

COMPLAINT CLOSING REPORT

PROJECT NAME	Batumi Bypass Road Project
ADB DEPARTMENT/DIVISION	Transport
AM FUNCTION	Problem-Solving / Office of the Special Project Facilitator (OSPF)
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	21 September 2017
I. Complaint and issues	<p>The Complaint alleged that the results of Geographic LLC 's valuation of the Complainants' affected properties at 496,482 GEL (with land compensation at 109,516 GEL) is inadequate and lower than the market price. The Complainants presented an alternative valuation from LEPL Levan Samkharauli State National Forensic Bureau which indicated a price higher than what was offered by the Roads Department of Georgia (RD) and appealed revision of his land compensation.</p> <p>The Complaint received by OSPF on 24 August 2017 was signed by one family with Mr. Davit Samnidze, property owner, as the main Complainant.</p>
II. Actions taken to address the problems or issues	<ul style="list-style-type: none"> • Project team made multiple efforts to improve communications between MRDI/Roads Department and Complainants highlighting the importance of the grievance redress mechanism and its functionality. • At the time the Complaint was submitted to OSPF, CWRD was already addressing the Complaint and was engaging a third-party valuator (Kushman and Wakefield) to conduct an independent assessment of the Complainants' property. • The evaluation findings have shown that new assessments (Kushman and Wakefield and LEPL Levan Samkharauli) were more comprehensive and their analogues were more sophisticated than the initial valuation done.
III. Decisions or agreements by parties concerned	<p>Based on CWRD's recommendation (Ari Kaliokoski-Transport Economist, Transport and Communication Division), the Roads Department paid additional compensation to Mr. Davit Samnidze for the cost of the land, which according to Kushman and Wakefield was more by 80 000 GEL than the initial estimate.</p>
IV. Results and lessons learned	<p>The Complainant received 189,000 GEL instead of 109,516 GEL for land compensation. The total revised compensation amount was 576,482 GEL. Mr. Davit Samnidze accepted the revised compensation and signed a contract with RD in March 2018.</p>