

Social Monitoring Report

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Georgia: East-West Highway (Shorapani-Argveta Section) Improvement Project

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ABBREVIATIONS

ADB	Asian Development Bank
AIDS	Acquired Immune Deficiency Syndrome
AP	Affected Person
AIDS	Acquired Immune Deficiency Syndrome
CR	Compliance Report
CSC	Construction Supervision Consultant
DP	Displaced Person
EBRD	European Bank for Reconstruction and Development
EMC	External Monitoring Consultant
ETCIC	Eurasian Transport Corridor Investment Center
GEL	Georgian Lari
GoG	Government of Georgia
HH	Household
HIV	Human Immunodeficiency Virus
IA	Implementing Agency
IFC	International Finance Corporation
IP	Indigenous People
IR	Involuntary Resettlement
LARF	Land Acquisition and Resettlement Framework
LARP	Land Acquisition and Resettlement Plan
LE	Legal Entity
RDMRDI	Ministry of Regional Development Infrastructure
RD	Road Department
NGOs	Non-Government Organizations
PAM	Project Administration Manual
PCP	Public Communication Policy
PPE	Personal Protection Equipment

GLOSSARY

Compensation: Payment made in cash or kind to the project affected persons/households at replacement cost of the assets acquired for the project, which includes the compensation provided under the Land Code of the Republic of Georgia (GE Rules for Expropriation of Ownership for Necessary Public Need July 23, 1999, Civil Procedural Code of Georgia, November 14, 1997, Public Register (No 820-IIs; December 19, 2008, Recognition of Property Ownership and other subsequent rules that refers stipulated in the Land Acquisition and Resettlement Plan (LARP).

Cut off Dates: These are the dates on which censuses of the project-affected persons and their assets to be affected are commenced in a particular area. Assets like houses/ structures and others, which are created after the cut-off dates, and the persons or groups claiming to be affected, become in eligible for compensation and assistance.

Displaced Person (DP): Any person who has to involuntarily change his/her place of residence and/or workplace or place of business/livelihood from the current location as result of the project. This may include moving out from his/her land or building.

Encroacher: A person who has extended his property into public land; a person who has trespassed on government land, adjacent to his/her own land or asset, to which he/she is not entitled, and derives his/her livelihood or extended his/her property prior to the cutoff date.

Entitlement: Refers to mitigation measures, which includes cash payments at replacement cost or through replacement land equal in value/ productivity to the plot lost and at location acceptable to APs where feasible as stipulated in the LARP. Entitlements include compensation for structure (permanent & temporary), crops, trees, business, wage, etc., for which compensation is already paid.

Household: A household is a group of persons who commonly live together with common incomes and take their meals from a common kitchen.

Income Restoration: Refer store-building the capacity of the project affected household store-establish income sources at least to restore their living standards to the pre-acquisition levels.

Indigenous Peoples: Indigenous Peoples are those who are identified in particular geographic areas based on these four characteristics: (i) self-identification as members of a distinct indigenous cultural group and recognition of this identity by others; (ii) collective attachment to geographically distinct habitats or ancestral territories in the project area and to the natural resources in these habitats and territories; (iii) customary cultural, economic, social, or political institutions that are separate from those of the dominant society and culture; and (iv) an indigenous language, often different from the official language of the country or region.

Involuntary Resettlement: The unavoidable displacement of people and/or impact on their livelihood, assets, and common property resulting from development projects that create the need for rebuilding their livelihoods, sources of income, and asset bases.

Legal Entity: Legally registered enterprise established by two or several individuals or companies vested with its separate property, rights and liability such as a limited liability partnership (LLP), and joint stock company (JSC).

NGO: Non-Government Organizations (NGO) are private voluntary organizations registered with Georgian Government. There are number NGOs working in Georgia performing activities to relieve suffering, promote

the interests of the poor, protect the environment, provide basic social services, or undertake community development, etc.

Participation/Consultation: Defined as a continuous two-way communication process consisting of: 'feed- forward' the information on the project's goals, objectives, scope and social impact implications to the project beneficiaries, and their 'feed-back' on these issues (and more) to the policy makers and project designers. In addition to seeking feedback on projects specific issues, the participatory planning approach also serves these objectives in all development projects: public relations, information dissemination and conflict resolution.

Physical Cultural Resources: Defined as movable or immovable objects, sites, structures, groups of structures, and natural features and landscapes that have archaeological, paleontological, historical, architectural, religious, aesthetic, or other cultural significance. Physical cultural resources may be located in urban or rural settings, and may be above or below ground, or underwater. Physical cultural resources are important as sources of valuable scientific and historical information, as assets for economic and social development, and as integral parts of a people's cultural identity and practices. Their cultural interest may be at the local, provincial or national level, or within the international community.

Project-Affected Person/Household/Legal Entities: Persons/households/Legal Entities whose livelihood and living standards are adversely affected by acquisition of lands, houses, and other assets, loss of income sources and the like, due to undertaking of the project.

Rehabilitation: Refers to improving the living standards or at least re-establishing the previous living standards, which may include re-building the income earning capacity, physical relocation, rebuilding the social support and economic networks.

Relocation: Moving the project-affected households/Legal Entities to new locations and providing them with housing, water supply and sanitation facilities, lands, schools, and others social and healthcare infrastructure, depending on locations and scale of relocation.

Replacement Cost: The Asian Development Bank's Safeguard Policy Statement (SPS) 2009 describes "replacement cost" as the method valuation of assets that helps determine the amounts insufficient replace lost assets and cover transaction costs. In applying this method valuation, depreciation of structures and assets is not taken into account. For losses that cannot easily be valued or compensated for in monetary terms (e.g. access to public services, customers, and suppliers; or to fishing, grazing, or forest areas), attempt share made to establish access to equivalent and culturally acceptable resources and earning opportunities. Where domestic law does not meet the standard of compensation at full replacement cost, compensation under domestic law is supplemented by additional measures necessary to meet the placement cost standard.

