

Semi-Annual Social Monitoring Report

Project Number: 43405-025

Reporting Period: January – June 2022

GEORGIA: URBAN SERVICES IMPROVEMENT INVESTMENT PROGRAM

TRANCHE 3

Submitted by: UWSCG

June, 2022

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 3.

3. Tranche 3 of the Investment Program includes:

- Construction and Rehabilitation of Water Supply System in Kutaisi/Phase 2 (KUT-01)
- Construction of Waste Water Treatment Plants in Gudauri (GUD-03)
- Construction of New Transmission Line in Abasha (ABA-01)

1.3. Key Construction Works on Site

1.3.1. Construction and Rehabilitation of Water Supply System in Kutaisi/Phase 2 (KUT-01)

4. The project envisaged construction of Kvitiri 973 m³/h capacity and Mukhrani 660 m³/h capacity pumping stations; Reservoirs - construction of Near East and Mukhrani reservoirs with the capacity of 9,000 m³ (2x4,000+1,000). Distribution network - 332.1 km.
5. United Water Supply Company of Georgia signed a contract with SMK Ulusal Insaat Ve Ticaret A.S. (Turkey) for implementation of KUT-01 project on 22 April 2015. The construction activities started in June 2015. The initial date of completion of the contract was June 8, 2018. The contract was extended until April 2020. Construction activities were completed within the contract completion date.

1.3.2. Construction of Waste Water Treatment Plants in Gudauri (GUD-03)

6. The Proposed project envisages construction of 4 Waste Water Treatment Plants in Gudauri Resort with different sizes but using the same technological process.

- **Waste Water Treatment Plant N1**
location: New Gudauri
Productivity: ab. 750 m3/day and Gudauri Heights 350 m3/day
Distance from nearest populated area: 400-500m
- **Waste Water Treatment Plant N2**
location: Gudauri: Located at the same site that the old WWTP, near the church
Productivity: 2000 m3/day
Distance from nearest populated area: 300m
- **Waste Water Treatment Plant N3**
location: Gudauri Downtown
Productivity: ab. 350 m3/day
Distance from nearest populated area: 200-250m
- **Waste Water Treatment Plant N4**
location: Plateau-Lower Gudauri
Productivity: ab. 750 m3/day
Distance from nearest populated area: 100m

7. The Contract was signed on June 3, 2019 with construction company “China Nuclear Industry 23 Construction Co.” LTD (CNI23). Originally the project completion date was April 2021, but it was further extended until December 30, 2022.

1.3.3. Construction of New Transmission Line in Abasha (ABA-01)

8. The project envisaged the installation of approximately 15 km long 500 mm diameter transmission pipeline from headworks to the town of Abasha, the construction of the chlorination building and installation of the water meter at the headwork.
9. The following additional activities were envisaged by the variation order N 03: Construction of UWSCG's Service Center; Provide and installation SCADA system; Repairing of Well №11 Building; Repairing of Well №1 to №10; Rehabilitation of Well Access road; Fence for Well Field; Earthworks for Pipes; Installation of water supply pipes; Additional house & apartment block connection; Installation of AMR water meter in village reconnection; Installation of AMR water meter on existing system; Pressure testing of new installed pipelines; Crossing of Roads; Pressure Testing, Cleaning, flushing and disinfection and fixing damages on existing system; Fixing damages on existing system.
10. As a results of these changes Environmental and Social Due Diligence Report was developed by UWSCG and submitted to ADB in December 2020.
11. The Contract was signed on October 13, 2017 with construction company AS Inshaat-N LLC. The construction activities started on October, 2017. The Project completion date was 14th of March 2020. On March 13, 2020 Contractor issued the letter of claim for time extension on ABA-01 project up to 20 May 2020. The Engineer submitted its determination until 12th May, 2020 that was rejected by UWSCG.
12. On June 18, 2020 the Contractor issued a new claim that hasn't been approved by the UWSCG as yet. The final extension day is still under discussion.

