 – 1.0m	0
@ 180 (mm): 480,00	480	100%	0.9 – 1.0m	0m
Ø 280 (mm) : 1094	1094	100%	0.9 – 1.0m	806m
Ø 315 (mm) : 935,00	736,7	78.8%	0.9 – 1.0m	0
Ø 355 (mm) : 4 272,00	3530.42	82.6 %	1.2m	0m
Ø 400 (mm) : 6,580,00	4889.83	74.3 %	1.2m	87.8m
Ø 630 (mm) : 820,00	814.3	99.3%	1.4m	0
TOTAL = 18 574	12188.05	65.6%		893.7m
HDPE GRAVITY CORRUGATED PIPE IN LINEAR METER				
Ø 150 (mm) : 37 500,00	21560.2	57.5%	0.9 – 1.0m	9206.3m
Ø 200 (mm) : 57 000,00	17850.7	31.3%	0.9 – 1.0m	5608.3m
Ø 300 (mm) : 38 000,00	27476.2	72.3 %	0.9 – 1.0m	11241.6m
Ø 400 (mm) : 1,643,00	135.7	8.2%	1.2m	24m
Ø 500 (mm) : 1,739,6	766	44%	1.35m	157.8m
TOTAL = 135,882,06	67788.8m	49.9 %		26238m
Manholes:	Contract	Completed Total	Total Competed %	Executed During January-July 2021
Concrete DN 1000	1440 pcs	554 pcs	38.8%	173 pcs
HDPE DN 600	1300 pcs	559 pcs	43%	192 pcs
HDPE DN 400	3030 pcs	2402 pcs	79.3%	1151 pcs

POT-02

15. The main activities under POT-02 during the reporting period of January – June 2021 is presented in the table 2 below:

Table 2: Project Progress during the January – June 2021

POT-02	Description of the Works	Executed During January-June-2021	Total Completed %
	Civil works	65%	98%
	Mechanical and Electrical equipment arrived on site	-	85%
	Mechanical equipment installation	-	30%

JVA-01

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

Table 3: JVA-01 Project Progress during the January – June 2021

JVA-01	Description of the Works	Executed During January-June-2021	Total Completed %
	OD DCI 300 SDR7.4	599.7 m - 14%	4200m - 47%
	Reservoir (repairing works and tightness test for reservoirs)	4%	95%

GUD-02

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

Table 4: Project Progress during the January – June 2021

GUD 02		Executed During January-June-2021	Total Completed %
	Installation of Corrugated Pipe D-200	2909m - 13%	19091m (Out of 22000) - 87%
	Installation of Concrete Manhole D 1000–	252m - 16%	1549m - 92.8%
	Installation of Concrete Manhole D 2000	39.5m - 6,7%	64m - 11% (out of 589m)
	Construction of Reservoir –	0%	98 % (Civil Works and Pipe Connections)
	Construction of Boreholes:	Borehole N1-Pipe installation 156m Borehole N2-Drilling 40m Borehole N3-Drilling 85m	N1 Drilling - 100%: N2- 40% N3-65%

2. Objective and Scope of Monitoring

2.1. Objective and scope of Semi-Annual Monitoring

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

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

2.2. Methodology of Monitoring

19. This Semi-Annual Social Monitoring Report has been prepared based on the following activities:

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

2.3. Monitoring Indicators / Parameters

20. This SSMR has been prepared through the process of reviewing monthly progress reports, project site observation, discussions and interviews with the Local Government and APs during the monitoring field visits.

3. Semi-Annual Monitoring Results

3.1. Grievance Redress Mechanism

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

22. 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-03 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.

23. It should be mentioned also that complaints log is available at each construction site and any affective person may fill the compliant log. and submit to the contractor directly.

3.1.1. Received Grievances

24. No Grievances submitted during reporting period, January-June 2020 under ZUG-01, POT-01, POT-02, JVA-01, GUD-02 sub-projects.

3.2. Monitoring of Requests Submitted by Citizens to PA specialist and CC

25. PA consultants in cooperation with UWSCG's and the construction company is monitoring all the enquiries submitted to the UWSCG, CC and PA consultant during site visits, by letters or during public consultation meetings. Therefore, it is very important to monitor submitted requests to make sure that the enquiries from local population are answered and taken care in a professional and timely manner.