Land Acquisition & Resettlement Plan (LARP): A time-bound action plan with a budget, setting out resettlement policy, strategy, objectives, options, entitlements, actions, approvals, responsibilities, monitoring, and evaluation.

Severely Affected Households: As per SPS 2009 households/ entities losing more than 10% of his/her income/productive assets called severely affected.

Squatter: Household or person occupying public lands without legal arrangements with the Government of Georgia or any of its concerned agencies is a squatter to the lands.

Stakeholder: Refers to recognizable persons, and formal and informal groups who have direct and indirect stakes in the project, such as affected persons/households, shop owners, traders in roadside markets, squatters, community-based and civil society organizations.

State Land: State lands are public lands those are not recorded in the name of any private citizen/entity of the country. Local & Regional Governments of respective region is the custodian of all state lands within their jurisdiction.

Vulnerable Household: Households with an average per capita income below poverty line are considered vulnerable and are entitled to get the vulnerability allowance. It includes very poor, women headed household, old aged and handicapped.

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I. INTRODUCTION

A. Objective of the Report

1. This semi-annual Social Monitoring Report (SMR) for the East-West Highway F4 (Shorapani-Argveta) road project in Georgia covers the period from January to June 2021. The objective of the report is to provide an overview of the information on social safeguards activities related to the preparation and implementation of the land acquisition and resettlement plans (LARP) as well as safeguards issues raised during construction period and social impact mitigation measures. It describes the project's performance in dealing with community consultation and stakeholders' participation, impacted assets registration/records and compensation processes, and grievances received and redressed. Lessons learned and the recommendations for the implementation of safeguards component of the project in the next stage of the program are summarized at the end of the report.

B. Background Information

2. Georgia, due to its geographic location, provides the shortest transit link between Central Asia and Europe. Transport plays a pivotal role in supporting the national economy, and development of the transport infrastructure is vital to increasing economy of the region through reduced transport costs and increased transit revenue.

3. The Government of Georgia (GOG) has received a loan from the Asian Development Bank (ADB) for implementing the Road Corridors Development Program (the Program) to rehabilitate, improve or construct several roads in various regions of Georgia. The program includes the Khevi – Ubisa – Shorapani – Argveta section (E60 Highway Route) which will be financed under different funds.

4. The LARP for East–West Highway (Shorapani–Argveta Section) Improvement Project was accepted in October 2019.

5. The total length of Section F4 is of 14+747.78 km on the Tbilisi-Argveta carriageway (TA) and of 14+729.87 on the Argveta-Tbilisi carriageway (AT). In FS the length was about 15+800 km.

6. There are 12 bridges for this section and one Underpass. The first, the second and the fourth bridge are Steel bridges with big spans (smallest in 48 m). The first and the second bridges are crossing the turns of the Dzirula River. The fourth steel bridge is crossing Kvirila River. The third, fifth and sixth bridges are not crossing a flowing river but small streams. They are reinforced concrete structures with pre-stressed beams.

7. Overall, the Shorapani-Argveta section represents an important section of the motorway; it is located in a complicated topographic and geological conditions. This section represents the extension of Zestaphoni-Kutaisi motorway. Design section starts at km 185 of Tbilisi-Senaki-Leselidze motorway and ends at km 200 of the same road in Argveta. This section is directly connected to Argveta interchange which is under construction.

8. Road axis has been designed separately for two independent right and left lanes. The axis is located on the outer edge of the paved section (1.0 m) of the central reserve: Tbilisi-Argveta direction TA, Argveta-Tbilisi direction AT.

9. The alignment passes hilly-mountainous relief from km 0+000 to km 1+300, on the left side of the existing road both as exposed road and through two tunnels. The alignment runs in the gorge of the river Dzirula from km 1+300 to km 3+000, crosses the river Dzirula several times. The alignment runs on the left side of the existing road, crosses the river Borimela, enters the tunnel and joins the existing road in Shorapani from km 3+000 to km 4+300. Design road follows the existing road from km 4+300 to km 5+640.

10. Widening of the road takes place at the expense of cutting into the slope on the left, then the alignment turns to the right, crosses the river Kvirila and the railway two times, then the alignment develops northward of Zestaphoni through three tunnels. From km 9+670 to the end of the route design road bypasses Zestaphoni, joins the interchange under construction at km 14+720 at the village Argveta located on Zestaphoni-Kutaisi motorway.

11. An interchange is a system of interconnecting roadways which consists of a combination of ramps and grade separations at the junction of highway with other roads. Interchanges are utilized to reduce or eliminate traffic conflicts, to improve safety, to increase traffic capacity and most of all to allow the accessibility at the highway. Not only may the topography of the terrain but also the type of traffic classification affects the interchange design. Interchange types are characterized by the shape of ramps such as diamond, loop, hook, directional, or variations of these types.

12. Crossing conflicts at interchanges are eliminated by using different levels for the crossings. Turning conflicts are either eliminated or minimized, depending upon the type of interchange design.

13. Design parameters for interchange ramps are the following:

- Interchange-1 (Shorapani). This IC 1 is located around ch 3+000 under bridge BRI 4103 TA/AT. Its type is "Diamond" with Roundabouts located on both side of the Highway. These two roundabouts are connected with the existing main road and a local road. In the area of this IC-1 will be located also the Base camp.
- Interchange-2 (Zestafoni - East). This IC-2 is located around ch 5+800 before BRI 4104 TA/AT. Its type is "Trumpet" with one Roundabout. The Roundabout is on the existing main road and it is connecting the local traffic.
- Interchange-3 (Zestafoni - West). This IC-3 is located around 11+800. Its type is "Diamond" with two Roundabouts. There is an Underpass over the Ramp connected two Roundabouts. These two roundabouts are connected with the existing local roads in these areas. Interchange-4 (Argveta) This IC-4 is in the end of F4 section. It is designed by the previous project. (Figure1)

Figure 1: Project Location Map



C. Objective and Coverage of the Monitoring

14. The major objective of this SMR is to analyze the implementation status of the LARP and other associated social safeguards issues.

