

Social Monitoring Report

Project Number: 43405-025
Semi-annual Report (January – June 2020)
July 2020

GEO: Urban Services Improvement Investment Program – Tranche 3

Prepared by United Water Supply Company of Georgia LLC for the Ministry of Regional Development and Infrastructure of Georgia and the Asian Development Bank.

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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.

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

3. The project envisages 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.

4. 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 - June 8, 2018. The contract was extended until April 2020. Construction activities are completed within the contract completion date.

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

5. The Contract was signed on June 3, 2019 with construction company "China Nuclear Industry 23 Construction Co." LTD (CNI23). Project completion date is April 2021. The Proposed project envisages construction of 5 Waste Water Treatment Plants with different sizes but using the same technological process.

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

6. The Contract was signed on October 13, 2017 with construction company AS Inshaat-N LLC. The construction activities started on October, 2017. Within the ABA-01 project the following major works will be carried out: approximately 15 km long 500 mm diameter transmission pipeline will be installed from headworks to the town of Abasha, chlorination building will be constructed and the water meter will be installed at the headwork.

1.3. Key Construction Works on Site

GUD-03

7. Gudauri is a ski resort located on the south-facing plateau of the Greater Caucasus Mountain Range in Georgia. The resort is situated in the Stepantsminda District, along the Georgian Military Highway near the Cross Pass, at an elevation of 2,200 meters (7,200 ft.) above sea level with skiable area enjoying maximum exposure to the sun. Gudauri lies 120 km (75 mi) to the North of the capital Tbilisi. The resort offers high quality skiing opportunities. The ski season lasts from December to April.

8. One of the reasons for dissatisfaction of tourists in Gudauri is related to intermittent water supply and sanitation problems. This is one of the reasons also, that new hotels can't work properly, which interrupts development of tourism in Gudauri.

9. Gudauri water supply and sanitation systems were built around 40 years ago, when the first big resort was constructed, called "Marco Polo". There is one main collector, where hotels are connected. Originally, Sewage Treatment Plant was constructed in Gudauri, in order to ensure discharge of treated water in the River. The existing WWTP is ruined and it's not functional any more (See Figure 1 below).

Figure 1: Photos of Ruined Old Waste Water Treatment Plant in Gudauri



10. It is proposed to improve the sanitation system in Gudauri under the Asian Development Bank (ADB) funded Urban Services Improvement Investment Program, Tranche 3. The Proposed project envisages Construction of 5 Waste Water Treatment Plants in Gudauri (GUD-03) with different sizes but using the same technological process.

11. The Contract was signed on June 3, 2019 with construction company "China Nuclear Industry 23 Construction Co." LTD (CNI23). Project completion date is April 2021.

12. Construction of Waste Water Treatment Plants in Gudaure (GUD-03). The parameters of WWTPs are given in para 13 below.

13. Waste Water Treatment Plant N1

location: New Gudaure

Productivity: ab. 750 m³/day and Gudaure Heights 350 m³/day

Distance from nearest populated area: 400-500 m

Waste Water Treatment Plant N2

location: Upper and Central Gudaure: 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: Gudaure Downtown

Productivity: ab. 350 m³/day

Distance from nearest populated area: 200-250m

Waste Water Treatment Plant N4

location: Plateau-Lower Gudaure

Productivity: ab. 750 m³/day

Distance from nearest populated area: 100m

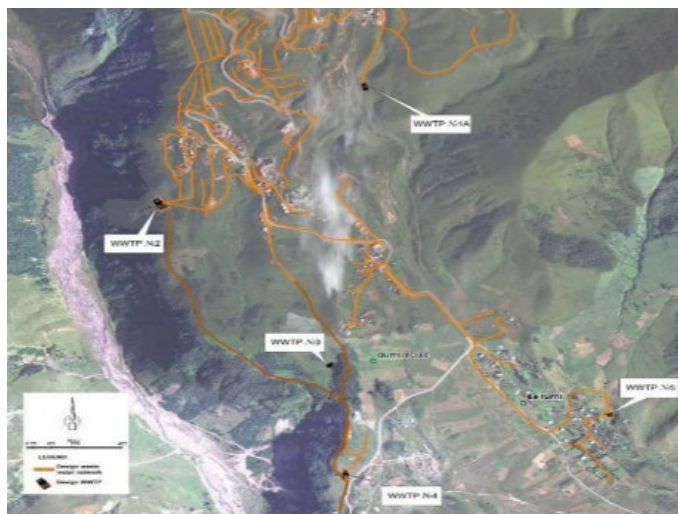
Waste Water Treatment Plant N5

location: village Seturebi

Productivity: ab. 350 m³/day

Distance from nearest populated area: 50m

Figure 2: Design Locations of WWTPs and Approach to the Main Collectors of the New Waste water Network



1.4. Physical Progress of the Project Activities

1.4.1. KUT-01

14. Progress of construction activities during the reporting period, January – June 2020 is presented in the Table 1. below.

Table 1: Progress of Construction Activities, KUT-01, January-June 2020

Project KUT-01	Sites	
Period	Pipelines	
Works undertaken during January-June 2020	Total: 99,74% Earthworks – 99,95% Pipes – 100% Manholes and Chambers – 99,61% Surface Reinstatement – 98,67%	
	New East Reservoir	
Works undertaken during January-June 2020	Total: 99,80% Earthworks – 100% Fencing – 94,00% Civil Works – 99,73% Finishes – 98,18% Mechanical and Electrical – 97,25%	
	Mukhnari Reservoir	
Works undertaken during January-June 2020	Total: 100% Earthworks – 99,91% Civil Works – 100%	
Works	Overall Progress	Progress January-June 2020
Total	94%	8%
Earthworks	93%	1%
Pipes	97%	5%
Civil Works	96%	2%
Finishes	81%	7%
Mech, and Elec. Installations	70%	34%
Manholes and chambers	83%	17%

1.4.2. GUD – 03

15. No construction activities took place under GUD-03 sub-project for construction of five WWTPs in Gudauri during the reporting period.

1.4.3. ABA-01

16. Progress of construction activities under ABA-01 is provided in the table 2 below:

Table 2: ABA-01, project progress during the January - June 2020

ABA-01		
Total	91%	12%
Earthworks	94%	24%
Pipes	93%	6%
Manholes and chambers	99%	10%
Surface reinstatement	0%	0%

2. OBJECTIVE AND SCOPE OF MONITORING

2.1. Objective and scope of Semi-Annual Monitoring

17. 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

18. 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

19. 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 APs during the monitoring field visits.

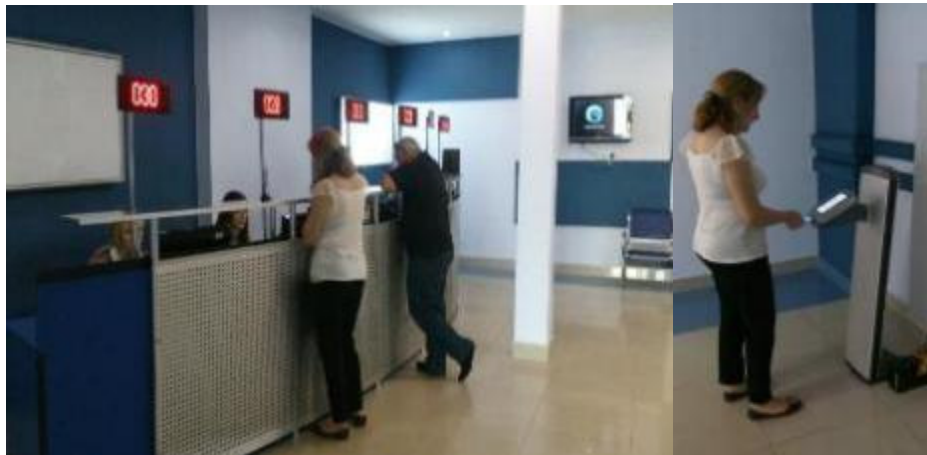
3. SEMI-ANNUAL MONITORING RESULTS

3.1.1. Grievance Redress Mechanism

20. 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 (please see Annex 2) gives clear instructions to every involved stakeholder how to act when affected people are impacted by the project.