1.4. Physical Progress of the Project Activities

1.4.1. ABA-01

13. Progress of construction activities under ABA-01 is provided in the table 1 below:

Table 1: ABA-01, project progress during the January – June 2022

ABA-01	Total	Jan-Jun 2022
Earthworks	99%	-
Pipes	95%	-
Manholes and Chambers	100%	-
Surface reinstatement	0%	-

1.4.2. GUD-03

14. Progress of construction activities under GUD-03 is provided in the table 2 below:

Table 2: GUD-03, project progress during the January – June 2022

GUD-03	Total	Jan-Jun 2022
Plant and Mandatory Spare Parts Supplied from Abroad	34%	26%
Plant and Mandatory Spare Parts Supplied from within the Employer's Country	30%	30%
Design	89%	33%
Installation and other Services	30%	23%

2. Objectives and Scope of Monitoring

2.1. Objective and scope of Semi-Annual Monitoring

15. 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

16. 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

17. This Semi-Annual social monitoring report has been prepared through the process of reviewing monthly progress reports, project site observation, discussions and interviews with the Local Government and local population during the monitoring field visits.

3. Semi-Annual Monitoring Results

3.1.1. Grievance Redress Mechanism

18. 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. On November, 2021 the amendment of the order #196 was developed by the order #431 (please see Annex 4).
19. 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.
20. 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.

3.1.2. Received Grievances

3.1.2.1 Grievances under GUD-03

21. On July 31, 2020 UWSCG has made the decision regarding Lida Seturidzes complaint. The background of the case is presented below (see also table 3). On December 24, 2019 one complaint was registered as part of the GUD-03 subproject in the Complaints log at the Contractor's camp office (Please see Table 3 below) by Lida Seturidze, who complained about the location of WWTP No. 5 and mentioned that construction is planned on the land of her ancestors where there are also 90-year-old pear trees.
22. On December 27, 2019 public consultation meeting with population was held, regarding social issues of Gudauri Sewage Collection and Water Supply (GUD-02) and „Gudauri WWTPs Construction “ (GUD-03) sub-projects, main purpose of the Consultation Meeting was, to provide Local Population with the information about GRM, GUD-02 and GUD-03 sub-project, it's importance and planned works, to raise their awareness of project activities, safety and sanitation measures as well as educate local population on the importance of sanitation system. After Presentation Lida Seturidze had opportunity to discuss her issue with all the parts of project. After meeting Lida Seturidze got recommendation to register complaint in UWSCG GRM system.

Table 3: COMPLAINTS LOG

ნომერი	Date/Location თარიღი/მდებარეობა	Complainant/ Date of Contact მოსაჩივრე/საკონტაქტო დეტალები	Details of Complaint საჩივრების შინაარსი	Investigation/Mitigation Action პრობლემების შესწავლა/შემარბი ლებელი დონისძიებები	Resolution Status პრობლემის გადაწყვეტის სტატუსი
#1	24.9.2019 village Seturabi WWTP #5 Land #71.62.56.081	Ms. Lida (Giuli) Seturidze +995 579112101 Tedo burduli +995 595102172	The Complainants stated that the land registered by UWSCG for WWTP #5 is belong to them from her ancestor	Under negotiation by UWSCG	Grievance Redress Committee Meeting and Grievance Redress Commission Meeting were held. Since no agreement could be reached with the applicant, the Commission made a decision to remove part of works envisaged for the Seturebi (Zone 5). UWSCG is working on updates of change order to cancel construction of WWTP 5.

23. Grievance Redress Committee and The Commission meetings were held in order to discuss Lida Seturidzes Complaint. .Grievance Redress Commission has decided that it is impossible to relocate the wastewater treatment plant as it was requested by complainant, owing to tight deadlines (completion date of the works is March 2021) of Gudauri Wastewater Treatment Plants Construction Project (ADB/GUD-03), and, as it is necessary to conduct different types of pre-design surveys and follow different procedures to obtain permits per the effective legislation of Georgia to relocate the plant, and as there is no legal basis to meet the cash compensation demand of the claimant, and to prevent any abuse of the claimant, the Commission made a decision to remove part of works envisaged for the Seturebi (Zone 5) water and wastewater systems under “Gudauri Water Supply and Wastewater Systems Construction/Rehabilitation”¹ and “Gudauri Wastewater Treatment Plants Construction Projects”

24. Decision was submitted to the Project management team for further actions. Process of cancelation WWTP has been started, UWSCG is preparing change order. (Annex 2)

3.2. Monitoring Grievances Submitted Through UWSCG Hotline

25. No Grievances were submitted under T3 sub-projects during the reporting period, January – June 2022

3.3. Consultation, Participation and Disclosure

26. The main goal of the Consultations and PA activities is to increase the local population's awareness on project activities, its benefits and results, educate local population on importance and usage of the waste water system and keep the beneficiaries, especially those directly affected, informed and consulted.