15. The ultimate objectives of the monitoring report are to:

- verify status of resettlement implementation for the project that complies with the approved LARP;
- verify status of up to date compensation payment to affected persons (APs);
- verify implication of grievance redress mechanism to solve AP 's grievances & status of grievances received from the APs/local people so far; and
- satisfaction of APs with the process of their compensation & amount of compensated; and other social safeguards issues such as: wage laborers, labor issues, HIV/AIDS, grievances/complains received during construction/resolved etc.

D. Methodology Followed under Monitoring Program

16. The monitoring has been conducted mostly rely on the project documents LARP and semi-annual SMRs, etc. through review and analyze, compilation of necessary data from aforesaid documents. In addition, consultant also had conducted consultations/meetings among the APs and other project stakeholders through regular site visits. Such consultations and meeting conducted with and assistance of the CSC, Contractors, EMC, RD, MRDI and other relevant project stakeholders. The findings from the previously mentioned consultations/meetings have been incorporated in this semi-annual SMR document in a cumulative manner.

E. Social Safeguard/Resettlement Categorization

17. Prior to civil works implementation, the projects selected for construction or development to be screened and classified using ADB's classification system as follows:

- Category A: Projects proposed for construction or development, will fall under this category, if, it caused a significant involuntary resettlement impacts with a physical displacement of 200 or more persons from their residences, or 200 or more persons lose 10% or more of their productive or income generating assets, or more persons or 200 or more persons experience a combination of both.
- Category B: Any proposed subproject that includes involuntary resettlement impacts but are not deemed significant considering loss of shelter/houses or productive or income generating assets will be considered for category B.
- Category C: A proposed subproject that has no involuntary resettlement impact.

18. As per ADB Safeguard Policy Statement (SPS 2009) the East-West Highway F4 (Shorapani-Argveta) Improvement Project falls under Category A, considering the significant involuntary resettlement issues.

19. According to ADB SPS 2009 definition, "no indigenous peoples" (IPs) have been identified and will not be triggered in this project.

II. OVERVIEWS OF THE LARP AND ASSOCIATED IMPACTS

A. LARPs and Allied Documents Preparation

20. The LARP was approved in October 2019. Afterwards, adjustment of the LARP was required due to emergence of some new impacts (to include or exclude) caused due to adjustments of right of way (RoW) through design considerations considering the existing condition.

21. During the implementation of main LARP of Khevi-Argveta F4 several AP expressed their worries about safety of the buildings during construction of the project. LARP team received several calls with concerns and worries. After this, LARP and Design team started reviewing buffer again and under the LARP Addendum I (Fall 2018) was decided to include 12 additional residential land plots in resettlement buffer of the project, each case was studied carefully.

22. Main reason to include additional land plots in buffer was distance from buffer: in case of 4 land plots distance of residential buildings from buffer is between 2.1m to 8m, 6 residential lands were included in addendum because they are located above tunnel portal and it's considered that this will worsen their living conditions during and after construction of the road. Example is shown on the Annex 1-1 below. Two affected households (AHs) residential land plots are registered in two parts, which causes difference between number of land plots and number of residential buildings.

23. In 2020, preparation of an addendum for the LARP was required due to emergence of some new impacts related to access roads.

24. The second LARP addendum (November 2020) covers 46 land plots impacted by two access roads. One of the access roads (PK 83+00-PK 91+00) with length of 1.3 km is for connection of Zestaphoni to the land plots on the other side of the highway and second road with length of 340 m. is to access tunnel portals (at PK 71+00) during the construction and operation phase. Situation maps of the access roads are presented in Annex5.

III. LARP IMPLEMENTATION

A. General

25. The LARP implementation started in May 2018.

Table 1: Description of Segments Covered by Compliance Reports

Description	No of CR	Segment under CR	Start (km)	End (km)	Length (km) of Segment	Date of ADB Approval
Entire Section F4 covered under the approved LARP	n/a	n/a	0.00	14.7	14.7	Sep 2019
Compliance Report No. 1 (CR1)	CR 1	Segment 1	0.00	1.70	1.70	Oct 2020
		Segment 2	2.50	5.58	3.08	
		Segment 3	5.64	7.02	1.38	
		Segment 4	7.05	8.10	1.05	
		Segment 5	8.30	10.05	1.75	
		(Addendum 2020)	10.14	11.00	0.86	
		Segment 6	13.68	14.44	0.76	
Subtotal CR1 7 Segments			Subtotal CR1 10.86km			
Compliance Report No. 2 (CR2)	CR2	Segment 8	1.700	2.500	0.8	May 2021
		Segment 9	5.580	5.640	0.06	
		Segment 10	7.020	7.050	0.03	
		Segment 11	8.100	8.300	0.2	
		Segment 12	11.000	12.980	1.98	
Subtotal CR2 5 Segments			Subtotal CR2 3.07km			
Compliance Report No. 3 (CR3)	CR3	Segment 13	10.05	10.14	0.09	Under preparation
		Segment 14	12.98	13.68	0.70	
Subtotal CR3 2 Segments			Subtotal CR3 0.79km			

Table 2 LARP Implementation Status (including LARP Addendums)

Total number of land plots - 761	100%
Acquired – 752	98.8%
To be acquired - 6	0.8%
Under Expropriation - 3	0.4%

26. It is important to note that at this stage of project implementation, RDMRDI, the IA made compensation payment to the APs for their lost properties only for the sections cleared to make encumbrance free for handing over to start construction activities by the contractor. To comply with ADB policy, EMC also conducted compliance monitoring exercise with required report preparation, which was subsequently approved by ADB for those sections, completed LARP implementation and compensation payment as well.

