

# Social Monitoring Report

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Project Number: 43439-033  
July 2019

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

Prepared by the "SNS-2017" LLP for the Ministry of Industry and Infrastructure Development, Republic of Kazakhstan and the Asian Development Bank.

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Loan: 2967-KAZ

# **Semi-Annual Report on Social Safeguard Measures Internal Monitoring**

**Reconstruction of the highway "Zhetibay–Zhanaozen–Kenderli–Turkmenistan Border"  
(to Turkmenbashy) section km 0–73".**



**Prepared by: Consultant for Supervision Construction "SNS-2017" LLP  
(Kazakhstan)**

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

## **Internal Monitoring of Social Safeguard Measures Report**

**Implementing Agency:** Committee for Roads, Ministry of Industry and Infrastructural Development

**Financing:** Asian Development Bank

Loan 2967-KAZ

**Consulting and supervisory support:** "SNS-2017" LLP

### **General Contractors:**

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

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

Prepared by: Social Safeguard Measures Specialist

"SNS-2017" LLP

S.E. Imbarova

"Approved" Team Leader / Resident Engineer

July 2019

*Social Safeguard Measures Specialist of "SNS-2017" LLP confirms that this report has been prepared using his experience, thoroughness, diligence and in accordance with the professional standards that may be expected from the Consultant, experience in carrying out of the works.*

*The conclusions and recommendations contained in the report are based on reports on monitoring workers' camps and rotational camps, information obtained through site visits, monitoring of work, meetings and consultations with stakeholders, secondary data (letters, surveys, reports), and information provided by third parties, which, I believe, are reliable. The report has been prepared for the Committee for Roads of the Ministry of Industry and Infrastructural Development of RK, "NC 'KazAutoZhol" JSC", ADB and PMC.*

*Report status: 1st semiannual and covers the period from January 1 to June 30, 2019.*

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## **Abbreviations**

RK	Republic of Kazakhstan
MIID	Ministry of Industry and Infrastructural Development
CoR	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
LARP	Land Acquisition and Resettlement Plan

## **I. Introduction**

The purpose of this report is to reflect the newly discovered circumstances during the project implementation that had a social impact and the reflection of implementation of grievance mechanism status.

The date of beginning of the construction works on the project "Reconstruction of the "Zhetibay–Zhanaozen–Kenderli border of the Republic of Turkmenistan" road" (at Turkmenbashi), km 0–73 km, was defined as February 20, 2018. Duration of construction works is 20 months.

## **II. Project Brief Description**

This Road Reconstruction Project is divided into two Lots.

1. Lot 1, km 0-35 (Zhetibay–Zhanaozen): The length of the projected section of the road reconstruction km 83–118 km (Aktau–Zhanaozen) is 35 km. The direction coincides with the existing roadbed embankment. Reconstruction of the existing road in terms of parameters 1-B of the technical category with four lanes roadway, dividing strip and roadway broadening. The total number of culverts is 12 pcs. At Pk195+70, Pk331+91 and Pk217+60 the construction of box culverts (cattle pass) is provided of 4x2.5 m in size. It is also planned to arrange 8 pcs. of pipe culverts on the road and at the ramps and 1 two-section culverts at Pk215+45.
2. Contract 001-ADB/CW-2017 road section of Aktau–Zhetibay km 0–35 entered into force on March 10, 2017. Work commencement according to General Contract Conditions was fixed on February 20, 2018. Construction duration is 20 months.
3. The main parties of the Contract are:
  - the Implementing Agency - Committee for Roads of Ministry of Industry and Infrastructural Development of RK;
  - the Contractor - "Akzhol Kurylys" LLP;
  - Construction supervision consultant contract was initially concluded between COR and "GRUSAMAR Ingenieria y Consulting" S.L.U. (Spain) / "SNS-2017" LLP (Kazakhstan). After termination of contract COR with "GRUSAMAR Ingenieria y Consulting" S.L.U. (Spain) contract was signed between COR and "SNS-2017" LLP (Kazakhstan) on 10.06.2019 for providing consultant service on this project;
  - the Designer – "KazDorNII" JSC, Almaty.
4. General Contract Conditions 001-ADB/CW-2017 includes the Contract Conditions for construction and engineering works developed by the Implementing Agency (approved edition, June 2010) prepared by FIDIC.
5. The project was amended in October 2018, from Pk260+00 to Pk310+00 with total length 5 km, where the new landing place will be constructed, and also on Pk313+40 and Pk314+80, with partially impact on the territory of 0,047 ha, which will be necessary for rest area construction according to project. These changes in project have had an impact on permanent land allocation and resettlement. 3 households were identified, which will be under the impact according to the description, provided below in Section 4.
6. Lot 2 km 35–73. The length of the sections with different technical categories is I B category - 22.4 km, II category - 6,283 km, III category - 7.655 km. Total is 38 km. The reconstruction project provides a traffic interchange at the junction of two roads: the route of the project road passes through Mangistau region lands, from the Pk2+00 to the Pk6+60 and from the Pk95+50 to the Pk501+50 - Karakiyansky district, from Pk6+50 to Pk95+50 - Mangistau district, from Pk501+50 to Pk614+76 and from Pk616+20 to Pk636+83 - lands subordinate