27. PA Activities in Gudauri includes one by one meetings with population, public consultation meetings and for next reporting period, campaign will include focus group meetings with local population, informational leaflets will be printed and distributed, in order to raise awareness regarding proper usage of sewage network.

3.3.1. GUD – 03

Site Visit and consultation with Local Population – Small Businesses

28. On June 7 2022, PA Specialist held site visit and meeting with small business owners nearby Smart Supermarket area. Consultation meeting 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 construction of WWTP (GUD-03). Meeting was attended by Engineer of Supervision Company and representatives of construction company and small business owners.

29. During meeting population showed high interest to the project and raised questions regarding completion dates, main interest of the local business owners is when they will be able to connect to new network.

30. PA specialist explained main goal of the project, its influence on development of Gudauri and introduced information regarding ongoing works and GRM system. PA specialist also explained that, although the construction of a sewerage network in Gudauri is nearing completion, arranging of house connections will not be possible until the construction of the Waste water treatment plants is completed.

Figure 1: Photos of Meetings with the local population 07.06.2022





Consultation Meeting with CC

31. On June 14, 2022 Project's Acting Team Leader, project Manager, together with PA specialist held meetings on site with Resident Engineer and Contractor Company, within framework of GUD-03 Project in order to monitor ongoing works and plan further activities.

32. Topics Discussed during the meetings included:

- Mobilization for discharge pipeline works – Contractor company hasn't started works on discharge pipeline. Representatives of the CC stated that mobilization for the discharge pipelines will be finished by end of the June 2022.
- Safety and informational Banners on Sites – On all sites CC has to install informational and safety banners.
- Security of Sites, Gate locks, fencing, backfilling – CC has to arrange proper fencing of the sites, gates need to be locked and excavated are protected properly or in case works are finished, backfilled in timely manner.
- CC Has to update method statement of the works for apartment block and submit it to the Engineer ASAP.
- CC has to arrange printing of the informational leaflets in order to keep local population informed and consulted.

Figure 2. Pictures of Meeting With CC 14.06.2022



UWSCG Permits, Environmental protection and Social Issues Department - Site Visit and Meeting with local population

- 33. On June 23 2022, 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) projects. 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.
- 34. During the site visit the representatives of UWSCG and Consulting Company checked progress of the ongoing works and status of the project. CC was instructed to provide all remained works in timely manner and with minimal effect on local population.
- 35. Public meeting with local population was held in Zone 2, nearby Hotel Gudauri Inn. Local population expressed their satisfaction with ongoing project and its importance to local household. Main questions were raised regarding connection to new sewage network and starting its operation. As construction of network is nearly to the ending phase, local population expect to connect to new network.
- 36. PA specialist explained main goal of the project, its influence on development of Gudauri and introduced information regarding ongoing works and GRM system. PA specialist also explained that, although the construction of a sewerage network in Gudauri is nearing completion, arranging of house connections will not be possible until the construction of the Waste water treatment plants is completed.

Figure 4: Photos of the Site Visit 23.06.2022





3.3.5. General Description and Guidelines for COVID-19 Infection

37. The Government of Georgia and its Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia, issued the General Guidelines Related to Infection (COVID-19) Caused by Novel Coronavirus (SARS-CoV-2) which applies to all sectors of economic activity.
38. The General Guideline for COVID-19 was also developed by the Government of Georgia specifically for the construction sector (Please see Annex 7 of this report).
39. 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

40. 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:

41. 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;

42. 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.

43. 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.

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

45. 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

46. 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;
47. Received grievance and its solving possibilities were discussed with complainant with participation all the parts involved in project;
48. Public Consultation Meetings with local population and stakeholders were held and their suggestions were discussed and considered.