27. RD signed the contract between the contractor (Guizhou Highway Engineering Group Co. Ltd. and China National Technical Import & Export Corporation Joint Venture) on 16 January 2020. The physical construction activities of the Shorapani-Argveta F4 Section were suspended, because of COVID-19 pandemic, but now it is actively underway. As of 31 June 2021, the Contractor has access to the following section of the construction site:

- Km 0+000-Km1+700 (1,7 Km)
- Km 1+700-Km 2+500 (0,8 Km)
- Km 2+500-Km5+580 (3,08 Km)
- Km 5+580-Km5+640 (0.06 Km)
- Km 5+580-Km5+640 (0.06 Km)
- Km 7+020-Km7+050 (0.03 Km)
- Km 8+100-Km8+300 (0.2 Km)
- Km 8+300-Km10+050 (1.75 Km)
- Km 10+140-Km11+00 (0.86 Km)
- Km 11+000-Km 12+980 (1.98 Km)
- Km 13+680-Km 14+720 (1.04 Km)

B. Maintaining Core Labor Standard

28. Here are the number of Employees according to the monthly reports from the contractor.

Table 3: Number of Employees

	January		February		March		April		May		June	
	Geo	Foreign	Geo	Foreign	Geo	Foreign	Geo	Foreign	Geo	Foreign	Geo	Foreign
Management, administration, technical personal												
Workers, Skilled Workers, Foremen, Drivers, Operators	72	130	46	130	46	130	105	175	105	175	186	217
	84		0		114		191		176		227	

C. Child Labor in the Project Activities

29. During field monitoring period, no child labor (below the age of 18 years) was found engaged in the project works.

D. Forced or Compulsory Labor

30. All workers are deployed according to their eligibility and willingness. The female workers who are mostly engaged in cooking and cleaning are also deployed based on their eligibility and willingness.

31. Discrimination in Respect to Employment

32. During monitoring, no discrimination identified among the workers in terms of gender, locality, nation or religion, wages/salary.

E. Health and Safety and HIV/AIDS Awareness Program

33. The current monitoring also found that the Contractor has arranged a medical office and employed Doctors for the treatments of the staffs/employees of the contractor.

34. The Contractor has appointed an accident prevention officer at the Site, who is responsible for maintaining safety and protection against accidents. He was found available on site every day.

35. The Contractor has instructed to comply with the requirements of clause 6.7 of GCC and include an alleviation programmer for Site staff and labor and their families in connection to Sexually Transmitted Infections (STI) and Sexually Transmitted Diseases (STD) including HIV/AIDS under this program for submission under Sub-Clause 8.3.

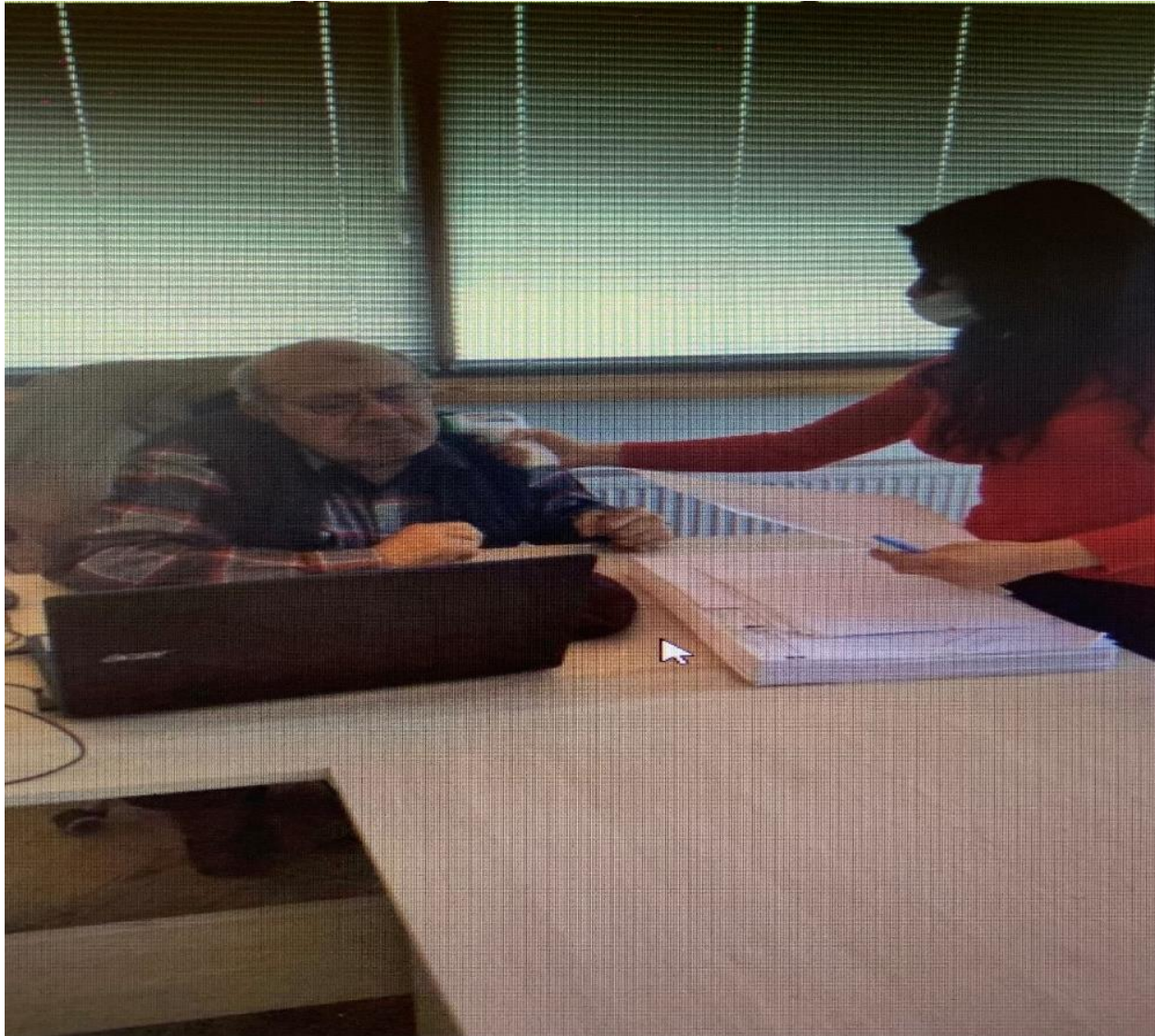
36. When first case in Georgia was confirmed, and numbers began to crawl up, the Contractor started to develop preventive measures and response to this pandemic. The Engineer was constantly collaborating with the Contractor during this process and giving the necessary instructions Management Team and Committee to fight COVID-19 was developed including Project top management, HSE specialists, Project physician and Camp Boss. WHO recommendations and instructions of The Government of Georgia were taken into consideration during the development of COVID-19 response plan.