26. During the reporting period several requests were submitted due to additional connection well, road reinstatement and relocation of pipeline under the GUD-02 sub-project. PA consultants pay big attention to the monitoring process and make sure that the enquiries submitted are communicated to the construction company and are timely resolved.

Table 5: Request for additional pipeline and connection well

Date	Applicant	Submitted By	Status	Notes
30/09/2020	Evgenia Chavchanidze (Hotel Hobi, Hotel Bela, Hotel Gudauri 2100)	Letter	additional pipeline is constructed	Construction of an additional connection and pipeline was approved by UWSCG during the previous reporting period. Works were conducted during this reporting period (April, 2021).
05/11/2020	Natalia Burduli	Letter	additional connection well and pipeline is constructed.	The request for the construction of an additional connection was approved by UWSCG and the works were conducted during this reporting period (April, 2021).
05/11/2020	Mariam Kashiauri	Letter	additional connection well and pipeline is constructed	The request for the construction of an additional connection was approved by UWSCG in

				February, 2021 and the works were conducted during this reporting period (April, 2021).
10/11/2020	Gia Gjuniashvili	Letter	additional connection well and pipeline is constructed	Construction of an additional connection and pipeline was approved by UWSCG in February, 2021. Works were conducted during this reporting period (April, 2021).
17.05.2021	Gia Tsamalaidze	Letter	additional connection well and pipeline is constructed	additional connection of the well and pipeline construction was executed by the CC on April, 2021
02.06.2021	Khatuna Zakaidze	Letter	additional connection well and pipeline is constructed	additional connection of the well and pipeline construction was executed by the CC on May, 2021

Table 6: Request for Road Reinstatement and cleaning excavated areas

Date	Applicant	Submitted By	Status
07.05.2021	Mtisa	Individual Communication	Road is Reinstated on May, 2021.
04.06.2021	Levan Marsagishvili	Submitted verbally during the site visit	Excavated are is cleaned on June, 2021.
04.06.2021	Gulnara Marsagishvili	Submitted verbally during the site visit	Road is Reinstated on June, 2021.

Table 7: Other Requests

Date	Applicant	Submitted By	Description	Status	Notes
29.10.2020	Tea Khvedelidze, Irma Khvedelidze, Anzor	Letter	Applicants have requested to relocate sewage pipeline in their	CC has made all necessary changes in project drawings, which	Civil works in this area started, small

	Khvedelidze, Nato Gagadze		neighborhood, where individual collectors of the residents are arranged at a low level behind the residential houses. In order to make easier future connection they requested to arrange the network provided by the project along the existing collectors.	was approved by UWSCG.	distance is remained to finish, which will be finished during the next reporting period.
18.11.2020	Glorgi Kartoza	Letter	representative of ltd BT Group requested to bring the existing wells to the same level (raise one well by 50 cm)	Well levels were raised according to citizens request	Works were conducted during this reporting period (April, 2021).

3.3. Consultation, Participation and Disclosure

GUD – 02

Goals and Objectives of PA Campaign in Gudauri

27. The major goal of the PA activities is to increase the public awareness on project activities as well as keep the beneficiaries informed and consulted on the results and benefits of the project implementation leading to overall positive and supportive attitude towards the project.

28. As a result of the Awareness Campaign the following objectives should be accomplished:

-) Raise awareness of the beneficiaries about the project, its implementation schedule and post implementation results;
-) Ensure that the population especially those directly affected are informed in advance about the possible disturbance caused by the rehabilitation works;
-) Educate local population on the importance of safe and healthy water and waste water system;
-) Encourage social leaders and local officials to get involved in the campaign and support the awareness measures;
-) Raise the awareness of local population on smart usage of water, and importance of Waste Water Network.
-) Introduce beneficiaries to the Water Quality Control Management, Standards and Monitoring systems and to the Water Loss Reduction concept;

) Ensure timely response to the complaints from the affected households

Public Awareness Campaign in Gudauri:

One by One meeting with Local Population

29. During reporting period (May-June, 2021) PA specialist together with CC representative continued door to door meetings with AP and Hotel owners, to raise the awareness on project, importance of sanitation system and to get feedbacks regarding ongoing and planned activities.
30. During door to door meetings population showed high interest to the project and readiness to participate in further discussions. Important topics raised during the meetings with the population were related to additional connections, road reinstatements and duration of the construction activities.
31. As Gudauri is seasonal resort, the representatives of the local population are mostly interested in the duration of the construction activities and request the works to be done by the winter season. CC and PA specialist ensured the local population that all the pipeline construction activities in dwelling areas will be finished by the winter season.