21. 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. Than AP's complaints are registered by the operator of the service center and AP get queue number (see figure 3 below).

Figure 3: AP gets queue registration number at Local Service center (on the example of Kutaisi Service Center)



22. It should be mentioned also that complaints log. is available at each construction site and any affective person may fill the compliant log. (Please see Annex 1) and submit to the contractor directly.

23. At first stage of grievance redress, an authorized representative of Customers Relations Division/Customers Service Office of local Service Center/Regional Branch of United Water Supply Company of Georgia, LLC, be obliged to familiarize himself/herself with the content of the complaint, to register the complaint in the form approved by Annex #2 of this report and to submit it to Grievance Redress Committee (hereinafter the Committee), which will consider the submitted complaint within the two weeks period.

24. The Committee envisaged by the Point 2 of the Order #196 will be approved with the following composition:

- a. Head (Regional Branch Manager/Service Center Director) of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Chairman;
- b. Representative of Projects Management Department of United Water Supply Company of Georgia, LLC – Committee Member;
- c. Representative of Environmental Protection and Permits Department of United Water Supply company of Georgia, LLC – Committee Member;
- d. Representative of construction company implementing project/subproject – Committee Member;
- e. Representative of supervision company of project/subproject – Committee Member;
- f. Representative/Commissioner of the respective municipality – Committee Member;
- g. Environmental Specialist of the Asian Development Bank Program – Committee Member;
- h. Representative of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Secretary.

25. In case the problem raised in the complaint is not solved within the two weeks periods at the first stage of grievance redress, the individual concern can address the GRM Commission established by Point 5 of this Order, which will make decision within two weeks period.

26. To promptly and effectively review and solve the complaint of the individual concerned, the Grievance Redress Commission (hereinafter the Commission) be established with the following composition:

- i. Director of United Water Supply Company of Georgia, LLC – Commission Chairman;
- j. Deputy Director on Technical Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- k. Deputy Director on Financial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- l. Deputy Director on Commercial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- m. Head of Legal Department of United Water Supply Company of Georgia, LLC – Commission Member;
- n. Head of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Member;
- o. Head of Communications Office of Director's Apparatus of United Water Supply Company of Georgia, LLC – Commission Member;
- p. Head of Projects Management Department of United Water Supply Company of Georgia, LLC – Commission Member;
- q. Head of Construction Supervision Department of United Water Supply Company of Georgia, LLC – Commission Member;
- r. Representative of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Secretary.

27. Heads of self-governing units be required to define a representative who is employed in local self-governance in the field of social matters.

28. In case the problem raised in the complaint is not solved within two weeks at the second stage of grievance redress, the individual concerned can address the Permanent Representative of the Asian Development Bank to Georgia at the following address: Tbilisi, #1, G. Tabidze Street, Tel: +995 32 225 06 19.

3.1.2. Received Grievances

3.1.2.1 Grievances under GUD-03

29. There is one ongoing compliant case received during the previous reporting period which is still under review of UWSCG. 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.

30. 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.

31. In light of this issue, Ms. Lida Seturidze said her opinion, that two alternatives are acceptable for her, either changing construction territory for WWTP#5 or receiving some compensation for the land.

32. After meeting Lida Seturidze got recommendation to register complaint in UWSCG GRM system.

Table 3: COMPLAINTS LOG

ნომერი	Date/Location თარიღი/ მდებარე ობა	Complainant/ Date of Contact მოსაჩივრე/საკ ონტაქტო 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	Additional communication will be held and agreement will be reached

33. Following the aforementioned, on February 3 2020, Ms. Lida Seturidze formally submitted letter (claim) to the UWSCG as part of subproject GUD-03. In accordance with this letter, the citizen declares that one of the plots owned by the Company (cadastral code 71.62.56.081), intended for WWTP No. 5, belongs to her family and requires the wastewater treatment section to be relocated, registration of an alternative land plot or monetary compensation.

34. Regarding the claim of Ms. Lida seturidze, in accordance with the GRM requirements, on February 13, 2020 Grievance Redress Committee Meeting was held in city hall of Dusheti. Committee meeting was attended by committee members and representatives of EPTISA and CC. (please find MOM of Meeting and list of attendees Annex 3)

35. Discussion took place between committee members, regarding above mentioned issue. All attendants jointly underlined, that implementation of the project will improve the ecological conditions and as well social-economic conditions of the local residents.

36. As there is no legal basis for compensation for the land plot mentioned in the claim of resident Lida Seturidze and only the compensation of the perennial/annual cultures on the land is possible on the basis of ADB safeguard policy, which is not satisfying the applicant's requests, and change of the design is impossible, the committee could not make final decision, which means that the issue will be discussed by GRM Commission.

37. The Land Acquisition and Resettlement Due Diligence (DDR) Report was prepared as part of the GUD-03 sub-project, where the above case was discussed. In the first stage, it was considered and recommended to prepare a LARP, which would include an impact assessment, and since the land is registered under the ownership of UWSCG, the methodology proposed to Ms. Lida Seturidze included compensation only for the existing land assets, as there were no traces of land cultivation, but the compensation offered by UWSCG appeared insufficient to complainant.

38. At this stage, UWSCG is considering to remove the fifth zone from GUD-03 project.

3.2. Monitoring Grievances Submitted trough UWSCG Hotline

3.2.1. Grievances Received under KUT-01 sub-project

39. Eptisa PA consultants in cooperation with UWSCG's Kutaisi service center and the construction company continued monitoring of all the enquiries submitted to the UWSCG hotline concerning KUT-01 project. The cases of damages on the pipeline, water leakage, connection problems, delays in water supply and other similar issues are frequent and cause local population's disruption. Therefore it is very important to monitor submitted grievances to make sure that the enquiries from effected population are answered and taken care in a professional and timely manner.

40. During the reporting period main grievances were submitted due to the waste of water, pipe connection problems, delays in construction process and other issues. Eptisa PA consultants pay big attention to the monitoring process and make sure that the enquiries submitted on UWSCG hotline are communicated to the construction company and are timely resolved.

41. To make the monitoring process more organized special mechanism is established, which ensures improved communication and coordination among effected population, Construction Company, Eptisa and UWSCG.

42. The detailed description of the GRM is provided in Chapter 3.1.1 (Grievance Redress Mechanism) above.

Complaints received through UWSCG hotline during the reporting period, January-June 2020.

43. KUT 01 - During the reporting period total of 488 enquires were submitted on UWSCG hotline concerning different issues on KUT - 01 project. Out of 488 submitted enquiries 307 were resolved, 62 are in progress and 119 were not related to project. The table below (table 4) gives detailed information and analysis of the submitted grievances.