37. In particular, the Contractor launched a poster campaign providing necessary instructions (information posters) within all Camp facilities and worksites. Strict procedures were developed for entering the Contractor's facilities, such as thermal screening by touch-free thermometer, disinfecting procedures, collecting of personal and travel information. Alcohol based solutions and liquid soap are available at worksites and Camp facilities and designated persons are monitoring that employees are following the personal hygiene procedures. Disinfection of accommodation facilities, offices and project vehicles are carried out periodically, by the certified Sub-Contractor company.

38. All the trainings were postponed that requiring the groups of people, and number meetings was reduced together with the number of attendees. Social distance is practicing during the necessary toolbox talks. Personnel is entering the dining facilities with the small groups and tables are distanced from each other.

39. All this control measures are being supervised by the Contractors management team, in order to stay in compliance. The Engineer is constantly monitoring this process.

Thermal screening is carried out every day in the UBM office and data is appropriately logged



F. Accident Record Log

40. No physical injuries or incidents were registered during this period on Shorapani-Argveta road section.

IV. SAFEGUARDS COMPLIANCE STATUS

A. Status of Recruitment/Mobilization of Safeguard Team

41. The CSC has the position of International and National Resettlement Specialist with their intermittent input of 14 months and 24 months, respectively. These Experts have been mobilized

since May 2021(international) and since January 2021(national). They are assisting/supporting RDMRDI in the monitoring of LARP implementation and other social safeguards issues that arise about construction activities, especially in the context with the establishing of the campsite and batching plant, dumping area, and other required facilities to be set up before the construction work. Keeping in view the available and required the input of the expert, the National Resettlement Specialist works typically for five days each week while the International Resettlement Expert gives his inputs as and when needed.

42. Additionally, the RDMRDI has taken up on board the Resettlement Division & Resettlement Unit at the PIU level, and all the requisite positions are filled. The concerned officials are working since the beginning of the project to facilitate the APs in addressing their grievances related to the project activities.

V. GRIEVANCE REDRESS MECHANISM & GRIEVANCE REDRESS STATUS

A. Formation of Grievance Redress Committee

43. A grievance redress mechanism (GRM) will be available to allow an AP appealing any decision on which they disagree, practice or activity arising from land or other assets compensation. APs will be fully informed of their rights and of the procedures for addressing complaints whether verbally or in writing during consultation, survey, and time of compensation. Care will always be taken to prevent grievances rather than going through a redress process. This can be obtained through careful LAR design and implementation, by Ensuring full participation and consultation with the APs, and by establishing extensive communication and coordination between the affected communities, the EA, and local governments in general. Complaint and grievances will be addressed through the process described below.

44. The GRM consist of project-specific systems established at the municipal level and regular system established at RDMRDI. Grievance Redress Committee (GRCE) established at municipal level as a project- specific instrument, functional for the whole period of the project implementation. Grievance Redress Commission (GRCN) is formed as an informal structure within the RDMRDI to ensure grievance review, resolution, and record.

45. GRCN is formed by the order of the Head of RDMRDI as a permanently functional informal structure, engaging personnel of RDMRDI from all departments having regard to the LAR issues and complaint resolution. This includes top management, Safeguard or LAR Units, Legal Departments, PR department and other relevant departments (depending on specific structure of the Implementing Agency - IA). The GRCN is involved at the Stage 2 of grievance resolution process. The Order shall also state that, if necessary, representative of local authorities, NGOs, auditors, APs and any other persons or entities can be included in the commission as its members.

46. GRCE is an informal, project-specific grievance redress mechanism, established to administer the grievances at Stage 1. This informal body will be established at community level in each affected Municipality (village/community authority). The GRCE shall include representatives of Municipal LAR Teams and local communities. The RD representative in the Municipal LAR Team shall coordinate the GRCE formation. He/she will then be responsible for the coordination of GRC activities and organizing meetings (Convener).

47. If considered necessary, GRCEs will be established at the community level with an office order from the RD with provision of 7 members of following composition: 1. Representative of Resettlement Unit of IA: Convener; Contact Person 2. Representative Rayon LAR team: Member Secretary 3. Representative of the Municipality Mayor in the administrative unit: Member 4. Representative of APs: Member 5. Representative of NGO: Member 89 6. Representative of Civil Works Contractor: Member 7. LAR Specialist of Supervision Consultants: Member.

48. Representative of the Resettlement Unit of IA is coordinating the work of the Committee and at the same time he/she is nominated as a contact person for collecting the grievances and handling grievance log. The local authorities at the municipal level, civil works Contractor, Supervising Company (Engineer), as well as APs (through informal meetings) are informed about the contact person and his contact details are available in offices of all mentioned stakeholders.

49. The Contact Person collects and records the grievances, informs all members of the Committee and the management of RD regarding the essence of the problem, engages the relevant stakeholders in discussions with the applicant of grievance, handles the process of negotiation with AP at the stage 1 of the grievance resolution. The Contact Person prepares the minutes of meetings and ensures signatures. In case the grievance is resolved at the stage 1, the Contact Person records the fact of closing the grievance in his log and informs RDMDRI management about this in written. If the complainants are not satisfied with the GRC decisions, they can always use the procedures of Stage 2 of grievance resolution process. In that case the Contact Person helps the AP in lodging an official complaint (the complainant should be informed of his/her rights and obligations, rules and procedures of making a complaint, format of complaint, terms of complaint submission, etc.).