to maslikhat of Zhanaozen, from Pk614+76 to Pk616+20 passes through the railway lands. The beginning of the site was taken at Pk2+00 and held in conjunction with the traffic interchange at the junction of the road to Zhetibay. At Pk569 + 60, there is a traffic interchange in two levels on the bypass of Zhanaozen. In addition, from Pk569+60, the entrance to Zhanaozen starts with 6400 m in length. At Pk615+48 the railway overpass has been projected. On the whole length of the project road 16 ramps were arranged to facilitate access to infrastructure facilities and 1 road intersection was placed to provide transport links for agricultural activities, as well as 3 animal cattle underpasses at locations known to be regularly crossed by animals. At Pk103+46, Pk312+83 to the left and right from the axis of the designed road the new rest areas with arrangement of shelter shed, a toilet for two points, installation of benches, tables, garbage chutes, urns and overpass. At the ramps of Pk231+72, Pk369+90, bus stops with auto-pavilions, corresponding to the parameters and norms of the projected highway were designed.

7. Contract 002-ADB/CW-2017 section of Zhetibay–Zhanaozen road km 35–73 (38 km) entered 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 Implementing Agency (approved edition, June 2010) prepared by FIDIC.
8. Realization period: 20.02.2018 -12.10.2019 (600 days).
9. The main parties of the Contract are:
  - the Implementing Agency - Committee for Roads of Ministry of Industry and Infrastructural Development of RK;
  - Construction supervision consultant contract was initially concluded between COR and “GRUSAMAR Ingenieria y Consulting” S.L.U. (Spain) / “SNS-2017” LLP (Kazakhstan). After termination of contract COR with “GRUSAMAR Ingenieria y Consulting” S.L.U. (Spain) contract was signed between COR and “SNS-2017” LLP (Kazakhstan) on 10.06.2019 for providing consultant service on this project;
  - the General Contractor - Cengiz Insaat Sanayi veTicaret A.S. (Turkey)
  - the Designer – “KazDorNII” JSC, Almaty.
10. Work commencement was fixed on February 20, 2018. The Contractor received a license No.15002539 on February 4, 2015. Notification on construction work production commencement KZ95REA00081512 was received on December 29, 2017.

### **III. Methodology and Approaches in the report preparation**

11. In the process of preparing this report, methodologies, tools and participation approaches were used. A participation approach consists of site inspections, meetings with local people and documentation review by specialist on social safeguards of the Construction Supervision Consultant team, and subsequent consideration by a group of social safeguard measures of an executive agency. The report also used data from the monthly reports of the Contractors. All inspections and visits to construction sites and camps were carried out with the participation of representatives of the Contractor. To fill in the matrix of the project's impact on the social and economic area of the project implementation site, the specialist on social safeguards of the Construction Supervision Consultant team used the information obtained from the Contractor's responsible specialists.
12. Project specialists responsible for the management and monitoring of project impacts on social and ecological environment, provided the information in the process of conducting the social audit. All information was verified during site visits.
13. The functions of the coordinator on grievance mechanism at the Contractors were assigned to responsible specialists. Complaints and appeals on the social sphere are attributed to the duties of the Health and Safety Engineer for both Lot 1 and Lot 2. These specialists carry

out internal monitoring of the project's impact on the detection of AP's whose interests were affected by the project. More detailed information is provided in Section V.