Table 4: Analysis of the submitted grievances under KUT-01 sub-project.

		January	February	March
1	Problems concerning the water supply <i>(limited or no water supply caused by damages on pipeline, etc.)</i>	15	26	26
2	Damages on the pipeline/ water waste/leak caused by the damage	14	17	18
3	Connection problems/missed connections	12	23	23
4	Water sanitation problems	0	0	0
5	Rehabilitation of the road/other damages caused to infrastructure by the water system rehabilitation process	5	1	2
6	Other	1	2	1
	Total number of submitted grievances during the reporting period (1st quarter)	47	69	70
	Number of grievances resolved	37	45	36
	In progress	5	3	9
	Other	5	21	25
		April	May	June
1	Problems concerning the water supply <i>(limited or no water supply caused by damages on pipeline, etc.)</i>	12	45	18
2	Damages on the pipeline/ water waste/leak caused by the damage	46	41	49
3	Connection problems/missed connections	5	36	35
4	Water sanitation problems	0	0	1
5	Rehabilitation of the road/other damages caused to infrastructure by the water system rehabilitation process	1	7	5

6				
	Other	2	2	7
	Total number of submitted grievances during the reporting period (2nd quarter)	56	131	115
	Number of grievances resolved	27	83	79
	In progress	9	21	15
	Other	20	27	21

3.2.2. ABA-01

44. No Grievances submitted during reporting period, January-June 2020

3.3. Consultation, Participation and Disclosure

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

3.3.1. KUT – 01

Consultations and door to door meetings with the effected population

46. During the reporting period public consultation meetings and door to door campaigns continued with the effected population in Kutaisi to raise the awareness on project progress, importance of safe water supply, sanitation and other relevant issues. One to one meetings were also organized in cases when grievances were directly submitted by phone or visits to the Supervision Consultant/ Eptisa local office by effected population (and not through the UWSCG local office). The submitted enquiries are sent to the construction company for further action.

Informational posters

47. A special poster campaign continued in the apartment buildings during the reporting period. The posters are placed in all apartment buildings before the connection works commence so that population is informed about the projects, its objectives, information about the connections, importance of the safe water supply, donor organizations and other. The posters also include detailed information on the UWSCG hot line and Grievance Redress Mechanism.

Meeting with Kutaisi Local Government and UWSCG Representatives.

48. On 21/02/2020 Consultation meeting with Kutaisi local government and UWSCG was held in Kutaisi City Hall.

49. Main aim of the meeting was to discuss progress of the project, works connected to connection of the new water supply system, problems with water quality in new pipes, remained and problematic apartment building connection works;

Attendees:

Governor of Imereti Region Deputy of Governor Deputy of City Mayor Head of Infrastructural department of the city hall Director of UWSCG Head of Kutaisi Service Center and technical manager Head of supervision department of UWSCG Supervisors and independent engineer Resident Engineer of Eptisa PA specialist of Eptisa and administrative assistant, Project director of SMK.



Representing USIIP Projects on Kutaisi Career orientation Days with UWSCG Kutaisi Service Center.

50. On 29/02/2020 in 1st Akaki Tsereteli School Kutaisi career orientation day for youth was held by German Academic Exchange Service (DAAD), Education Development and Employment Center (EDEC) and Goethe-Institute.

Eptisa PA specialist with UWSCG Kutaisi service center prepared desk of information about ongoing works and career planning possibilities in international projects. UWSCG presented field laboratory for checking water quality;



Media Coverage

51 During reporting period prime minister of Georgia visited Kutaisi and presented 24 Hour water supply for local population. USWCG has prepared PR campaign in social media, to inform AP regarding finished works and general information about project, its results and profit for development of the city. On the final stage of the project citizens are getting water without any break. Central and local media has covered this issue and project has major positive feedback from citizens of Kutaisi.

3.3.2. GUD – 03

Public Awareness Campaign Preparedness in Gudauri:

Consultation meeting with Contractor Company

52. During the reporting period the Supervision Company representatives permanently (minimum once a week) held meetings with contractor company „China Nuclear Industry 23“ to discuss the ongoing construction works within the framework of the “Gudauri WWTP construction” (GUD-02) project. Ongoing/planned activities, time schedule of constructions works provided by CC and situation with access roads were discussed at the meeting.

53. Topics discussed included but were not limited to: Current status of the construction; planned and Upcoming activities and its timeline; importance and goals of the Public Awareness Campaign; problems or threats that the local representatives could identify from the public awareness standpoint, GRM and ways to manage project related complaints. Need of coordinated activities in order to inform AP before the start of excavation works in populated area.

Meeting with COVID-19 quarantine service Hotel representatives

54. In order to prevent COVID-19, the Georgian government has created quarantine zones in local hotels for citizens and guests, returning to country. There are 5 quarantine service Hotels in Gudauri, all of them are located in Zone 2 and according project contractor company has to access road to WWTP 2 in front of Hotel Gudauri Inn. Hotel is receiving and sending guests from quarantine zone every day, also on daily base they are getting different supplies and it's very important to not block access road for quarantine zones.

55. During reporting period, PA specialist with contractor company had several meetings with quarantine service hotel representatives, in order to inform them regarding ongoing project and discuss possibilities of arranging temporary access roads or providing construction works without blocking access to hotels.



Public Consultation Meeting in Gudauri

56. On June 24 2020 public consultation meeting with population was held, regarding 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, ongoing 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.

57. According to the governmental rules for the prevention of coronavirus Meeting was held in Zone 2 The place in the open air and was attended by local Municipality, Gudauri local residents, UWSCG , supervising company „Safege“ and construction company “China Nuclear Industry 23”.

58. Meeting was open by Ms. Gvantsa Lukava, responsible person on social issues from Supervising Company „Safege“. She presented information regarding GUD-02 and GUD-03 projects and mechanism of grievances and claims discussion in frames of these projects.

59. Presentation was followed by open discussion, where attended population had a chance to ask the questions and receive comprehensive information on project related issues, brief answers were given by representatives of the UWSCG, SC and CC.

60. The main questions asked by the audience:

- Technical specifications of water treatment plants – smell, noise, Impact on population
- Reinstatement of damaged road surface.
- location of WWTP 4

61. Representative of local population Mr. Soso Avsajanishvili raised question regarding treatment stages of collected waste water and asked if there will be any kind of smell nearby WWTPs. Representative of UWSCG explained technical details of operating of WWTPs and specifications of WWTP buildings.

62. Mr. Jemal Gagadze asked who is responsible for the reinstatement of road surface in case of damages during construction works. Safeges PA specialist informed attendees regarding contactors obligation to reinstate road surface to its original condition after finishing construction works.

63. Another question was related WWTP 4. In original Design WWTP 4 was designed nearby holly cross and local population were suggested to move it little further or change the configuration. PA specialist explained to Population that contactor is working on new design and according to it distance from WWTP4 to holly cross was increased to 50 meters. PA specialist also proposed meeting on site, to show local population new location points of WWTP4 and pipeline.

64. Local Populations main request was to finish construction works in populated area before the start of the touristic season (no late end of October 2020).

Figure 6: Photos of Public Consultation Meeting, 24 June 2020



Meeting with Local Government, population and priest regarding WWTP4

65. Local citizens suggested to change the configuration of WWTP4 plant and move it bit further from holly cross. After consultation with UWSCG contractor company has decided to change configuration of treatment plant and propose new design. To inform population regarding planned changes PA specialist met with local Government representatives and population on site. PA specialist provided information regarding planned new design and showed defined configuration points of WWTP4.

