

Semi-Annual Social Monitoring Report

Project Number: 43405-026

Reporting Period: January - June 2022

GEORGIA: URBAN SERVICES IMPROVEMENT INVESTMENT PROGRAM

TRANCHE 4

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 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 Contract is Terminated. The Notice of Termination was issued on 23.03.2022 with the notice that the termination becomes effective within 14 days. On 07.04.2022 the Termination was confirmed by the Employer. Retender is in process.

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 Pfeifer Hoch – and Tiefbau GmbH Co. KG (Germany)" and "EMIT Group – Ercole Marelli Impianti Tecnologici S.r.l. (Italy). Contractual date finished on August 2020 and Contractor was working under Delay Damages, until December 15, 2021. Contractor suspended works in mid of December 2021 and informed Employer about Insolvency of Company, up to now is ongoing negotiation between Contractor and Employer, no any decision was made on this stage. Engineer gave recommendation on termination of the contract.

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 2022.

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. Completion date was updated to November 30, 2021, Contractor completed most of works and Partial Taking Over was done for Sewerage Network, Reservoir and Borehole N1. Since November 30, 2022 Contractor is applying for Delay Damages on Borehole N2 and N3. All works should be completed during Defects Notification Period (November 30.2022).

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 2022

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	0m
Ø 315 (mm) :	736,7	78.8%	0.9 – 1.0m	0
Ø 355 (mm) : 4	3641.32	85.2 %	1.2m	0
Ø 400 (mm) : 6,580,00	4889.83	74.3 %	1.2m	0m
Ø 450 (mm) :	483	44.9%	1.2m	0
Ø 630 (mm) : 820,00	814.3	99.3%	1.4m	0
TOTAL = 18 574	16853.79	60.7%		0
HDPE GRAVITY CORRUGATED PIPE IN LINEAR METER				
Ø 150 (mm) : 37	22618.1	60.3%	0.9 – 1.0m	0
Ø 200 (mm) : 57	19004.7	33.3%	0.9 – 1.0m	0
Ø 300 (mm) : 38	28399.9	74.7%	0.9 – 1.0m	0
Ø 400 (mm) :	135.7	8.2%	1.2m	0m

HDPE PRESSURE PIPES PERFORMED ACTIVITIES	Completed Total (m)	Completed [%]	Width and Depth (Average) of Trench	Estimated Number of Days to Lay Pipes
Ø 500 (mm) : 1,739,6	939.7	54%	1.35m	0
TOTAL = 135,882,06	71098.1m	52.3 %		0
Manholes:	Contract	Completed Total	Total Completed %	Executed During January-June 2022
Concrete DN 1000	1440 pcs	578 pcs	40.1%	0 pcs
HDPE DN 600	1300 pcs	585 pcs	45%	0 pcs
HDPE DN 400	3030 pcs	2554 pcs	84.3%	0 pcs

POT-02

15. The main activities under POT-02 during the reporting period of January-June 2022 is presented in the table 2 below:

Table 2: Project Progress during the January-June 2022

POT-02	Description of the Works	Executed During January-June 2022	Total Completed %
	Civil works	During the reporting period no progress was made. Contractor suspended all works in mid of December 2021	99%
	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 2022

JVA-01	Description of the Works	Executed During January-June 2022	Total Completed %
	OD DCI 300 SDR7.4	816 m	86.5%
	Reservoir (repairing works and tightness test for reservoirs)	-	95%
	Pumping Station including reservoir and Transformer building.	-	70%
	Lia Well Field (repair works on Well houses)	-	70%

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 2022

GUD 02		Executed During January-June 2022	Total Completed %
	Installation of Corrugated Pipe D-200	0 m	22000 m (Out of 22000) - 100%
	Installation of Concrete Manhole D 1000-	0 m	1549m – 100%
	Construction of Reservoir –	Works are completed	100 % (Civil Works and Pipe Connections)

	Construction of Boreholes:	Borehole N1- completed Borehole N2-Drilling - no progress Borehole N3-Drilling 0m	N1 Drilling - 100%: N2- 75% N3- 0% - drilling in initial location was unsuccessful.
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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.

Semi-Annual Monitoring Results

2.4. 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. On November, 2021 the amendment of the order #196 was developed by the order #431 (Please see Annex 1).
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.

2.4.1. Received Grievances

24. No Grievances submitted during reporting period, January-June 2022 under ZUG-01, POT-01, POT-02, JVA-01, GUD-02 sub-projects.