5.2. Recommendations and Next steps

49. Raise awareness of the beneficiaries about the project, its implementation schedule and post-implementation results;
50. Continue Train the Construction Companies in awareness techniques and public awareness campaign activities, main messages etc.
51. Ensure proper internal communications among the construction company, UWSCG and Eptisa; establish timely flow of information;
52. Ensure that the population are informed in advance about the possible disturbance caused by the rehabilitation works;
53. Raise the awareness of local population/affected households on the importance of safe and healthy sanitation system;
54. Encourage social leaders and local officials in Gudauri to get involved in the PA campaign and support the awareness measures;
55. Prepare informational leaflets in order to raise awareness on proper usage of waste water system.
56. Preparation of relevant method statement for the discharge pipeline behind the apartment block.

Annex

Annex 1. GRM Order #431

United Water Supply Company of Georgia, LLC

Order №431

Tbilisi

26/11/2021

On Amending Order №196 dated October 30, 2018, of Director of United Water Supply Company of Georgia, LLC, on Grievance Redress Mechanism under the projects funded by the Asian Development Bank at United Water Supply Company of Georgia, LLC

In accordance with Clause 8, Article 8 of the Articles of Association approved by Order №54/N dated March 24, 2017, of Minister of Regional Development and Infrastructure of Georgia on Approving the Articles of Association of United Water Supply Company of Georgia, a Limited Liability Company,

I hereby decree:

1. Order №196 dated October 30, 2018, of Director of United Water Supply Company of Georgia, LLC, on Grievance Redress Mechanism under the projects funded by the Asian Development Bank at United Water Supply Company of Georgia be amended and Clause 5 of the Order be read as follows:

“5. To promptly and effectively review and solve the grievance 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, Chairperson of the Commission;
- b) Deputy Director of United Water Supply Company of Georgia on Technical Issues, Member of the Commission;
- c) Deputy Director of United Water Supply Company of Georgia on Financial Issues, Member of the Commission;
- d) Deputy Director of United Water Supply Company of Georgia, Member of the Commission;
- e) Deputy Director of United Water Supply Company of Georgia, Member of the Commission;
- f) Deputy Director of United Water Supply Company of Georgia, Member of the Commission;
- g) Deputy Director of United Water Supply Company of Georgia, Member of the Commission;
- h) Head of Legal Department of United Water Supply Company of Georgia, Member of the Commission;
- i) Head of Environmental Protection and Permits Department of United Water Supply Company of Georgia, Member of the Commission;
- j) Head of Donor-Funded Projects Management Department of United Water Supply Company of Georgia, Member of the Commission;
- k) Head of State-Funded Projects Management and Supervision Department of United Water Supply Company of Georgia, Member of the Commission;
- l) Representative of Environmental Protection and Permits Department of United Water Supply Company of Georgia, the Commission Secretary”.

2. The Order be enacted upon signature.

**Annex 2. Letter to Eptisa regarding their opinion on design preparation,
Deletion of WWTP 5 in vil. Seturebi - 07.06.22**



საქართველოს გაერთიანებული
საქობიერებასა და სანადგობო
კომპანია
UNITED WATER SUPPLY COMPANY OF GEORGIA

N 9183/1
07/06/2022

9183-1-2-202206071708



To: Mr. Manuel Villafranca, Acting Team Leader
EPTISA servicios de ingenieria s.l branch in Georgia

Contract № UWSCG-ICB-GUD-03

Subject: Change Order #1, Deletion of WWTP #5 in Seturebi Village

Dear Mr. Villafranca,

We refer to your letter #EPT/USIIP/TL/2726, dated 19.05.2022, where you provided the Contractor's proposal and your opinion on the Change Order #1 – Cancellation of WWTP #5 for GUD-03 project.

In response to the Contractor's proposal, to finish the detailed design for WWTP #5, we would like to inform you that at present there is no any official document for development of Seturebi Village and its nearby area that UWSCG is aware of and it is uncertain whether there will be a need to build a wastewater treatment plant in the nearest future.

In addition, we want to emphasize, that all WWTP projects implemented by the UWSCG are design-built model of contracts, where design and construction activities are carried out by the same Contractor. Preparing a detailed design in advance creates additional risks for the Employer. Accordingly, we refuse to accept the Contractor's proposal and your suggestion regarding design works of WWTP #5 to be implemented by GUD-03 project Contractor for future use.

Please, see enclosed the final version of Change Order #1 for the Contractor's signature.

Annex: Change Order #1

Sincerely,

836

L.L.C.

საქართველოს გაერთიანებული
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