66. Local population suggested to have discussion with local priests and church representatives. PA specialist met with local Priest and after that contractor company's representatives showed church representative new design (defined configuration), also new construction points on site. Regarding this issue further meetings will be provided, to have involvement of all interested parties, as far as this issue is sensitive to local population. At this moment local population representatives find new design more convenient and acceptable.



3.3.3. ABA-01

Meeting with contractor company and UWSCG representatives

67. On February 17. meeting with contractor company was held in Eptisa Abasha office to discuss project's progress and remained works. Eptisa PA specialist received updated information regarding house connections and water meter installation works in apartment buildings, to plan public consultation meeting with local population.

Public Consultation Meeting

68. On February 18, before starting construction activities of UWSCG Abasha Service Center UWSCG representatives with ADB environmental specialist has organized public consultation meeting with affected population. Main aim of the meeting was to provide information about ongoing works and GRM system to citizens living around construction site. Eptisa PA Specialist took part in the meeting

and provided information regarding complaint monitoring system and contact information of UWSCG hotline.

69. local community members raised a question regarding employment possibilities for locals. UWSCG Representatives explained that during construction works, preference will be given to hiring local staff in accordance with qualifications.



3.3.4. General Description and Guidelines for COVID-19 Infection

70. 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.

71. The General Guideline for COVID-19 was also developed by the Government of Georgia specifically for the construction sector (Please see Annex 2 of this report).

72. 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).

73. Additional measure were carried out by Supervision Company EPTISA based on the requirements of the UWSCG and Emergency Response Plan of COVID 19 was developed for construction activities carried out under USIIP-T1 (please see Annex 3).

4. Institutional Arrangement

74. 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 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:

75. Implementation Project Management Office^[1] (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;

76. 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.

77. 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.

¹ Implementation Project Management Office ^[1] (IPMO) will be formed under UWSCG the latest by June 15, 2020.

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

79. IPOM 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

4.1. Summary

80. 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;

81. Received grievance and it's solving possibilities were discussed with complainant with participation all the parts involved in project;

82. A grievance redress committee meeting was held and submitted complaint of Ms. Lida Seturidze was discussed. As there is no legal basis for compensation for the land plot mentioned in the claim of resident Lida Seturidze and only the compensation of the perennial/annual cultures on the land is possible on the basis of ADB Safeguard Policy, which is not satisfying the applicant's requests, and change of the design is impossible, the committee could not make final decision, which means that the issue will be discussed by GRM Commission.

83. The Land Acquisition and Resettlement Due Diligence (DDR) Report was prepared as part of the GUD-03 sub-project, where the above case was discussed. In the first stage, it was considered and recommended to prepare a LARP, which would include an impact assessment, and since the land is registered under the ownership of UWSCG, the methodology proposed to Ms. Lida Seturidze included compensation only for the existing land assets, as there were no traces of land cultivation, but the compensation offered by UWSCG appeared insufficient to complainant.

84. According to above mentioned, in order not to affect even a single person UWSCG is considering to remove the fifth zone from GUD-03 project.

85. Local citizens suggested to change alignment of WWTP4 and move it bit further from holly cross. After consultation with UWSCG it was decided by the contractor company to change the WWTP configuration. Proposed points of defined configuration of the WWTP were presented to the local population on the site meeting.

86. 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.

87. The General Guideline for COVID-19 was also developed by the Government of Georgia specifically for the construction sector.

88. Additional measure were carried out by Supervision Company EPTISA based on the requirements of the UWSCG and Emergency Response Plan of COVID 19 was developed for construction activities carried out under USIIP-T1.

89. Public Consultation Meetings with local population and stakeholders were held and their suggestions were discussed and considered.

4.2. Recommendations

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

91. Train the Construction Company in awareness techniques and public awareness campaign activities, main messages etc.

92. Ensure proper internal communications among the construction company, UWSCG and Eptisa; establish timely flow of information;

93. Ensure that the population especially those directly affected are informed in advance about the possible disturbance caused by the rehabilitation works;

84. Raise the awareness of local population/affected households on the importance of safe and healthy sanitation system;

95. Encourage social leaders and local officials to get involved in the campaign and support the awareness measures;

Annexes

Annex 1. Complaint log template for UWSCG Hotline Complaints

Complaints SMK_2019 - Excel (Product Activation Failed)										
File Home Insert Page Layout Formulas Data Review View Tell me what you want to do... gvanitsa lukava Share										
A	B	C	D	E	F	G	H	I	J	K
SOLVED	PENDING	WRONG INFORMATION ABOUT STATUS OF COMPLAINT	TO BE SENT BACK TO UWSCG	DEFERRED	VO ISSUE	REJECTED	NO IDENTIFIED	COMPLAINANT IS NOT RESPONDING		
N	Registration Date	Address	The content of the Complain	Complainant	Contact Informaion	Eptisa's Action	date	Contractor's action	Date	Status of Complaint
04.09.001	02.09.2019	Gugunava str N15/2	customer without water/Urgent	Givi Samkharadze	571175191	Sent to SMK	R/D	maked as solved		solved
04.09.002	02.09.2019	Grishashvili str N8/10	customer without water/Urgent	Jana Chachava	599206314	Sent to SMK	R/D	maked as solved		solved
04.09.003	02.09.2019	Tabukashvili str N70	customer without water/Urgent			Sent to SMK	R/D	maked as solved		solved
04.09.004	02.09.2019	Kvitiri, near Restaurant Amirani	damage	Temur Mosiava	555473173	Sent to SMK	R/D	maked as solved		solved
04.09.005	02.09.2019	Akhalgazrdoba str V bystreet N15	low water pressure	Jondo Kikanidze	593632996	Sent to SMK	R/D	maked as solved		solved
04.09.006	03.09.2019	9 April str N2	missed connection	Giga Kvantaliani	599275917	Sent to SMK	R/D	maked as solved		solved
04.09.007	03.09.2019	Anjparidze str N17-38	damage	Zaza Kokeladze	599954754	Sent to SMK	R/D	maked as solved		solved
04.09.008	05.09.2019	Sulkhan-Saba str N77	leakage	Marine Turmanidze	595564670	Sent to SMK	R/D	maked as solved		solved
04.09.009	06.09.2019	I. Petritsi str II by street N9	leakage	Amiran Kreselidze	599386321	Sent to SMK	R/D	maked as solved		solved
04.09.010	06.09.2019	Tavisupleba str N65	air in the pipes	Zurab Kapanadze	591223499	Sent to SMK	R/D	UWSCG KUT Service Center		TO BE SENT BACK TO UWSCG
04.09.011	06.09.2019	Rustaveli str N139	missed connection	Irma Javakhadze	599101912	Sent to SMK	R/D	maked as solved		solved
04.09.012	09.09.2019	Gugunava str N22	missed connection	Malikaz Guniaa		Sent to SMK	R/D	maked as solved		solved
04.09.013	09.09.2019	Akhalgazrdoba str V, VII by	customer without	Nana Megrelishvili	591213215	Sent to SMK	R/D	maked as solved		solved
<div> <div> <div>...</div> <div>March</div> <div>April</div> <div>July</div> <div>August</div> <div>September</div> <div>October</div> <div>November</div> <div>December</div> <div>all</div> </div> <div> <div>+</div> <div></div> </div> </div>										