Table 8: List of Consulted Population

	Date	Name	Contact information
1	05/2021	David Gagadze	599862770
2	05/2021	Soso Avsajanishvili	599199100
3	05/2021	Dato Edilashvili	599111848
4	05/2021	Nino Mujiri	599795999
5	05/2021	Gia Aragvi	593186872
6	05/2021	Tamaz Burduli	577677094
7	05/2021	Gia Sujashvili	599207301
8	06/2021	Anzor Buchukuri	599160018
9	06/2021	Lado Chikhladze	577101212
10	06/2021	Khatuna Zakaidze	551570555
11	06/2021	Onise Marsagishvili	577753300

Figure 1: Photos of one by one Meetings with the local population



UWSCG Environmental and Permits Department - Site Visit and Meeting with local population

32. On June 4, 2021, site visit and meeting with local population was held within the framework of the Asian Development Bank's Urban Services Improvement Investment Program, under the construction of the Gudauri Water Supply and Sewerage System (GUD-02) and the construction of the Gudauri Wastewater Treatment Plant (GUD-03) project. Meeting was attended by representatives of the United Water Supply Company of Georgia Ltd, project supervision and construction companies, and local population, living nearby of construction sites.
33. During the site visit the representatives of UWSCG and Consulting Company checked progress of the ongoing works and issues regarding cleaning the streets and excavated areas.
34. Contractor Company was instructed to perform construction works with minimal effect on local population. Road reinstatement, cleaning the construction areas in timely manner and reduce negative effect of the construction activities on local population and Environment – were mainly discussed topics.
35. PA specialist explained main goal of the project, its influence on development of Gudauri and introduced information regarding ongoing works and GRM system. Local Population in village Kumlistsikhe complained that streets and excavated areas weren't properly cleaned after finishing physical works.
36. In order to check progress of site cleaning and reducing the impact on local population, second site visit was held on June 10, 2021. CC performed significant progress on removing excavated materials from the previously excavated area.

Figure 2: Photos of the Site Visit



Training for Representatives of CC and Engineer

37. On June 10, 2021 within the framework of the Asian Development Bank's Urban Services Improvement Investment Program, the construction of the Gudauri Water Supply and Sewerage System (GUD-02) project, PA and environmental specialists conducted training for representatives of the construction company and the engineer. The training took place at the contractors field office. (Please see Annex 1 – presentation, Annex 2 The list of Participants)
38. PA specialist conducted training on the topic of safeguard policy of the project. Training covered following topics: The objectives of ADB's safeguard Policy Involuntary Resettlement, Consultation and Participation, Grievance Redress Mechanism.

Figure 3: Photos of the training



Washing Streets with Water Pressure

39. In coordination with a public relations specialist, the construction company started periodically washing the road surface in the village of Kumlistsikhe. The aim of the activity is to reduce the negative impact (dust and mud) caused by construction works. Asphalt pavement will be fully reinstated after finishing all excavation works, including installing house connection wells. Prior to that, a temporary measure was taken in the form of road washing.

Figure 4: Photos of the Street Washing



3.4. General Description and Guidelines for COVID-19 Infection

- 40.64. The Government of Georgia and its Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and Social Affairs of Georgia, issued the General Guidelines Related to Infection (COVID-19) Caused by Novel Coronavirus (SARS-CoV-2) which applies to all sectors of economic activity.
41. The General Guideline for COVID-19 was also developed by the Government of Georgia specifically for the construction sector.
42. Based on the above mentioned guidelines the construction staff must not appear in the workplace if they:
- Left the affected country over the past 14 days;
 - Were in close contact with infected person/persons for the past 14 days (they must be self- isolated/quarantined as per the rule);
 - Have symptoms of respiratory infection (coughing, temperature, sneezing, difficulty in breathing, general weakness etc.);
 - Are among the ones who have high risk of getting infected with COVID-19 or serious complications: over 70 years of age, people suffering from chronicle diseases (cardio-vascular diseases, diabetes, bronchial asthma and other respiratory diseases).

