

Social Monitoring Report

Bi-Annual Report (July–December 2018)
December 2018

KAZ: CAREC Corridor 2 (Mangystau Oblast Sections) Investment Program – Tranche 2

Prepared by Grusamar Ingenieria y. Consulting, S.L.U. (Spain) in association with “SNS-2017” LLP (Kazakhstan) for the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan and the Asian Development Bank.

This social monitoring report is a document of the borrower. The views expressed herein do not represent those of ADB’s Board of Directors, Management, or staff, and may be preliminary in nature.

In preparing any country program or strategy, financing any project, or by making any designation of or reference to a particular territory or geographic area in this document, the Asian Development Bank does not intend to make any judgements as to the legal or other status of any territory or area.

2nd BIENNIAL REPORT ON SOCIAL SAFEGUARDS

Internal Monitoring

Loan: 2967-KAZ

Project of Reconstruction of the Road "Zhetybay–Zhanaozen–Kenderli–border of the Republic of Turkmenistan" (to Turkmenbashi) section km 0–73.

Prepared by:

Supervision Construction Consultant "GRUSAMAR Ingeniería y Consulting" S.L.U. (Spain) / "SNS-2017" LLP (Kazakhstan).

For:

- **Committee for Roads Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan;**
- **Asian Development Bank;**
- **Project Management Consultant: "Renardet S.A".**

Reporting period: July–December 2018

Internal Social Safeguards Monitoring Report

Client: Committee for Roads, Ministry of Industry and Infrastructure Development

Financing: Asian Development Bank

Loan 2967-KAZ

Consulting and supervisory support: Grusamar Ingenieria y Consulting/"SNS-2017" LLP

General Contractor:

Lot 1 - JV "Akkord" / "Akzhol Kurylys" LLP

Lot 2 - "Cengiz Insaat Sanayi ve Ticaret A.S." JSC

Prepared by:

Social Safeguards Specialist

Grusamar Ingenieria y Consulting /"SNS-2017" LLP

S.E. Imbarova

"Approved by"

Acting Project Manager / Resident Engineer

T.K. Spanov

December 2018

Social Safeguards Specialist of Grusamar Ingenieria y Consulting & SNS-2017 LLP confirms that this Report has been prepared using his experience, thoroughness, diligence and in accordance with the professional standards that can be expected from a consultant, experience in carrying out the work.

The conclusions and recommendations contained herein are based on monitoring reports of workers' camps and base camps, information obtained through site visits, monitoring of work, meetings and consultations with stakeholders, secondary data (letters, reviews, reports), as well as information provided by third parties that I believe are reliable. The report was prepared for the Committee for Roads of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan, RSI "MangystauZholLaboratory", ADB, PMC. Report status: 2nd biannual and covers the period from July to December 2018.

Contents

Contents	2
Abbreviations	3
I. Introduction	5
II. Project Brief Description	5
III. Methodology and Approaches in the Report Preparation	6
3.1. Site Inspections by Supervision consultant	7
IV. Design Change and Land Acquisition and Resettlement Impact	7
V. Grievance Redress Mechanism	7
5.1. GRM Levels and Processes	7
5.2. Status of Complaints and Requests	8
5.3. Disclosure of Grievance Redress Process	8
VII. Conclusions and Recommendations	8
VII. Appendices	9
Appendix 1. List and Contacts of GRC	
Appendix 2. Register of Complaints and Requests	

Abbreviations

RK	Republic of Kazakhstan
MIIDO	Ministry of Industry and Infrastructure Development
CfR	Committee for Roads
ADB	Asian Development Bank
CAREC	Central Asia Regional Economic Cooperation
PMC	Project Management Consultant
DED	Design Estimate Documentation
DSU	Rock-Crushing and Screening Plant
CPP	Concrete Production Plant
ACP	Asphalt Concrete Plant
CSC	Construction Supervision Consultant
RSE	Republican State Enterprise
LLP	Limited Liability Partnership
JSC	Joint-Stock Company
EP	Environmental Protection
OSH	Occupational Safety and Health
RTS	Road Traffic Safety
PHS	Public Health Protection
GM	Grievance Mechanism
PP	Project Person
Aps	Affected Persons
LARF	Land Acquisition and Resettlement Framework
SLR	State Land Reserves