Annex 2. GRM order N196

United Water Supply Company of Georgia, LLC

Order #196

Tbilisi

On Grievance Redress Mechanism under projects financed by the Asian Development Bank at United Water Supply Company of Georgia, LLC

In accordance with Safeguard Policy Statement developed by the Asian Development Bank in 2009 and Point 8 of Article 8 of the Articles of Association of United Water Supply Company of Georgia, LLC, I hereby Decree:

1. Three-stage Grievance Redress Mechanism be approved to redress grievances submitted by project affected people (hereinafter the individual concerned) during the implementation of projects financed by the Asian Development Bank.
2. At first stage of grievance redress, an authorized representative of Customers Relations Division/Customers Service Office of local Service Center/Regional Branch of United Water Supply Company of Georgia, LLC, be obliged to familiarize himself/herself with the content of the complaint, to register the complaint in the form approved by Annex #1 of this Order and to submit it to Grievance Redress Committee (hereinafter the Committee), which will consider the submitted complaint within the two weeks period.
3. The Committee envisaged by the Point 2 of the Order be approved with the following composition:
 - a) Head (Regional Branch Manager/Service Center Director) of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Chairman;
 - b) Representative of Projects Management Department of United Water Supply Company of Georgia, LLC – Committee Member;
 - c) Representative of Environmental Protection and Permits Department of United Water Supply company of Georgia, LLC – Committee Member;
 - d) Representative of construction company implementing project/subproject – Committee Member;
 - e) Representative of supervision company of project/subproject – Committee Member;
 - f) Representative/Commissioner of the respective municipality – Committee Member;
 - g) Environmental Specialist of the Asian Development Bank Program – Committee Member;
 - h) Representative of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Secretary.
4. In case the problem raised in the complaint is not solved within the two weeks periods at the first stage of grievance redress, the individual concern can address the Committee established by Point 5 of this Order, which will make decision within two weeks period after it receives the complaint approved by Annex #1 of this Order.
5. To promptly and effectively review and solve the complaint 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, LLC – Commission Chairman;
 - b) Deputy Director on Technical Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - c) Deputy Director on Financial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - d) Deputy Director on Commercial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - e) Head of Legal Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - f) Head of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - g) Head of Communications Office of Director's Apparatus of United Water Supply Company of Georgia, LLC – Commission Member;
 - h) Head of Projects Management Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - i) Head of Construction Supervision Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - j) Representative of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Secretary.
6. Heads of self-governing units be required to define a representative envisaged by the Sub-point "f" of Point 3 of this Order, who is employed in local self-governance in the field of social matters.
7. In case the problem raised in the complaint is not solved within two weeks at the second stage of grievance redress, the individual concerned can address the Permanent Representative of the Asian Development Bank to Georgia at the following address: Tbilisi, #1, G. Tabidze Street, Tel: +995 32 225 06 19.
8. Order #122 dated April 30, 2014, On Grievance Redress Mechanism under projects financed by the Asian Development Bank, of Director of United Water Supply Company of Georgia, LLC, be declared null and void.
9. Records Keeping Office of Administrative Department of the Company be charged with distribution of this Order among the territorial units.
10. The Order take effect upon signature.

Annex 3. Minutes of Grievance Redress Committee Meeting N 1 and the Registration List

Minutes of Grievance Redress Committee Meeting N 1 Under LLC “United Water Supply Company of Georgia” Projects Financed by Asian Development Bank

Town Dusheti

February 13, 2020

Attendants of the meeting:

Head of the committee:

Davit Shukhoshvili – Regional Manager of Mtkheta-Mtianeti Branch under LLC „United Water Supply Company of Georgia”;

Committee Members:

Sandro Khvedeliani – Chief Specialist of Projects Management Department under LLC „United Water Supply Company of Georgia”;

Maka Goderdzishvili – Head of Environmental and permits department under LLC „United Water Supply Company of Georgia”

Nikoloz Gogadze – Construction Company „China Nuclear Industry 23” engineer;

Mario de la Hoz – Engineer of the supervision company „Eptisa”;

Tengiz Bedoidze – Dusheti Municipality Mayor representative in the village Seturebi;

Ketevan Chomakhidze – Asian Development Bank Program Environmental Specialist;

Nino Khekhelashvili – Representative of the local non-governmental organization (non-profit legal entity) “Women Association Bazaleti”

Liza Chovelidze – representative of Environmental and Permits department of LLC „United Water Supply Company of Georgia”, Secretary of the committee.

Other attendants:

Nodar Avsajanishvili – representative of the construction company „China Nuclear Industry 23”;

Aleksandre Mchedlishvili - representative of the construction company „China Nuclear Industry 23”;

Sopho Lomtadze – Representative of the Supervision Company „Eptisa”

Gvantsa Lukava - Representative of the Supervision Company „Eptisa”

Tinatin Tsotskhalashvili – Representative of Dusheti Municipality Mayor

Head of the Committee:

On October 30, 2020 on the basis of Order No 196 regarding “grievance redress mechanism” under Asian Development Bank funded projects of LLC “United Water Supply Company of Georgia”,

Davit Shukhoshvili – Regional Manager of Mtkheta-Mtianeti Branch under LLC „United Water Supply Company of Georgia“ was assigned as the committee head.

Subject of Discussion:

Statement N1/2609 (03/02/2020), that is attached to the Grievance Redress Committee Minutes of Meeting, by citizen Lida Seturidze, with residential address Tbilisi, Gldani VI micro region, Building No 23, Apartment No 49.

Discussion:

The Head of Environmental and Permits Department, Mrs. Maka Goderdzishvili informed the members of the Committee about the arrangement of infrastructure envisaged by two projects to be implemented by United Water Supply Company of Georgia LLC in the framework of the Asian Development Bank Urban Services Improvement Investment Program, “Construction/Rehabilitation of Gudauri Water Supply and Sewage Systems” and “Construction of Wastewater Treatment Plants in Gudauri”, which also envisage construction of water supply and sewage systems in village Seturebi, including construction of wastewater treatment plant. She also introduced to attendants the claim from Citizen Lida Seturidze, received by letter N1/2609 on February 03, 2020, within the framework of the mentioned project. The citizen claims, that the area of one of the wastewater treatment plants envisaged by the project, namely, WWTP #5, which at this stage represents the land owned by the Company with cadastral code 71.62.56.081, is under lawful possession of their household, and in return, demands change of the area for WWTP, registration of alternative land plot for the citizen or financial compensation.

It also was explained to the members of the Committee that the fulfillment of the request stated in the claim of citizen Lida Seturidze about relocating the WWTP, is impossible due to lack of time, based on the fact, that construction of wastewater treatment plant according to the Law of Georgia - "Environmental Assessment Code" is an activity subject to environmental impact assessment, on which the United Water Supply Company of Georgia LLC has obtained an environmental decision and changing the area for WWTP will in turn lead to reinitiating the environmental procedures, which is a rather lengthy procedure, considering as well, that completion date of the projects funded by Asian Development Bank is April 2021.

Head of the Committee, Mr. Davit Shukhoshvili, discussed the importance of projects in terms of social and economic development of village Seturebi. He also explained to attendants, that not solving the issue will call into question the implementation of the project of construction of a sewage system and wastewater treatment plant, as well as construction of water supply system in village Seturebi. And considering the resort location of the village, in future prospect this will lead to dissatisfaction of local population, as a resort with quite a lot of development potential will be left without the communications that are a prerequisite for social and economic development.