### **3.1. Site inspections by the Construction Supervision Consultant**

14. Measures to mitigate impacts are designed to ensure the operation of the project in accordance with the requirements of laws and normative acts of the Republic of Kazakhstan, as well as the requirements of environmental and social policy (2009) of ADB. Design requirements in all relevant implementation stages of the project are focused on preventing the identified social impacts, where it is possible, or on measures for reduction of impacts to the minimum or to mitigate possible consequences to an acceptable level. Report of complex inspection of this project, drawn up in 2015, did not reveal any impacts associated with land allocation or resettlement, and the project was designated to category C with respect to involuntary resettlement.
15. During the reporting period there were conducted several visits on Lots 1 and 2. Information about visits and observations are reflected in the results and conclusions below.

## **IV. Project change and impact on land allotment and resettlement**

16. Tranche belongs to the category of involuntary resettlement as category B. Land use, that is being observed along the section, where construction work is underway, is characterized by large land sections which are rented or privately owned and used mainly as pasture. There are no obvious other agricultural activities, almost no trees, no buildings, fences or other areas near the right-of-way, except for one complex, cafe and hotel PH "Nysan". To provide better access to cafe and hotel, as well as to create more favorable conditions for doing business within the project, rest area is being built next to it on public property. The project was amended in October 2018 from Pk260+00 to Pk310+00 with a total length of 5 km, where the heavy vehicles parking will be built, as well as on the road section Pk313+40 and Pk314+80 landing area, with a partial impact on the territory 0,047 hectares which will be required for the construction of rest areas by project. These changes in the project had an impact in relation of land allocation and resettlement.
17. According to current information, aforementioned variations in the project led to impacts on 3 households in relation to land allocation and resettlement, which will be affected by the right of ownership one household with 0,2598 hectares of private land and will be affected 2 private land plots, one of which is used for commercial purposes with an area 0,047 hectares and the other for agricultural purposes with an area of 6,024 hectares. All the owners wrote a voluntary return of the above-mentioned areas of land.
18. The owner who donated 6,024 ha for construction of a bypass road, expressed concern about the remaining 29 hectares of the land to which he had no access as this site remains between the project and the bypass road. This circumstance is stipulated by the law of the land and for AP for withdrawal of land of 29 ha will be included in the Land acquisition and resettlement plan in accordance with LARF.
19. In the reporting period, PMC and CSC during consultation with the national consultant of ADB within May-June 2019 additional comprehensive inspection due to the project changes was conducted, and the Action Plan was developed (July, 2019) in which LARP will be prepared and submitted to ADB in accordance with LARF.
20. By the appeals of local citizens of the city of Zhanaozen it was decided to include work on medium repair and patching works on the road section, passing inside the city of Zhanaozen, with the length of about 9.8 km (without widening of road and any land withdrawal), to link the centre of the c.Zhanaozen with the endpoint of the project. The estimated cost is about 1,0–1,5 million dollars. The COR is considering the proposal for



inclusion of works in this area in the project. In principle, the ADB mission supports this proposal because it will be associated with the project to maximize the benefits of the project and to improve access of the local population.

## **V. Grievance mechanism**

21. Grievance mechanism procedure related to the project 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.
22. Guidance on the mechanism for handling complaints on environmental and social protection measures on road sector projects was developed and approved by COR in August 2014.
23. The proposed GM is effective and valid in full. Overall responsibility for timely implementation of GM rests on COR and Mangistau branch office of "NC KazAutoZhol" JSC with support of the Project Consultants, such as PMC, CSC, involved in the management and supervision of construction works. Construction Contractors directly involved in the construction work. The relevant regional, district and village akimats, authorized to legislatively carry out tasks related to the handling of complaints, and intermediaries / non-governmental organizations that participate in assisting in the conflict-free resolution of complaints, should also be included in the GM.