50. The APs should be informed about the available GRM. This could be achieved through implementing information campaigns, distributing brochures (e.g. Communication Plan), Keeping all focal points up-to-date and maintaining regular communication with them, allowing multiple entry points for complaints, introducing forms for ease of reporting complaints.

Table 4: Grievance Resolution Process

Steps	Action Level	Process
Step1	Negotiations with APs	The complaint is informally reviewed by the grievance redress committee (GRC), which takes all necessary measures to resolve the dispute amicably.
Step2	GRC resolution	If the grievance is not solved during the negotiations, the GRC will assist the aggrieved APs to formally lodge the grievances to the GRC. The aggrieved APs shall submit their complaints to the GRC within 1 week after completion of the negotiations at the village level. The aggrieved AP shall produce documents supporting his/her claim. The GRC member secretary will review the complaint and prepare a Case File for GRC hearing and resolution. A formal hearing will be held with the GRC at a date fixed by the GRC member secretary in consultation with Convener and the aggrieved APs. On the date of hearing, the aggrieved AP will appear before the GRC at the Representative of the Municipality Mayor in the administrative unit for consideration of grievance. The

Steps	Action Level	Process
		member secretary will note down the statements of the complainant and document all details of the claim. Response time for the GRC to acknowledge receipt is 14 days and after date of hearing for Respond/resolve maximum time is 10 days. The decisions from majority of the members will be considered final from the GRC at Stage 1 and will be issued by the Convener and signed by other members of the GRC. The case record will be updated and the decision will be communicated to the complainant AP.
Step3	Decision from central RDMRDI	If any aggrieved AP is unsatisfied with the GRC decision, the next option will be to lodge grievances to the RDMRDI at the national level. The RDMRDI shall review the complaint in compliance with the procedures specified in the Administrative Code of Georgia. Response time according the Administrative Code of Georgia is 30 days, but Internally, according the RD's internal electronic correspondence system, the mandated time for response is 10 days). GRC should assist the complainant in lodging an official complaint (the complainant should be informed of his/her rights and obligations, rules and procedures of making a complaint, format of complaint, terms of complaint submission, etc.). The complainant shall be informed of the decision.
Step4	Court decision	If the RDMRDI decision fails to satisfy the aggrieved APs, they can pursue further action by submitting their case to the appropriate court of law (Rayon Court) without any reprisal. The aggrieved AP can take a legal action not only about the amount of compensation but also any other issues, e.g. occupation of their land by the contractor without their consent, damage or loss of their property, restrictions on the use of land/assets, etc.

51. A total of 25 persons have submitted 4 categories of grievances to the GRC as of the reporting date out of which 9 grievances have been resolved as of 30 June 2021 (6 accepted and 3 rejected). Complainants mostly (15 Nos.) applied for inclusion in LARP due disturbance (dust, noise, vibration) from construction or potential damage to their assets caused by construction activities. Out of the 15 grievances 5 have been closed (8 have been put on Technical Hold while the CC and CSC monitor the condition of residential buildings during construction works, 2 cases are still under RD's review).

Table 5: Status of Grievances Submitted to the RD up to the End of the Reporting Period

NO.	NATURE OF GRIEVANCES	NO OF TOTAL GRIEVANCES	STATUS	
			OPEN	CLOSED
1	Compensation Rate	5	1	4
2	Inclusion in LARP	15	10	5

NO.	NATURE OF GRIEVANCES	NO OF TOTAL GRIEVANCES	STATUS	
			OPEN	CLOSED
3	Disturbance: Noise / Vibration / Dust	1	1	0
4	HSE Concerns	4	4	0
	Total	25	16 12, Tech. Hold-3	9

52. A total of 34 persons have submitted 4 categories of grievances to the GRC out of which 9 grievances have been resolved as of 30 June 2021 (5 accepted and 4 rejected). Complainants mostly (21 Nos.) applied for “Damage to Infrastructure / Assets” due to disturbance (dust, noise, vibration) caused by construction activities. Out of these 21 grievances 6 have been closed (4 accepted and 2 grievances rejected). 6 complainants have requested “Inclusion in LARP” (5 open, 1 closed/rejected). 5 APs complained about “Restriction or loss of access” out of which 2 cases have been accepted/closed.

Table 6: UBM Complaints Log (Covering the Whole Period of the Project)

N	NATURE OF GRIEVANCES	NO OF TOTAL GRIEVANCES	RESULT	
			Open	Closed
1	Damage to Infrastructure / Assets	21	15	6
2	Inclusion in LARP	6	5	1
3	Disturbance: Noise / Vibration / Dust	2	2	0
4	Restriction or loss of access	5	3	2
	Total	34	25	9

Table 7: Summary of the Grievances by Category and Resolution Status Received by the RD within the Reporting Period (01.01.21 – 30.06.21)

N	NATURE OF GRIEVANCES	NO OF TOTAL GRIEVANCES	RESULT	
			Open	Closed
1	Inclusion in LARP	8	7	1
2	Disturbance: Noise / Vibration / Dust	1	1	0
3	HSE Concerns	4	4	0
	Total	13	12	1

Table 8: Summary of the Grievances by Category and Resolution Status Received by the UBM within the Reporting Period (01.01.21 – 30.06.21)

N	NATURE OF GRIEVANCES	NO OF TOTAL GRIEVANCES	RESULT	
			Open	Closed
1	Damage to Infrastructure / Assets	18	13	5
2	Inclusion in LARP	5	5	0
3	Restriction or loss of access	5	3	2
4	Disturbance: Noise/Vibration/Dust	2	2	0
	Total	30	23	7

53. Following section provides the information on made side visits and meetings with complainants and residents during the reporting period. The side visits were made by the specialists of Supervision Consultant (UBM) together with the Contractor representatives.