Representative of NGO (non profit) legal entity „Women Association Basaleti“ Ms. Nino Khekhelashvili also spoke about importance of the project for the local residents and the social – economic development, also for environment protection, while as nowadays, when untreated waste water gets in environment causing a big damage, polluting and generating multiple illnesses. She has also mentioned, that the issue was studied by her in details and explained, that in the region, the first category belongs to the household with the right of 12500 m² land plot ownership, and based on the data of LEPL „National Agency of Public Registry“ resident Lida Seturidze has bigger area in registration, than local households could had allocated (as a result of registration, the citizen has registered land plots with a total area of 16 050 m²). Besides, on the territory of WWTP#5 while determination of private property / ownership, even in case of systematical registration (so called yellow layer) existence the LEPL „National Agency of Public Registry“ would not perform (cadaster code 71.62.56.081) handing over to the company.

Dusheti Municipality City Hall local trustee, Mr. Tengiz bedoidze and Engineer of the Supervision company „Eptisa, Mario De La Hoz have spoken about the long term perspective and particular importance of the project. Mr. Tengiz stated, that Municipality agrees with the importance of the project for society, he has also stated, that he has organized meeting with resident Lida Seturidze for several times explaining importance of project for development of the Seturebi Village.

Determined:

Discussion took place between committee members, regarding above mentioned issue. All attendants jointly underlined, that implementation of the project will improve the ecological conditions and as well social-economic conditions of the local residents.

As there is no legal basis for compensation instead of the land plot mentioned in the claim of resident Lida Seturidze, also the perennial/ annual cultures exchange value, compensation is possible on the basis of ADB Security Policy, however it is not satisfying the applicant's requests, and change of the design is impossible considering above mentioned reasons, the committee could not make final decision, accordingly, second stage of grievance redressal will take place and the issue will be discussed by grievance redress committee.

Signatures:

David Shukhoshvili _____

Sandro Khvedeliani _____

Maka Goderdzishvili _____

Nikoloz Gogadze _____

Mario De La Hoz _____

Tengiz Bedoidze _____

Ketevan Chomakhidze _____

Nino Khekhelashvili _____

Liza Chovelidze _____

შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანიის“
აზიის განვითარების ბანკის მიერ დაფინანსებული პროექტების ფარგლებში
საჩივრების განხილვის კომიტეტის სხდომის
ოქმი N1

13 თებერვალი 2020 წ.

ქ. დუშეთი

სხდომას ესწრებოდნენ:

კომიტეტის თავმჯდომარე:

დავით შუხოშვილი - შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანიის“ მცხეთა-მთიანეთის რეგიონული ფილიალის მენეჯერი;

კომიტეტის წევრები:

სანდრო ხვედელიანი - შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანიის“ პროექტების მართვის დეპარტამენტის მთავარი სპეციალისტი;

მაკა გოდერძიშვილი - შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანიის“ გარემოს დაცვისა და ნებართვების დეპარტამენტის უფროსი;

ნიკოლოზ გოგაძე - სამშენებლო კომპანია „China Nuclear Industry 23“-ის ინჟინერი;

მარიო დე ლა პოზ - საზედამხებველო კომპანია „Eptisa“-ს ინჟინერი;

თენგიზ ბედოიძე - დუშეთის მუნიციპალიტეტის მერის წარმომადგენელი სოფელ სეთურებში;

ქეთევან ჩომახიძე - აზიის განვითარების ბანკის პროგრამის გარემოს დაცვის სპეციალისტი;

ნინო ხეხელაშვილი - ადგილობრივი არასამთავრობო ორგანიზაციის ა(ა)იპ „ქალთა ასოციაცია ბაზალეთი“-ს წარმომადგენელი;

ლიზა ჭოველიძე - შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანიის“ გარემოს დაცვისა და ნებართვების წარმომადგენელი, კომიტეტის მდივანი.

სხვა დამსწრე პირები:

ნოდარი ავსაგანიშვილი - სამშენებლო კომპანია „China Nuclear Industry 23“-ის წარმომადგენელი;

ალექსანდრე მჭედლიშვილი - სამშენებლო კომპანია „China Nuclear Industry 23“-ის წარმომადგენელი;

სოფო ლომთაძე - საზედამხებველო კომპანია „Eptisa“-ს წარმომადგენელი;

გვანცა ლუკავა - საზედამხებველო კომპანია „Eptisa“-ს წარმომადგენელი;

თინათინ ცოცხალაშვილი - დუშეთის მუნიციპალიტეტის მერიის წარმომადგენელი;

სხდომის თავმჯდომარე:

2018 წლის 30 ოქტომბრის ბრძანება N196 საფუძველზე, რომელიც ეხება „შპს საქართველოს გაერთიანებული წყალმომარაგების კომპანიაში“ აზიის განვითარების ბანკის მიერ დაფინანსებული პროექტების ფარგლებში საჩივრების განხილვის მექანიზმს“ კომიტეტის თავმჯდომარედ დამტკიცებულ იქნა დავით შუბოშვილი, შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანიის“ მცხეთა-მთიანეთის რეგიონული ფილიალის მენეჯერი.

გამსახილველი საკითხი:

ქ. თბილისის გლდანის VI მრ-ნ, კორპ.23, ბინა N49-ში მცხოვრები, მოქალაქე ლიდა სეთურიძის განცხადება N1/2609 (03/02/2020წ), რომელიც თან ერთვის საჩივრების განხილვის კომიტეტის სხდომის ოქმს N1.

მოსმინეს:

გარემოს დაცვისა და ნებართვების დეპარტამენტის უფროსმა, ქალბატონმა მაკა გოდეშვილმა კომიტეტის წევრებს გააცნო შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანიის“ მიერ აზიის განვითარების ბანკის ურბანული მომსახურების გაუმჯობესების საინვესტიციო პროგრამის ფარგლებში განსახორციელებელი ორი პროექტით, „გუდაურის წყალმომარაგებისა და წყალარინების სისტემების მშენებლობა/რეაბილიტაციის“ და „გუდაურის ჩამდინარე წყლების გამწმენდი ნაგებობის“ მშენებლობის გათვალისწინებული ინფრასტრუქტურის მოწყობის შესახებ, რომლებიც ასევე ითვალისწინებს სოფელი სეთურების წყალმომარაგებისა და წყალარინების სისტემების, მათ შორის ჩამდინარე წყლების გამწმენდი ნაგებობის მშენებლობას. მან სხდომაზე დამსწრე საზოგადოებას ასევე გააცნო აღნიშნული პროექტის ფარგლებში 2020 წლის 03 თებერვალს N1/2609 წერილით შემოსული, მოქალაქე ლიდა სეთურიძის განცხადება, რომლის თანახმადაც მოქალაქე აცხადებს, რომ პროექტით გათვალისწინებული ჩამდინარე წყლების გამწმენდი ნაგებობებიდან ერთ-ერთის, კერძოდ, N5 გამწმენდი ნაგებობის განთავსების ტერიტორია, რომელიც მოცემულ ეტაპზე წარმოადგენს კომპანიის საკუთრებაში არსებულ მიწის ნაკვეთს საკადასტრო კოდით 71.62.56.081, წარმოადგენს მისი კომლის მართლშემაჯობიერ მფლობელობას და სანაცვლოდ მოითხოვს ჩამდინარე წყლების გამწმენდი ნაგებობის ტერიტორიის ცვლილებას, მოქალაქისთვის ალტერნატიული მიწის ნაკვეთის რეგისტრაციას, ან ფულად კომპენსაციას.