I. Introduction

1. Taking into account the conclusions on social impacts for the project, formulated during the development of LARF and DDR, a social action plan was developed that contains mitigating measures and actions aimed at eliminating the identified social negative impacts, problems and gaps. Mitigation measures are designed to ensure that the project will work in accordance with the requirements of laws and regulations of the Republic of Kazakhstan, as well as the requirements of the ADB's Safeguard Policy Statement (2009). Performance requirements at all relevant stages of project implementation focus on avoiding the identified social impacts, where possible, or on measures to minimize the consequences or reduce the possible consequences to an acceptable level. Due diligence report prepared in 2015 identified no land acquisition and resettlement impact under this project and the project has been categorized as C for Involuntary Resettlement.
2. The purpose of this report is to reflect status of the grievance redress mechanism and identify if any unanticipated impact occurred.
3. The date of beginning of the construction works on the project "Reconstruction of the "Zhetybay–Zhanaozen–Kenderli–border of the Republic of Turkmenistan" road" (to Turkmenbashi), km 0-73 km, was defined as February 20, 2018. Duration of construction works is 20 months.
4. This report for the period from July to December 2018 can be considered as annual, since it reflects project information in the annual cycle.

II. Project Brief Description

5. This Road Reconstruction Project is divided into two Lots.
6. Lot 1, km 0–35 (Zhetybay– Zhanaozen): The length of the designed road reconstruction section km 83–118 (Aktau–Zhanaozen) is 35 km. The direction coincides with the existing embankment. Reconstruction of the existing road is based on the parameters of the technical category 1-B with four-lane carriageway, dividing strip and widening of roadway. The total number of culverts is 12 pcs. The construction of box culverts (cattle pass) is provided at PK 195+70, PK 331+91 and PK 217+60 with the size of 4x2.5 m. It is also planned to build 8 round culverts on the road and at the ramps and 1 two-hole culvert at PK 215+45.
7. Contract 001-ADB/CW-2017, Aktau–Zhetybay road section km 0-35, entered into force on March 10, 2017. The Commencement of work in accordance with General Contract Conditions was notified on February 20, 2018. Construction duration is 20 months.
8. The main parties to the Contract are:
 - the Employer – Committee for Roads of Ministry of Investment and Development of RK;
 - the Contractor – "Akzhol Kurylys" LLP;
 - Construction Supervision Consultant – Grusamar Ingenieria y Consulting (Spain)/SNS-2017 (Kazakhstan);
 - the Design Supervision – "KazDorNII" JSC, Almaty.

9. General Contract Conditions 001-ADB/CW-2017 includes the Contract Conditions for construction and engineering works developed by the Employer (harmonized edition, June 2010) prepared by FIDIC.

10. Lot 2 km 35-73. The length of sections with different technical categories is: I B category - 22.4 km, II category – 6.283 km, III category - 7.655 km. Total: 38 km. The reconstruction project includes a traffic interchange at the junction of two roads: route of the designed road passes through Mangystau region lands, from PK 2+00 to PK 6+60 and from PK 95+50 to PK 501+50 - Karakiya district, from PK 6+50 to PK 95+50 - Mangystau district, from PK 501+50 to PK 614+76 and from PK 616+20 to PK 636+83 - lands subordinate to Maslikhat of Zhanaozen, from PK 614+76 to PK 616+20 the road passes through the railway lands. The beginning of the site was adopted at PK 2+00 coinciding with the interchange ramp at the road junction to Zhetybay. There is a two-level interchange at PK 569+60 on the Zhanaozen bypass. In addition, 6400 m long entrance to Zhanaozen starts from PK 569+60. An overpass is designed over railway at PK 615+48. 16 ramps are to be built throughout the designed road to facilitate access to the infrastructure and 1 intersection (crossroad) to ensure transport links for agricultural activities, as well as 3 cattle passes for animals in locations known for regular crossing by animals. New rest areas will be provided at PK 103 + 46, PK312 + 83, on the left and right from the axis of the design road, including installation of arbors, two-seat toilet, benches, tables, garbage bins, urns and car ramp. Bus stops are designed on the ramps at PK 231 + 72, PK369 + 90 with bus shelters that meet the parameters and standards of the designed road.