4. Institutional Arrangement

43. The Chapter describes the role, authority, and responsibility of state agencies involved in the process of preparation and implementation of environmental and social/resettlement related issues under the projects financed by ADB. These agencies are: Implementation Project Management Office (IPMO) formed on June 10, 2020 under UWSCG is the implementing agency; Executing Agency - United Water Supply Company of Georgia of the Ministry of Regional Development and Infrastructure of Georgia, Ministry of Finance, ADB. Below are described their roles and responsibilities:
44. Implementation Project Management Office (IPMO) will carry the following responsibilities:
- a. Two specialists: (i) Social Safeguards and Resettlement Specialist and (ii) Environmental Specialist to carry out following activities:
 - I. Safeguard environment and resettlement related issues for the sub-projects;
 - II. Resolving any issues that may arise during implementation of the sub-projects;
 - III. Review, analyze and discuss all circumstances that may have negative impact on the environment and the affected persons;
 - IV. Preparation of all relevant reports to IPMO;
 - b. Project Management: IPMO will meet the all reporting requirements related to the sub-projects to be submitted to UWSCG and ADB

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

c. Project Monitoring: IPMO will:

- I. Supervise the physical and /or economic displacement of APs, monitor construction and reinstatement process with support from the supervision consultant;
 - II. Undertake internal monitoring and submission of relevant reports to UWSCG and ADB;
45. Construction Company and Supervision Company will have on board Environment and Social Safeguards specialists and Resettlement Specialist to be responsible to supervise environmental and resettlement issues managed by environmental and resettlement specialists of Construction Company and report to IPMO/UWSCG.
46. Supervision Consultant: Supervision Agency responsible for construction supervision activities, to observe and monitor completion of all compensation/rehabilitation payment procedures prior to construction contractor entering the site.
47. Ministry of Finance: Allocates compensation and rehabilitation funds based on the submitted land acquisition and resettlement plan and relevant budget.
48. IPMO will supervise the physical and /or economic displacement of APs, monitor construction and reinstatement process with support from the supervision consultant.

5. Summary and Recommendations

5.1. Summary

-) A grievance redress mechanism has been established in the project and steps have been taken to make aware the affected people and other stakeholders about the grievance mechanism;
-) Door to door and public consultation meetings were held and AP are getting information regarding planned activities in advance.
-) Received requests and it's solving possibilities were discussed with applicants with participation all the parts involved in project;
-) Local populations suggestions were discussed and considered;

5.2. Recommendations and Next steps

-) Raise awareness of the beneficiaries about the project, its implementation schedule and post-implementation results;

-) Train the Construction Companies in awareness techniques and public awareness campaign activities, main messages etc.
-) Ensure proper internal communications among the construction company, UWSCG and Eptisa; establish timely flow of information;
-) Ensure that the population especially those directly affected are informed in advance about the possible disturbance caused by the rehabilitation works;
-) Raise the awareness of local population/affected households on the importance of safe and healthy sanitation system;
-) Encourage social leaders and local officials to get involved in the campaign and support the awareness measures;
-) Prepare presentation for local school and raise awareness of school teachers and students on the importance of safe and healthy sanitation system;

Annexes

ANNEX 1. Presentation of The Training

Safeguard Policy for ADB Funded Projects



LSIF TRANCHE 4
CUD 02
Ova 15a Lukava

The illustration shows several stylized figures in teal and white interacting with various digital screens. One figure sits on a large screen displaying a line graph, another works on a laptop, and others point at or interact with smaller screens showing charts and data. The background is a dark teal color.

TRAINING OBJECTIVES

The primary objective of this training module is to enhance the knowledge on development induced social issues related to the implementation of urban infrastructure project in Gudauri.

Introduce the concept of 'social safeguards' to address those social issues during the planning, designing, coordinating, managing and implementing such urban infrastructure projects.



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The objectives of ADB's safeguard Policy
Involuntary Resettlement
Consultation and Participation
Grievance Redress Mechanism



The objectives of ADB's safeguard Policy

- avoid adverse impacts of projects on the environment and affected people, where possible;
- minimize, mitigate, and/or compensate for adverse project impacts on the environment and affected people when avoidance is not possible;
- help borrowers/clients to strengthen their safeguard systems and develop the capacity to manage environmental and social risks.



Three key safeguard areas:

- Environmental Safeguards
- Involuntary resettlement safeguards
- Indigenous Peoples safeguards.