კომიტეტის წევრებს აქვე განემარტათ, რომ მოქალაქე ლიდა სეთურიძის განცხადებაში მითითებული მოთხოვნის განხორციელება ჩამდინარე წყლების გამწმენდი ნაგებობის ადგილმონაცვლეობის შესახებ შეუძლებელია დროის სიმცირის გამო, გამომდინარე იქიდან, რომ ჩამდინარე წყლების გამწმენდი ნაგებობის მშენებლობა საქართველოს კანონი - „გარემოსდაცვითი შეფასების კოდექსის“ მიხედვით, არის გარემოზე ზემოქმედების შეფასებას დაქვემდებარებული საქმიანობა, რაზედაც შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანია“ მოპოვებული აქვს გარემოსდაცვითი გადაწყვეტილება და ჩამდინარე წყლების გამწმენდი ნაგებობის

ტერიტორიის ცვლილება თავის მხრივ გამოიწვევს გარემოსდაცვითი პროცედურების ხელახალ ინიცირებას, რაც საკმაოდ ხანგრძლივი პროცედურაა, ასევე იმის გათვალისწინებით, რომ აზიის განვითარების ბანკის მიერ დაფინანსებული პროექტების დასრულების ვადად განსაზღვრულია 2021 წლის აპრილის თვე.

კომიტეტის თავმჯდომარემ, ბატონმა დავით მუხომეილმა ისაუბრა პროექტების მნიშვნელობაზე სოფელი სეთურების სოციალურ-ეკონომიკური განვითარების კუთხით. მან დამსწრე საზოგადოებას ასევე განუმარტა, რომ აღნიშნული საკითხის გადაუჭრელობა ექვემდებარება დააყენებს სოფელი სეთურების როგორც წყალარინების სისტემის და ჩამდინარე წყლების გაწმენდი ნაგებობის მშენებლობის, ასევე წყალმომარაგების სისტემის მშენებლობის პროექტის განხორციელებას. ხოლო, გამომდინარე სოფლის საკურორტო მდებარეობიდან, სამომავლო პერსპექტივაში აღნიშნული გამოიწვევს ადგილობრივი მოსახლეობის უკმაყოფილებას, რადგან საკმაოდ შხარდი განვითარების პოტენციალის მქონე კურორტი დარჩება იმ კომუნიკაციების გარეშე, რომლებიც სოციალურ-ეკონომიკური განვითარების საწინდარია.

არასამთავრობო ორგანიზაცია ა(ა)იპ „ქალთა ასოციაცია ზაზალები“-ს წარმომადგენელმა ქალბატონმა ნინო ბებელაშვილმა ასევე ისაუბრა პროექტის განხორციელების მნიშვნელობაზე არა მარტო ადგილობრივი მოსახლეობის სოციალურ-ეკონომიკური განვითარების კუთხით, ასევე გარემოსდაცვითი კუთხით და აღნიშნა, რომ დღეის მდგომარეობით ჩამდინარე წყლების გაუწმენდავი სახით გარემოში მოხვედრა მნიშვნელოვან ზიანს აყენებს მას, აზინპურებს და ზდება მრავალი დაავადების საწყისი. მან ასევე აღნიშნა, რომ დეტალურად შეისწავლა საკითხი და განმარტა, რომ რეგიონში პირველი კატეგორიის კომპლს საკუთრების უფლებით ეკუთვნის 12500 კვ.მ მიწის ნაკვეთი, ხოლო სსიპ „საჯარო რეესტრის ეროვნული სააგენტოს“ მონაცემების მიხედვით მოქალაქე ლიდა სეთურიძეს უკვე რეგისტრირებული აქვს იმაზე მეტი ფართობი ვიდრე მის კომპლს შესაძლოა ჰქონოდა გამოყოფილი (რეგისტრაციის შედეგად მოქალაქეს რეგისტრირებული აქვს მიწის ნაკვეთები საერთო ფართობით 16 050 კვ.მ). ამასთანავე, N5 გამწმენდი ნაგებობის ტერიტორიაზე კერძო საკუთრების/მფლობელობის დადგენის, თუნდაც სისტემური რეგისტრაციის (ე.წ. ფცითელი ფუნის) არსებობის შემთხვევაში სსიპ „საჯარო რეესტრის ეროვნული სააგენტო“ არ განახორციელებდა მიწის ნაკვეთის (ს/კ 71.62.56.081) კომპანიისთვის გადაცემას.

დღეშეთის მუნიციპალიტეტის მერის ადგილობრივმა რწმუნებულმა, ბატონმა დემეტრე ბედიშელმა და საზოგადოებრივ კომპანია „Eptisa“-ს ინჟინერმა, მარიო დე ლა ჰოზმა ისაუბრეს სოფელი სეთურების გრძელვადიან პერსპექტივაში განვითარებისთვის პროექტის განსაკუთრებული მნიშვნელობის შესახებ. ბატონმა თენგიზმა აღნიშნა, რომ მუნიციპალიტეტი იზიარებს პროექტების განხორციელებას. მან ასევე განაცხადა, რომ რამოდენიმეჯერ განახორციელა მოქალაქე ლიდა სეთურიძესთან შეხვედრა და განუმარტა პროექტის საჭიროება სოფელი სეთურების განვითარებისთვის.

გადაწყვეიტეს:

კომიტეტის წევრებს შორის გაიმართა დისკუსია აღნიშნულ საკითხთან დაკავშირებით. დამსწრე საზოგადოებამ ერთსულოვნად აღნიშნა, რომ პროექტის განხორციელება გააუმჯობესებს

ტერიტორიის ეკოლოგიურ პირობებს და ხელს შეუწყობს ადგილობრივი მოსახლეობის სოციალურ-ეკონომიკური პირობების გაუმჯობესებას.

ვინაიდან მოქალაქე ლიდა სეთურიძის განცხადებაში მითითებული მიწის ნაკვეთის კომპენსაციის გადახდის საკითხის დასაკმაყოფილებლად არ არსებობს სამართლებრივი საფუძველი, ხოლო მრავალწლიანი/ერთწლიანი კულტურების სანაცვლო ღირებულება, რისი კომპენსირებაც შესაძლებელი არის აზიის განვითარების ბანკის უსაფრთხოების პოლიტიკის საფუძველზე, არ არის საკმარისი მომჩივანის მოთხოვნის დასაკმაყოფილებლად, ხოლო პროექტში ცვლილების განხორციელება ზემოხსენებული მიზეზის გათვალისწინებით შეუძლებელია, კომიტეტმა ვერ მიიღო საბოლოო გადაწყვეტილება, შესაბამისად გაიმართება საჩივრების განხილვის მეორე ეტაპი და საკითხს განიხილავს საჩივრების განხილვის კომისია.