### **5.1. Levels and processes of the grievance mechanism**

24. This GM provides two levels of resolution of complaints on road sector projects implemented under the guidance of the COR: The Grievance Mechanism Commission (CMC) at the regional (oblast) and central (Nur-Cultan) levels, in accordance with the Guide to the GM. The Grievance Mechanism Commission (GMC) consists of members appointed from the COR, akimats, regional branches of "NC "KazAutoZhol" JSC, PMC, CSC and the Contractors. The GMC at the regional and central levels are chaired by managers responsible for the overall work of the grievance mechanism and its effective and timely implementation, while the coordinators are responsible for engaging the relevant parties and coordinating the work of the GMC at the regional / central level.
25. Persons affected by the project and other interested persons can visit, call or forward a letter or fax to the GMC at the regional level in the Mangistau region. Detailed information on the composition of the grievance mechanism commission is given in Appendix 1 to this report.

### **5.2. Status of complaints and appeals**

26. In July 2018, Koishybayev Nysan - the owner of cafe "Nysan" applied to GM. In Appendix 2 in the register of complaints there is given information on the complaint. In the reporting period, the specialist on social safeguards carried out visits to the location of the cafe with the purpose of carrying out monitoring works on the GRM by this application.
27. To compensate the economic losses of the owner of the cafe "Nysan" in connection with the temporary suspension of the café operation, detailed design of the landscaping the territory of cafe "Nysan" has been designed. This project has been approved by the owner and PMC. On the basis of the working design cost estimation was made with total amount of 18 059 383,23 tenge with VAT. 4 859 541 KZT with VAT of the total amount is planned for the immediate economic improvement of the owner. This amount includes the following expenses: the construction of access road to the area on hotel territory "Nysan" with paving asphalt in this area.

28. During the reporting period 3 complaints were received from 1 affected by the project person LP Alagoz Karubai PH “Kuanysh” (“Ansar” PH). He addressed to GRM with the three complaints:
- reimbursement of expenses on restoration of utilities. During the construction period on the Pk261+70 underground utility and the second utility under the bypass road on Pk01+60 were laid. It is the only source of water and electricity for PH “Kuanysh” (“Ansar”);
  - Obtaining of Technical specifications for utilities crossing the project road and the bypass on the parking area for heavy vehicles;
  - An entrance is necessary to bypass road from peasant household of AP.
29. Summary of complaints is presented in Appendix 3. All complaints were registered, resolved in accordance with the grievance redressing mechanism, as well as properly were documented by social safeguard specialist of the Construction Supervision Consultant team.
30. The following works were carried out for the handling of complaints by Consultant:

Date and venue	Purpose	Participants	Results
13.05.2019 PMC office	Review of documentation of project, preparation to working meeting in MB of “NC “KazAutoZhol” JSC office	Serdaliyev Kanat –national consultant ADB Kirill Osin – PMC Imbarova Sara - CSC	A common understanding of the issues relating to provision of safeguard measures for involved parties by project.
13.05.2019 Working meeting in MB of “NC “KazAutoZhol” JSC office	Informing the Employer about the problems of involved persons.	Serdaliyev Kanat –national consultant ADB Kirill Osin – PMC Imbarova Sara - CSC Yunusov Artur – Deputy Director MB of “NC “KazAutoZhol” JSC Arman Zholdykulov - Head of quality control department MB of “NC “KazAutoZhol” JSC	The Employer is informed about the GRM operation as per the appeal of AP
25.06.2019 Karakiya region akimat	Identify the readiness of land projects and State acts of AP	Spanov Turbek – Deputy Resident Engineer “SNS-2017” LLP, Imbarova Sara – Social Safeguard Specialist, “SNS-2017” LLP, Nagima Mekenova manager of department of land relations	According to PH “Nysan” the documents are ready without changes of configurations of land plot;  According to PH “Kuanysh” (“Ansar”) Alagoz Karubay, the documents are ready only for 6 hectares of a reconfiguration of the site, for 29 hectares no reconfiguration has been made. The reason is unknown. CSC has suspended the registration of the state act until completion of works on 29 hectares. In the Cadastre it was found out that the neighboring sites for making changes were