11. Contract 002-ADB/CW-2017, Zhetybay–Zhanaozen road section km 35–73 (38 km), came into force on June 19, 2017. Construction duration is 20 months. General Conditions of the Contract 002-ADB/CW-2017 includes the Contract Conditions for construction and engineering works developed by the Employer (harmonized edition, June 2010) prepared by FIDIC.

12. Implementation period: 20.02.2018–12.10.2019 (600 days).

13. The main parties to the Contract are:

- the Employer – Committee for Roads of Ministry of Investment and Development of RK;
- Construction Supervision Consultant – Grusamar Ingenieria y Consulting (Spain)/SNS-2017 (Kazakhstan);
- the General Contractor – Cengiz Insaat Sanayi veTicaret A.S. (Turkey)
- the Design Supervision – “KazDorNII” JSC, Almaty.

14. Commencement of work was notified on February 20, 2018. The Contractor received a license No.15002539 on February 4, 2015. Notification on commencement of construction works KZ95REA00081512 was received on December 29, 2017.

15. New design changes were introduced in October 2018 from PK 260+00 to PK 310+00 with a total length of 5 km, where a new landing ground will be built, and at the section PK 313+40 and PK 314+80, with partial impact on the area of 0.047 ha, which is required for the construction of rest area as per design. These road design changes caused land acquisition and resettlement impact. 3 households were identified to be impacted as described in Section 4 below.

III. Methodology and Approaches in the Report Preparation

16. Methodology, tools and participation approaches have been used in preparation of this report. The participation approach consists of the site visits, meetings with local people and documents review by social safeguards specialist of the supervision consultant and further review by social safeguard's team of executing agency. Data from the Contractors' monthly reports were used as well. All visits and inspections of construction sites and labor camps were carried out with the participation of the Contractor's representatives. In order to fill out the Project's social and economic impact matrix for the implementation area, social safeguards specialist of supervision consultant used the information received from contractors' persons in charge.

17. Project's specialists in charge of social and environmental impact management and monitoring submitted information in the course of social audit. The information was verified during site visits.

18. The Contractors' GRM Coordinators were assigned to responsible specialists. Social grievances and requests are attributed to the duties of the Health and Safety Engineer for both Lot 1 and Lot 2. These specialists carried out internal monitoring to find PAP. More information is provided in Section V.

3.1. Site Inspections by Supervision consultant

19. 2 Site visits to Lot 1 and Lot 2 were carried out in the reporting period. Information on visits and observations is reflected in the findings and conclusions below.

IV. Design Change and Land Acquisition and Resettlement Impact

20. New design changes were introduced in October 2018 from PK 260+00 to PK 310+00 with a total length of 5 km, where a new landing ground will be built, and at the section PK 313+40 and PK 314+80, with partial impact on the area of 0.047 ha, which is required for the construction of rest area as per design. These road design changes caused land acquisition and resettlement impact.

21. As per current information available, design changes caused LAR impact to 3 households, where one household will be permanently impacted on ownership right of approx. 0.2598 ha of private lands rented for 49 years, and 2 private land plots will be impacted, one of which is used for commercial purposes, with the area of 0.047 ha, and another one is used for agricultural purposes, with the area of 6.071 ha.

22. Further due diligence of new design changes is being conducted and corrective action plan will be prepared in accordance with LARF and submitted to ADB for review.

V. Grievance Redress Mechanism

23. Project-related grievance redress procedures serve to ensure an effective and systemic mechanism for the Projects to answer questions, provide feedback and handle complaints from affected individuals, other stakeholders and the public.

24. GRM Guidance on Environmental and Social Safeguards for Road Sector Projects was developed and approved by the Committee for Roads in August 2014.

25. The proposed GRM is fully effective and working. The overall responsibility for timely implementation of GRM rests with CfR and “Mangystauzhollaboratory” RSI, supported by Project Consultants, such as PMC and CSC, which are involved in the management and supervision of construction works. Contractors directly carry out construction work. The relevant regional, district and village Akimats authorized to legislatively carry out tasks related to the consideration of complaints and intermediaries/non-governmental organizations, which participate in assisting in conflict-free resolution of complaints, shall be included in GRM as well.