Involuntary Resettlement Objectives

- To avoid involuntary resettlement wherever possible;
- to minimize involuntary resettlement by exploring project and design alternatives;
- to enhance, or at least restore, the livelihoods of all displaced persons in real terms relative to pre-project levels;
- to improve the standards of living of the displaced poor and other vulnerable groups.

Involuntary Resettlement, Scope and Triggers:

- The involuntary resettlement safeguards covers physical displacement (relocation, loss of residential land, or loss of shelter)
- economic displacement (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.
- It covers them whether such losses and involuntary restrictions are full or partial, permanent or temporary.



Consultation and Participation.

For policy application, meaningful consultation is a process that begins early in the project preparation stage and is carried out on an ongoing basis throughout the project cycle;

provides timely disclosure of relevant and adequate information that is understandable and readily accessible to affected people;

is gender inclusive and responsive, and tailored to the needs of disadvantaged and vulnerable groups;

enables the incorporation of all relevant views of affected people and other stakeholders into decision making, such as project design, mitigation measures, the sharing of development benefits and opportunities, and implementation issues.



WHAT IS CONSULTATION?

Consultation is a two-way process. It is not simply a matter of holding formal meetings or public hearings. Rather, it is a process of informing and listening. It is the means by which a project engages with the people and communities (the stakeholders) that may be affected by the project, either positively or negatively, directly or indirectly. It is critical and can determine the success or failure of a project or program.



Goals

The major goal of the strategy is to increase the public awareness on project activities as well as keep the beneficiaries, especially those directly affected, informed and consulted on the results and benefits of the project implementation leading to overall positive and supportive attitude towards the project.

Target Audience

1. Directly affected households
2. Social leaders (teachers, journalist, doctors)
3. Civil Society and NGO sector
4. Local government/municipality/local officials
5. Media
6. Population of Gudauni at large

Communication Channels

- Door to door campaign
- Consultation meetings with population
- Presentations and events
- Publicity Materials (brochures, leaflets)
- Media (TV, Radio, Print and Online media outlets)
- New Media - website, Facebook page, etc.
- Hot line
- Site visits with high officials
- Technical consultations
- Report Meeting

Local Grievance Redress Mechanism.

ADB requires that the borrower/client establish and maintain a grievance redress mechanism to receive and facilitate resolution of affected peoples' concerns and grievances about the borrower s/client's social and environmental performance at project level.

The grievance redress mechanism should be scaled to the risks and impacts of the project. It should address affected people's concerns and complaints promptly, using an understandable and transparent process that is gender responsive, culturally appropriate, and readily accessible to all segments of the affected people.



I phase

At the first phase of grievance redress, an authorized representative of Customers Relations Division/Customers Service Office of Regional Branch/Service Center of United Water Supply Company of Georgia, LLC, is to familiarize him/herself with the content of the complaint, register the complaint by Form adopted by Appendix 1 to Order N196 and submit it to GRC, which will review the submitted complaint within two weeks' time.

II Phase

In case the complaint is not resolved at the 1st Phase in two weeks' time, an interested party can address Commission established under Clause 5 of Order N196.

III Phase

An interested person is eligible to apply to ADB Resident Mission, in case the GRC fails to resolve problem raised in the complaint and grievance still remains unresolved after two-week time period since its official submission

THANK
YOU

ANNEX 2. List of Training Attendees

Induction / Toolbox / Training Course Form

Location: Gudauri Date: 10.06.2021
 Start Time: _____ Duration: 30 min

Type of Instruction: Induction Toolbox Training

Language of instruction: Georgian English Other

If Other, please specify: _____

Topic(s) of Instruction / Course Title

Pollution Prevention

List of Attendees

#	Name	Company	Badge #	Signature
1	Kate Chomakhidze	UNSCG		
2	Liza Chovelidze	UNSCG		
3	MuKa Goderdzishvili	UNSCG		
4	Yuri	CNI23		
5	Vaja Gachechiladze	CNI23		
6	Alexander Mchedlishvili	CNI23		
7	Yuri	CNI23		
8	Wu Chao	CNI23		
9	George Batsikadze	SAFEGE		
10	Qvantsa Lakava	SAFEGE		
11	George Otkruashvili	595225402/SAFEGE/		
12	Akaki Chubtidze	SAFEGE		
13	Mika Gotsel	CNI23		