2.5. 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: Requests received from local population January – June 2022

Date	Applicant	Submitted By	Description	Status	Notes
30.05.2022	Gia Jghuniashvili	Phone Communication /599297562	Applicant requested to check level of the house connection well and level it in case of level differences.	Leveling of the house connection well was checked by Engineer and PA specialist on site, with help of surveyors. Change of well leveling wasn't needed. PA specialist provided all necessary information regarding connection requirements and timing.	Issue was resolved and site meeting was held on June 7.
13.06.2022	Anzor Buchukuri	Submitted verbally during the site visit	Anzor Buchukuri requested to change well leveling.	Pending	PA specialist checked well with CCs representatives. Leveling works will be done during July 2022.
23.06.2022	Hotel Gudauri Inn, Anzor Buchukuri, Jemal Gagadze	Submitted verbally during Meeting With Population	During meeting with population local citizens living in Gudauri (Zone 2) pointed that during construction works CC covered drainage channel and as a result rain water doesn't have channel and flows on the road. Locals requested to reinstate channel to its previous condition.	Pending	CC has to prepare drawing and method statement for works.

2.6. Consultation, Participation and Disclosure

GUD – 02

Goals and Objectives of PA Campaign in Gudauri

27. By the finishing Phase of the project PA activities will focus on informing people regarding terms and technical requirements of the arranging house connections, and to increase 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. PA campaign will include focus groups, public meetings and social safeguard team will develop informational leaflets with all necessary information.
28. PA Campaign will also include satisfactory survey. Survey will help social safeguard team, to identify if main communication goals were achieved and if local population is satisfied with accomplished works.
29. 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
 - Introduce Beneficiaries to terms and technical requirements of the arranging house connections.

Public Awareness Campaign in Gudauri:

Site Visit and consultation with Local Population – Small Businesses

30. 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). Meeting was attended by Engineer of Supervision Company and representatives of construction company and small business owners.
31. 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.

32. 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.
33. During the meeting PA specialist Asked surveyors to check house connection well leveling of Mr. Gia Jghuniashvili's shop, site investigation showed that, there wasn't need of changing well elevation. Engineer explained technical details of arranging house connection and required inclination of pipes.

Figure 1: Photos of Meetings with the local population 07.06.2022



Site Visit and consultation with Local Population – Zone 2

34. On June 11 PA specialist held Site Visit and meeting with local population in order to check how problematic line of connection was arranged and check if local population were satisfied by performed works. In order to arrange sewerage network for 5 local households, due to landscape CC had to perform excavation works by hand.
35. After finishing construction works PA specialist met with local inhabitants. Local citizens were satisfied by performing works, all connection wells arranged on proper elevation level. Like other meetings, main questions during the meeting were related to completion dates of the project, since the connection to the new sewerage network is a top priority for local population.

36. 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 2: Photos of Site Visit 11.06.2022



37. On June 13 PA specialist held site visit and consultation with local population within the framework of GUD-02 Project. Main Goal of the meetings are to keep local population consulted and informed regarding ongoing works.
38. During Site Visit local citizen Anzor Buchukuri requested leveling of the connection well, to the level of the road. PA Specialist informed CC regarding this issue and investigated site with representatives of Supervision and Contractor companies. Well leveling works will be finished in July 2022.

Figure 3: Photos of Site Visit 13.06.2022



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

39. 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.
40. 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 affect on local population.
41. 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.
42. 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 are completed.
43. During meeting with population local citizens pointed that CC covered drainage channel, while arranging sewage pipeline nearby Hotel Gudauri Inn. Due to this issue rain water doesn't have drainage channel anymore and flows on the road. Local population asked to reinstate channel to its previous condition. CC was instructed to prepare all necessary drawings and material in order to re-open channel in proper manner and avoid damage on sewage pipeline.

Figure 4: Photos of the Site Visit 23.06.2022



2.7. General Description and Guidelines for COVID-19 Infection

44. 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.
45. The General Guideline for COVID-19 was also developed by the Government of Georgia specifically for the construction sector.
46. 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).

3. Institutional Arrangement

47. 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:
48. 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;
49. 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.
50. 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.
51. Ministry of Finance: Allocates compensation and rehabilitation funds based on the submitted land acquisition and resettlement plan and relevant budget.
52. IPMO will supervise the physical and /or economic displacement of APs, monitor construction and reinstatement process with support from the supervision consultant.

4. Summary and Recommendations

4.1. 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;

4.2. 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 Engineer; 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;
- Ensure that local population are informed regarding terms of connection to the new network.
- Measure with help of questionnaires' and focus groups satisfaction of the local population by implemented PA activities and performance of CC.

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.