			registered in the base of 3 sites. One of them is private property, the other two are long-term leases. One of them belongs to PH Nysan.
26.06.2019	As per complaint GRM Ramp on bypass road for PH "Ansar"/"Kuanysh"	Spanov Turbek – Deputy Resident Engineer "SNS-2017" LLP, Imbarova Sara – Social Safeguard Specialist, "SNS-2017" LLP, Kuderinov Temirkhan – Project Manager "Akzhol kurylys" LLP Alagoz Karubai	Agreed the place for organization of the ramp for PH "Ansar"
June 27, 2019 Working meeting in the MB of NC "Kazautozhol" JSC	discuss the situation on the permanent allotment of the land plot of 29 hectares of the Ansar PH	Deputy Director of MB of NC "KazAutoZhol" JSC Kazhimurat  CSC Imbarova Sara	The Implementing Agency's representative is informed about the status of permanent withdrawal. A meeting was scheduled in the akimat of the Karakiya district on July 2, 2019.
28.06.2019 PMC office	informing the parties on the preparation of a land project, the State Act on a plot of land, setting expectations of IPP, deciding the issues on his application about the no access to a plot	Spanov Turbek – Deputy Resident Engineer "SNS-2017" LLP, Imbarova Sara – Social Safeguard Specialist, "SNS-2017" LLP	The participants informed about the process The contractor is recommended to sign a contract for temporary allocation of 0.5 ha because in this area they are stored inert materials, and the site is still in the ownership of the AP, the land allocation is not completed yet.
29.06.2019 On bypass road Site visit	To agree with owner who appealed to GRM Alagoz Karubai PH "Ansar" the place of ramp on his site	Spanov Turbek – Deputy Resident Engineer "SNS-2017" LLP,  Imbarova Sara – Social Safeguard Specialist, "SNS-2017" LLP	The scheme of ramp for PH "Ansar" was approved and signed by the owner.  There is the scheme signed by owner in Appendix 4

### 5.3. Disclosure of the process of handling the complaints and appeals

31. For effective operation of GRM in the akimat of regions, and also in the Mangistau branch office of "NC "KazAutoZhol" JSC the boxes for complaints were installed. In shift camps of Lot 1 and Lot 2 there are installed boxes for complaints as well. Specialists, who are responsible for working with the public, are conducting the process of opening the boxes. They conduct ongoing monitoring of site to detect impacts on buildings, land sections of AP.
32. During the ADB mission on May 30, 2019, the observation was made on information board. Information board with all the contacts is established at the beginning and at the end of each Lot. However, the information board at the beginning of the site 2 is located far from the road and is not visible. The ADB recommendation: Contractor should consider moving it closer to the road to confirm its functionality. The project should continue its efforts to ensure the operation capacity of the project grievance redressing mechanism. Recommendation was accepted. Information board was reinstalled, photo is attached to this report.

## **VI. Conclusions and recommendations**

33. Verification of changes in the project to determine impacts on affected by project persons was carried out. Comprehensive consultations for affected by project persons were provided. In the framework of the GRM complaints of persons affected by project who had impact due to changes of the project were processed. Monitoring works on site of cafe "Nysan" was carried out. Comprehensive inspection of project changes was carried out jointly by social safeguard specialist of PMC and with the participation of national consultant of ADB.
34. Next social safeguards monitoring report is due for disclosure by 31 January 2020.

**List and contact data of GMC:**

Address: MB of “NC “KazAutoZhol” JSC building in Aktau, 22 microdistrict, Aktau city, Mangistau region, Kazakhstan. Tel: +7 (7262) 60-58-51, 60-58-5 Fax: +7 (7262) 60-58-51 E-mail: [mangistau.info@kazautozhol.kz](mailto:mangistau.info@kazautozhol.kz)

**Members of Mangistau regional GMC:**

- Head of GMC: Deputy Director of MB of “NC “KazAutoZhol” JSC – Mukashev B.E.;
- Coordinator of GMC: head of quality department of MB of “NC “KazAutoZhol” JSC - Zholdykulov A.S.