ხელმოწერები:

დავით შუხოშვილი

სანდრო ხვედელიანი

მაკა გოდერძიშვილი

ნიკოლოზ გოგაძე

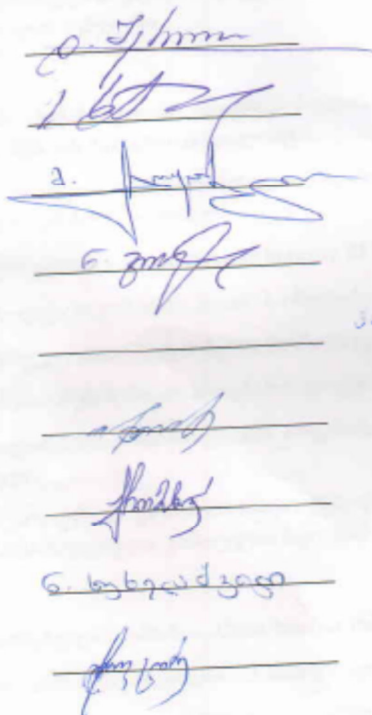
მარიო დე ლა ჰოზ

თენგიზ ბედოიძე

ქეთევან ჩომახიძე

ნინო ხუბელაშვილი

ლიზა ჯოველიძე



სა იმეორებს წევრნი

შპს „საქართველოს გაერთიანებული წყალმომარაგების კომპანიის“ მიერ
 „გუდაურის ჩამდინარე წყლების გამწმენდი ნაგებობების მშენებლობის პროექტის“ (GUD-03)
 ფარგლებში საჩივრების განხილვის კომიტეტის სხდომა

United Water Supply Company of Georgia LLC
 „Construction Project of Gudauri Wastewater Treatment Plants“ (GUD-03)
 Meeting of Grievance Redress Committee

13 თებერვალი 2020

სახელი, გვარი Name	ორგანიზაცია Organization	საკონტაქტო ინფორმაცია Contact information	ხელმოწერა Signature
ცინია ჭიჭელაძე	UWSCG	l. chelidze@unwscg.ge 599 91 3030	ჭიჭელაძე
მანა ქიქოძე	UWSCG	599229925	ქიქოძე
ქეთევან ჭიჭელაძე	UWSCG	577 38 03 09	ჭიჭელაძე
საბაგო ხუტეშვილი	UWSCG	599782222	ხუტეშვილი
ნინო ხუტეშვილი	ს(ს)იპ ქაჯია სსიპ სპაოპი მაზუი	599170636	ნ. ხუტეშვილი

სახელი, გვარი Name	ორგანიზაცია Organization	საკონტაქტო ინფორმაცია Contact information	ხელმოწერა Signature
ნოქია სესიონარები	სსსსსსსსსს 27	595902582	6. [Signature]
სოფლის ინჟინერები	სსსსსსსს HSE Engineer	574027433	6. [Signature]
ბიუსტო	სსსსსსსს SITE ENGINEER	599229596	6. [Signature]
Mano dela Hoz	EPTISA (Engineer)	577381372	[Signature]
სოფლის ინჟინერები	სსსსსსსს სსსსსსსს	551102790	[Signature]
სოფლის ინჟინერები	EPTISA	577177038	[Signature]
სსსსსს (სსსსს)	EPTISA	577570520	[Signature]
[Signature]	[Signature]	5-81-65-65-76	[Signature]
სოფლის ინჟინერები	სსსსსსსს სსსსსსსს	599888838	[Signature]

სახელი, გვარი Name	ორგანიზაცია Organization	საკონტაქტო ინფორმაცია Contact information	ხელმოწერა Signature
თინათინ ცოცაშვილი	ევროპული პენიტენციური სერვისი	595 15 64 85 tsotskashvili@yahoo.com	თ. ცოცაშვილი

Annex 4. GENERAL GUIDELINES RELATED TO INFECTION (COVID-19) CAUSED BY NOVEL CORONAVIRUS (SARS-CoV-2) FOR CONSTRUCTION SECTOR



MINISTRY OF INTERNALLY DISPLACED
PERSONS FROM THE OCCUPIED
TERRITORIES, LABOUR, HEALTH AND
SOCIAL AFFAIRS OF GEORGIA

Labour Conditions Inspection Department
Create Together Safe Working Environment!

Annex №2

General Guidance Related to Infection (COVID-19) Caused by Novel Coronavirus (SARS-CoV-2) for Construction Sector

Note: In accordance with Order N281/N of the Minister of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia on "the rule for Examination for Short-term Employment Disability and Issuance of Doctors Note", the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia will issue an equivalent document to the doctors excuse note (Medical Certificate) to persons quarantined in order to prevent the spread of coronavirus. The document will serve as the basis to receive monthly payment and therefore, the working days spend in quarantine or in self-isolation will be legitimate and fully paid to the employees. In order to get the certificate, an interested person has to apply to the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia at - info@moh.gov.ge.

For further information, please contact:

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The job of builders involves constantly changing work places and work activity existing in open-air conditions. For this reason, in terms of virus spread, construction falls within the medium risk sector because its specificity covers natural ventilation. Nevertheless, it is important to consider the following preventive measures at construction work.



The 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).

Employer's responsibilities

- Whether or not the incidence of infection is detected, employer should develop an emergency action plan to support reduction of working days missed due to illness, and in case of detection – prevention of spread;
- Provide employees with information about safe working procedures and about prevention of virus spread (guide with the recommendations defined by LEPL L. Sakvarelidze National Center for Disease Control and Public Health of the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia);
- Inside the working space post announcements about COVID-19 and about the preventive measures that have been identified by LEPL L. Sakvarelidze National Center for Disease Control and Public Health;
- In relation to the employees who can perform job remotely (administrative personnel) ensure as much as possible use of such working mode;
- At the entrances of break room/dining room, place disinfecting rugs with relevant mandatory sign marking;
- Provide hand-washing facility with soap and other disinfectants. If hand-washing facility is not feasible, at least 70% alcohol-based hand cleansing liquid should be used;
- Visibly place the hand sanitizers and post the rules of their proper use;
- Make sure that employees have access to hand sanitizers and are aware of their use with proper rules;
- Provide all employees and contractors, personnel responsible for cleaning with information about relevant preventive measures to avoid spread of coronavirus in the working environment;
- Train the employees in proper use and further storage/removal of personal protective equipment and disinfectants;

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- Depending on their work specificity, provide the employees with necessary personal protective equipment (protective clothing, protective shoes, helmet, gloves, respirator) and establish control on their use;
- Periodically, several times a day ensure natural ventilation of closed spaces/facilities;
- At certain periodicities disinfect frequently used working equipment and working places;
- Maintain ergonomics at construction site. Ensure timely cleaning of working space and timely disposal of construction waste.
- For employees and visitors ensure closed containers for used disposable tissues and other used hygienic waste in the working space.

Employees' responsibilities

Ensuring proper hand hygiene regularly and thoroughly is the best way to be protected from most of the viruses. Therefore, it is necessary to take the following measures in the workplace:

- Follow hygiene rules in your workplace;
- Carry out the working process in accordance with emergency situations action plan defined by employer/occupational safety manager;
- When greeting do not shake hands and avoid contact with others (touching etc.);
- Avoid gatherings, it is recommended not more than 10 people in one working platform by keeping a safe distance (at least 2 m);
- While performing your work, fully use personal protective equipment provided by the employers;
- Treat with disinfectants the working places and tools used in the course of the work;
- Before and after taking meals, before and after using the restrooms thoroughly wash your hands with soap and water. After washing dry your hands well;
- If you can not wash and dry your hands, use alcohol-based hand sanitizers;
- Keep safe distance (at least 2 m);
- While coughing or sneezing, cover the face with a clean tissue or elbow and place used disposable tissue in the waste bin;
- Avoid touching your eyes, nose and mouth with your hands.