5.1. GRM Levels and Processes

26. GRM provides for two levels of grievance redress for road sector projects implemented under the guidance of the CfR: Grievance Redress Committee (GRC) at the regional (oblast) and central (Astana) levels in accordance with the GRM Guidelines. GRC consists of appointed members from the CfR, Akimats, regional zhollaboratories, PMC, CSC, and Contractors. Managers in charge of the overall work of the GRM and its effective and timely implementation chair the GRCs at the regional and central levels, while coordinators are responsible for engaging relevant parties and coordinating the work of the GRCs at the regional/central levels.

27. Persons affected by the project and other interested parties may visit, call or send a letter or fax to GRC at the regional level in Mangystau region. Detailed information on the composition of GRC is given in Appendix 1 to this report.

5.2. Status of Complaints and Requests

28. In the reporting period 2 grievances were registered and resolved. Summary of grievances is provided below in Appendix 2. All grievances were registered in log books, resolved in accordance with grievance redress mechanism and properly documented by social safeguard specialist of supervision consultant.

5.3. Disclosure of Grievance Redress Process

29. Boxes for requests are installed in district Akimats for effective operation of GRM. Boxes for requests are also installed in the camps of Lot 1 and Lot 2. Specialists responsible for the work with community open the boxes by a commission. They conduct continuous monitoring of the site to find impacts on AP's buildings and land plots.

VI. Conclusions and Recommendations

30. Due diligence of new design changes shall be conducted and relevant report to be disclosed upon ADB acceptance of such report.

31. Further social safeguards monitoring of the project activities to be continued to be conducted.

32. Next social safeguards monitoring report is due for disclosure by 31 July 2019.

VII. APPENDICES

Appendix 1.

List and Contacts of GRC:

Address: Building of Kazakhautodor SI, Micro-District 22, Aktau, Mangystau region, Kazakhstan. Tel: +8 (7262) 60-58-51, 60-58-5, Fax: +8 (7262) 60-58-51
E-mail: mouad@mail.ru

Members of Regional GRC in Mangystau Region:

- Chief of GRC: A. Yunusov, Deputy Director of Mangystau Regional Branch of NC KazAutoZhol JSC;
- Coordinator of GRC: E. Zhanysheva – Chief Specialist of the Regional Branch;

Members:

- K. Osin, Local Public Relations Specialist, PMC Zhol-Sapa LLP;
- N. Novosadova, Local Environmental Specialist;
- A. Kaliyev – Acting Director of the Department of Passenger Transport and Roads, Mangystau Regional Department of Housing Construction and Public Utility Services SI;
- R. Santai – Senior Specialist of the Department of Passenger Transport and Roads, Mangystau Regional Department of Housing Construction and Public Utility Services SI;
- B. Abdihalyk – Senior Specialist of the Department of Passenger Transport and Roads, Mangystau Regional Department of Housing Construction and Public Utility Services SI.

Key persons of GRC at central level:

Chief of GRC	Y. Kalymov - Chief of Department for Implementation of Investment Projects
Coordinator of GRC	B. Akhmetov – Lead Specialist of Department for Implementation of Investment Projects
Coordinator of GRC	D. Ibrayeva – Lead Specialist of Department for Implementation of Investment Projects

Appendix 2

Register of Complaints and Requests

No.	Date of request	Full name	Address	Contacts	Sex	Description of the main point of complaint/request	Full name of person who accepted complaint/request	Type of complaint/request (A,B,C)	Actions taken	Status (solved, not solved)	Describe reasons why it is not solved
1	March 2018	Bahyt and Nysanov Collective Farms	PK 217	8 701 345 36 91	Male	It is necessary to build cattle pass at PK 217, as this is a crossing point for the livestock of the two collective farms. These residents made their proposal during the public consultations at the design stage, but cattle pass was not included in the final variant of road design.	Road Engineer	B	A letter was sent to the Designer and approval was received. The Contractor was provided with schemes for construction of cattle pass at PK 217+60	Solved Applicant is informed through a visit of CSC Social Safeguards Specialist	No reasons
2	July 1	Koishybai Nysanov	PK 314	8 701 345 36 91	Male	There are a Teahouse complex and a hotel at PK 314. The owner is worried about the impact on his business by the road construction, about downtimes and disruption of the underground cable for the power supply of the complex that he laid in the past.	S.E. Imbarova	B	Site visit, on-site consultation on July 3. Provide engineering facilities for site arrangement instead of 7 meters of land to be transferred to the project. Site design has been prepared, the construction of retaining wall is in progress.	Solved	No reasons