**Members:**

- Osin K., Local public relation specialist, PMC “Zhol Sapa” LLP;
- Novosadova N., Local Environmental specialist;
- Kaliyev A., Acting head of the Department of passenger transport and automobile roads of SE "Mangystau regional Department of housing and communal services";
- Santay R., Chief specialist of the Department of passenger transport and automobile roads of SE "Karakiya district Department of housing and communal services";
- Abdikhalyk B., Chief specialist of the Department of passenger transport and automobile roads of SE "Munaily district, the Department of housing and communal services".

**Key persons of the GMC on Central level:**

Head of GMC	Bakhtiyar Zh. – Head of Department for implementation of the investment projects
Coordinator of GMC	Akhmetov B. – Leading specialist of the Department for implementation of investment projects
Coordinator of GMC	Ibraeva D. - chief specialist of the Department for the preparation projects

Detailed estimate of expense for improvement of site PH "Nysan"				
Access road	Unit of measurement	Amount	Price	Cost (KZT)
Used soil for access road	m3	373,70	765,35	286 011,30
Completion of formation	m2	1 050,00	28,72	30 156,00
SGM C6	m3	105,00	6 844,51	718 673,55
Milled asphalt concrete	m3	67,50	2 720,23	183 615,53
Shoulder strengthening	m3	30,00	3 170,72	95 121,60
TOTAL:				1 313 577,97
Area with asphalt concrete surface	Unit of measurement	Amount	Price	Cost (KZT)
Completion of formation	m2	1 831,25	28,72	52 593,50
Milled asphalt concrete	m3	220,00	2 720,23	598 450,60
Preparation of base course	m2	1 831,25	101,00	184 956,25
Hot fine-graded asphalt concrete	m3	91,56	23 911,07	2 189 297,57
TOTAL:				3 025 297,92
			Comprehensive total:	<u>4 338 875,89</u>
			with VAT	<u>4 859 541,00</u>