January 2021



54. Visit the site. In the statement of the citizens living on Nikoladze Street in Zestaponi, in order to study the issue raised, which refers to the issue of possible negative impact on their homes during the construction of the tunnel planned under the project.

Resolution: The land plots of the above-mentioned citizens are located near the N6 tunnel. Currently, CSC and Contractor are working on a technical solution to redesign it into an open-cut design which likely will cause additional land acquisition and resettlement impacts.

February 2021

55. Visit to the site to study the issue raised in the statement of Citizen [REDACTED], which refers to the issue of possible negative impact on her home because of ongoing and planned construction works under the project.

Resolution: The case was sent to LEPL “Levan Samkharauli National Bureau“ for the expertise.



March 2021

56. Visit to the site to study the issue raised in the statement of the citizen [REDACTED], which is related to the flooding of the yard of his house because of the ongoing preparatory works within the project.

Resolution: The engineer instructed the contractor to restore the drainage of the citizen and compensate the damage caused to him.



57. Visit to the site to study the issue raised in the joint statement of citizens Yuri and [REDACTED] which is related to the issue of blocking the access road to their agricultural lands as a result of the excavation works carried out within the project.

Resolution: The blocked access road to their agricultural land was restored.



April 2021

58. Visit to the site to study the issue raised in the joint statement of J [REDACTED] and [REDACTED], which refers to the issue of possible damage to their homes because of the construction works planned under the project.

Resolution: The pre-construction survey is made on co-owned land plot and house of complainants. The social/resettlement specialist from UBM and the contractor team are carrying out the monitor on their residential house to avoid possible damages caused from the construction works.



59. Visit to the site to study the issue raised in the statement of the citizen [REDACTED], which refers to the issue of possible damage to his house because of the construction works planned within the project.



60. Visit the site. In order to study the issue raised in the joint statement of the citizens living on Marjanishvili Street in Zestaponi, which refers to the destruction of pastures in their use because of the excavation works carried out within the project.

Resolution: The issue was raised at the Standing Commission of the Roads Department of Georgia. The request to acquire the pastures was not satisfied.



May 2021

61. Visit to the site to study the issue raised in the joint statement of the citizens living in the village of Argveta received from the Department, which is related to the issue of blocking the access road to their agricultural lands because of the excavation works carried out within the project.

Resolution: The access road to the agricultural land plots was made by the contractor.



62. Visit to the site to study the issue raised in the joint statement of the citizens living in the village of Tseva, which refers to the issue of possible drainage of drinking water as a result of the construction of the tunnel planned under the project

Resolution: The Road Department of Georgia instructed the Engineer to monitor the water flow- it is being monitored at the request of the Department.



63. Visit the site to explore the issue raised in a joint statement by citizens living in the village of Futi regarding the possible negative impact on their private property because of the construction of a tunnel planned under the project.

Resolution: Relevant explanation of the EIA. has been provided to citizens. There will be no negative impacts to citizens private properties.



64. Visit the site to study the issue raised in the statement of Citizen [REDACTED] which deals with the issue of noise and dust generated during the construction process because of their negative impact on their homes.

Resolution: The engineer was instructed to carry out the mitigation measures according to the environmental impact assessment (EIA).



65. The RD team is going to conduct the Public Consultation Meeting with Zestaphoni Residents, living in proximity of tunnels by September 2021, or even later, as the COVID-19 restrictions may allow, to provide detailed information on ongoing baseline survey measures to ensure the safety of properties during the construction, and mechanisms of compensation and other mitigation measures in case of caused damage/impact.

VI. MITIGATION MEASURES AND CONSTRUCTION PHASE

66. The Contractor developed detailed Tunnel Blasting Plan (TBP) as part of the overall construction schedule. The TBP shall specify, to a reasonable level of accuracy, the schedule for boring of each tunnel and will include the results of all the surveys undertaken (see below for survey requirements). The TBP also includes a vibration monitoring plan to monitoring vibration levels and frequency around the blasting sites. The objectives of the monitoring:

- Ensure the vibration levels in the communities are within the adopted criteria levels
- Maintain record of ibration to settle any potential conflicts; and
- Monitor changes in the vibration levels due to possible changes in the rock formation and take appropriate corrective actions.

67. Vibration data is monthly documented and shared with RD, ADB, Ministry of Environment and the community as part of the monthly progress report.

68. A survey is undertaken within a 250 meters corridor of all tunnels to determine the pre-blasting conditions of all buildings within the corridor. The survey is commissioned by the Contractor at his own charge and identified and recorded any existing damage to the structures. The survey covers the following aspects:

- Overall condition of the structures, both exterior and interior;
- Documentation of defects observed in the structures using digital imagery along with notes, measurements and sketches; and
- Documentation of pre-existing cracks using digital imagery along with notes, measurements and sketches

69. The survey was accompanied with consultations with the affected households to explain the extent and reason for the survey, confirm the findings of the survey (affected households shall sign the survey from saying they agree with the findings) and the process for reporting any grievances regarding vibration impacts. The households were provided with materials that summarize the grievance redress process. The households, which did not allow the survey, they were informed by the Contractor that they will not be authorized in the future to claim any damage.

70. The project plans to build 6 main and 6 parallel tunnels. (Annex N4)

VII. CONCLUSIONS AND NEXT STEPS

71. The East-West Highway F4 (Shorapani-Argveta) project implementation is ongoing, where resettlement and safeguards compliance is an important and highly valued aspect. LARP

was prepared for the project, harmonizing ADB's SPS 2009 and GOG policy standards for the land acquisition and resettlement of the APs. The LARP in due course, were approved and are being implemented. During LARP implementation, preparation of an addendum to LARP was necessary to make some corrections of inventory of affected properties and access roads pertaining to existing condition. The implementation of LARP and project conditionality is complying with provisions to monitor both internally and externally of the entire resettlement implementation. This is the third Semi-annual SMR (covering the period January-June 2021) prepared by the CSC for RDMRDI by the CSC's International Resettlement Specialist. However, monthly progress monitoring report are regularly produced and submitted by the NRS.