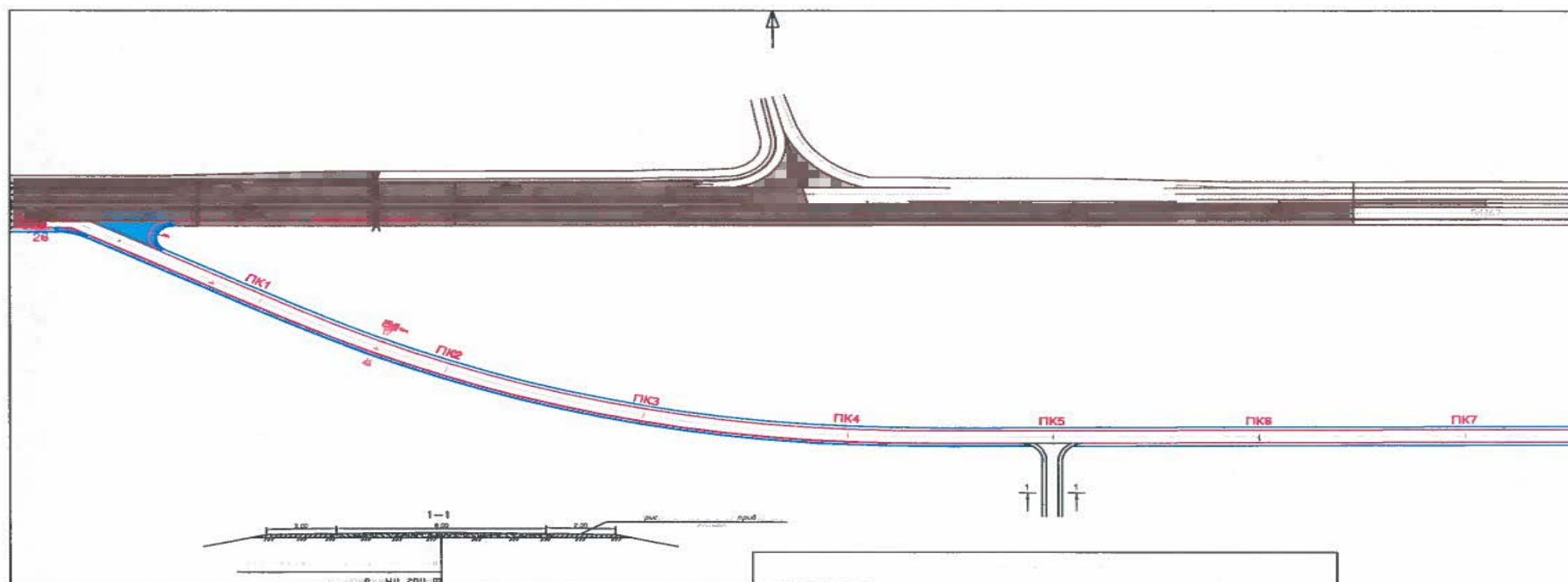
Appendix 3

Register of complaints and appeals

No	Date	Full name	Location	Contact details	Sex	Description of the complaint / appeal	Full name of the person accepted the complaint / appeal	Type of the complaint / appeal (A,B,C)	Taken measures	Status (resolved, not resolved)	Describe the reasons for failure
1	18.06.2018	"Bakhyt" PH and "Nysanov" PH	PK217	870134 53691	Male	It is necessary to equip the cattle pass on PK 217 since this is the place of passing of the livestock of the two PH, during the public hearings in the period of the designing these residents made their proposal, but the cattle pass is not included in the final version of the road design.	Imbarova S.	B	A letter has been sent to the Designer, agreement has been received, and the Contractor has been provided with schemes for arranging the cattlepass on PK217 + 60	Resolved Complainant was informed that social specialist of CSC has made visit	No reason
2	01.07.2018	Nysanov Koyshibay	PK314	870134 53691	Male	on PK 314 there is a Chaykhana complex and a hotel. He is worried about the impact of the road construction on his business, on the downtime, and also on the construction of the underground cable for the power supply of the complex, which he laid at the time.	Imbarova S.	B	site visit, on July 6 consultation on the site. Instead of 7 meters of plot. Instead of the 7 meters of land transfer for the project engineering of plants for landscaping. The design plan of area was developed, the construction of back wall is in the process.	resolved	No reason

3	30.05.2 019	Alagoz Karubay "Ansar" PH	Pk260	8701 593 2844	Male	1. He has restored communication of water and electricity under the project road, then under the bypass road at his own expense. Asks to recover the costs. 2. To obtain technical conditions for communications; 3. To make ramp on bypass road.	Imbarova S.	B	Also by: 1. The request was sent to the Employer regarding including into payment certificate. 2. it is recommended to Complainant to affile to Public Service Center to receive TS. 3. the place of ramp is identified and approved. The scheme is signed. The instruction was issued to Contractor.	In the process	
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соднасов

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## Photo from sites



During the consultation of AP. From the left to right: Kirill Osin (PMC, Social safeguard specialist), Sara Imbarova (CSC, social safeguard specialist), Niyazbekov Berik (lawyer of "Akzhol" LLP – Contractor Lot 1), and Alagoz Karubai (AP PH "Kuanysh" ("Ansar"))



Site visit of infrastructure location on project road (upper line) and bypass (center line)



From left to right: Alagoz Karubai, Spanov Turbek and Project Manager Lot 1 Kuderinov Temirkhan during the decision of ramp location on site PH “Kuanysh” (“Ansar”)



From left to right: Kuderinov T.-Project Manager Lot 1, Rakhat – translator, Massimiliano Virili – Team Leader CSC, Osin Kirill – PMC, Spanov T – Resident Engineer CSC Lot 1. Discussion of GRM complaints PH “Kuanysh” (“Ansar”)





17/04/2019 12:35 PM

Construction of retaining wall at cafe "Nysan" on Pk314



27/06/2019 12:46 PM

Landscaping of the area in front of cafe "Nysan"



Beginning of bypass road on Pk260



Flagman on ramp





During the working meeting in office of MB of "NC "KazAutoZhol" JSC with AP Karubai Alagoz



Complaint boxes installed in office of MB of "NC "KazAutoZhol" JSC



During the consulting the Nysanov Koishybai in office of CSC Lot 1



In department of land relations of Karakiya akimat. Serdaliyev Kanat – consultant ADB, Osin Kirill – PMC social safeguard specialist. During the inspection of documentations of AP of bypass road





Information board Lot 2