72. In sum, it may be concluded that the RDMRDI is working hard to make payment (compensation and other additional grants and benefits) to the APs timely with mitigation of grievances. Till date, the LARP implementation for the partial sections comprises almost of the road ROW completed with required relocation of affected households before handed over to the contractor for construction. It was revealed from the monitoring of LARPs implementation, substantial progress in connection to LARP implementation has been done in compliance to the ADB SPS 2009 and project LARPs.

73. During the next reporting period the LARP implementation for the remaining sections is expected to be completed by December 2021 and the Compliance Report No. 3 will be submitted accordingly. Public consultation meeting is planned with Zestaphoni Residents, living in proximity of tunnels by September 2021- the results will be reported in next SMR. It is expected, that during the next reporting period the redesign of Tunnel N6 will be completed which will allow to assess the additional LAR impacts (up to 35 land plots might be affected) and start the preparation of LARP Addendum N3.

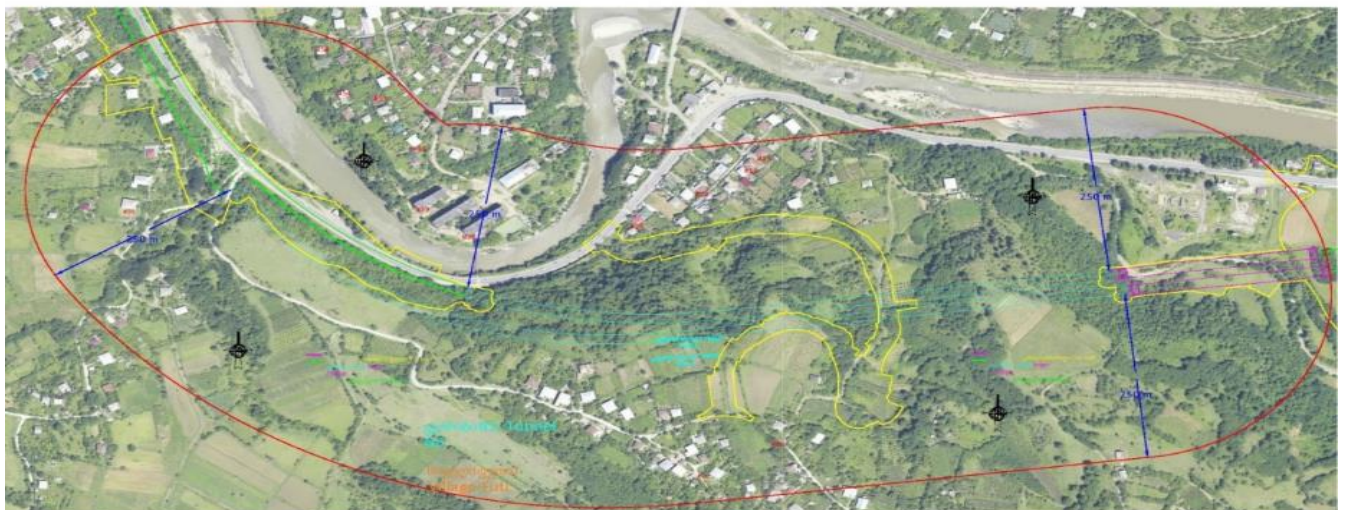
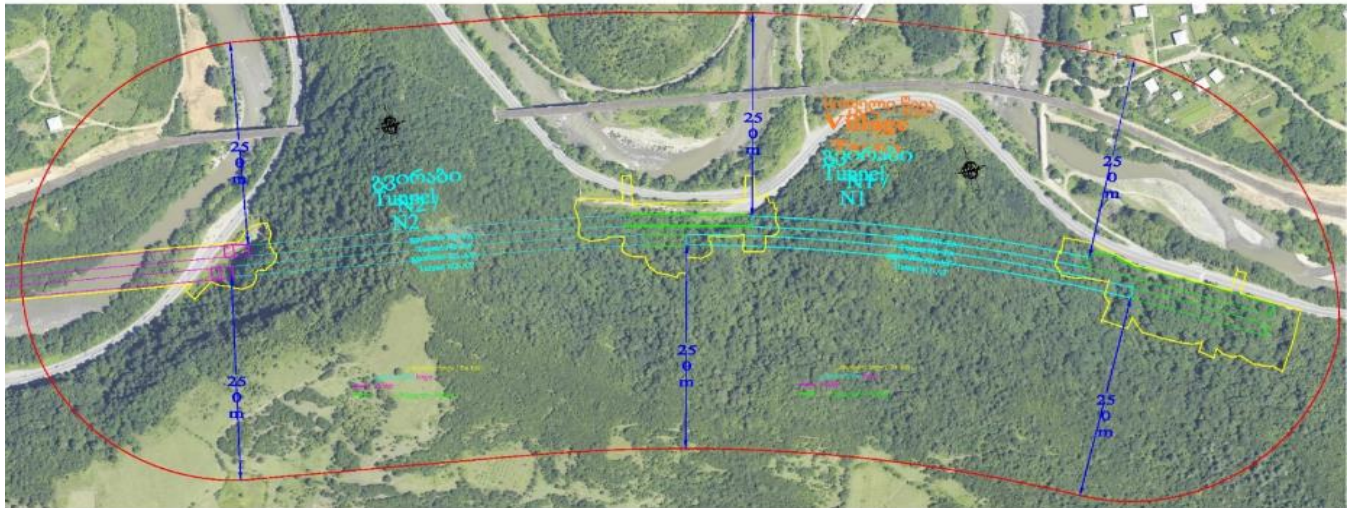
Annex 1: Access Road 1, PK 83+00-PK 91+00 (1.3km)



Annex 2: Access Road 2, PK 71+00 (340m)



Annex 3: Situation Map for the Tunnels N1, N2, N3, N4, N5 and N6





Annex 4



Legend

-  Main Buffer
-  Addendum N2 Buffer