

# Social Monitoring Report

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Project Number: 48424-002  
Semestral Report (July–December 2020)  
February 2021

## Kazakhstan: CAREC Corridors 1 and 6 Connector Road (Aktobe–Makat) Improvement Road

Prepared by the Dongsung Engineering Co., Ltd in association with subconsultant Zhol-Sapa LLP for the Ministry of Investments and Development, Republic of Kazakhstan and the Asian Development Bank.

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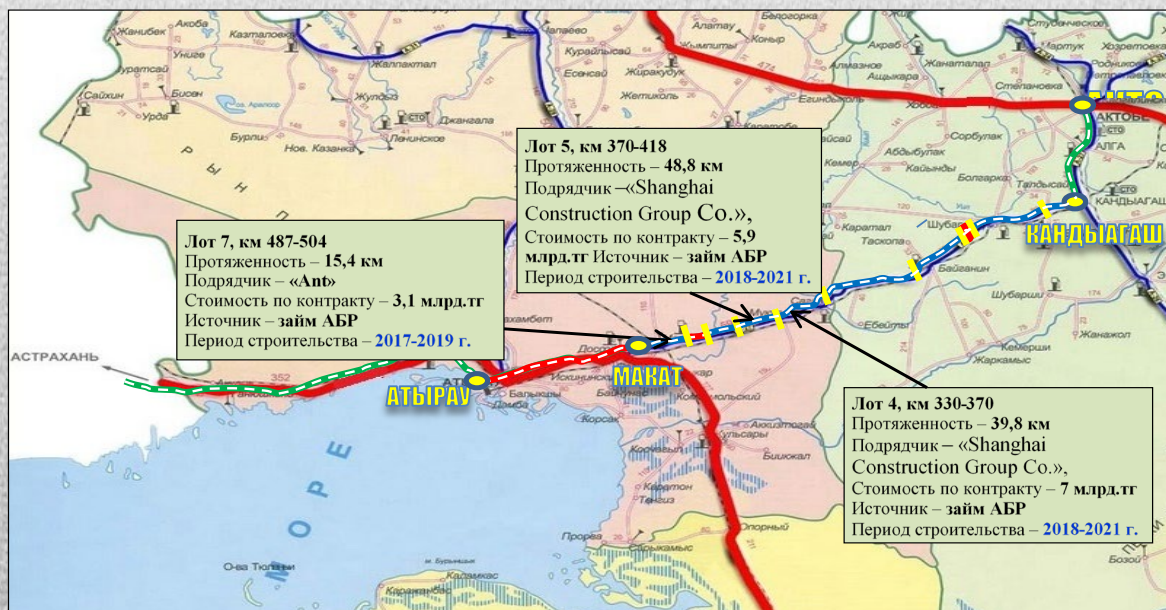
# Internal Social Safeguard Monitoring Report

Loan No. 3416-KAZ

Reporting period: July–December 2020

## REPUBLIC OF KAZAKHSTAN: CAREC Corridors 1 & 6 Connector Road (Aktobe–Makat) Reconstruction Project (Section km 330–504)

Funded by the Asian Development Bank



Prepared by the Construction Supervision Consultant DONGSUNG ENGINEERING Co., LTD / “ZS ENGINEERING” LLP

Seoul, Korea / Nur-Sultan, Kazakhstan

For the Committee for Roads, Ministry of Industry and Infrastructural Development, Republic of Kazakhstan

Approved by \_\_\_\_\_ PMC “NC “KazAutoZhol” JSC  
(PMC specialist's name) and signature, report submission date

Internal Social Safeguard Monitoring Report CAREC Corridors 1 & 6 Connector Road (Aktobe-Makat) Reconstruction Project (section km 330-504), the 2nd semi-annual 2020

## **Internal Social Safeguard Monitoring Report**

**Employer:** Committee for Roads, Ministry of Industry and Infrastructural Development, Republic of Kazakhstan

**Funded by:** Asian Development Bank

Loan No. 3416-KAZ

**Supervision Consultant:** DONGSUNG ENGINEERING Co., LTD/“ZS ENGINEERING” LLP  
Seoul, Korea / Nur-Sultan, Kazakhstan

### **General Contractor:**

Lot 4 and Lot 5: “Shanghai Construction Group Co.”,  
Lot 6: “Akkord and Ak zhol kurylys” JV  
Lot 7: Branch of “ANT Insaat Maden Sanayi A.S.” JSC

Prepared by:

Social Safeguard Specialist

Imbarova S.E.

Approved by

Team Leader / Resident Engineer

January 2021

*Social safeguard specialist confirms that this report has been prepared by using her experience, care, diligence and in accordance with the professional standards that can be expected from the consultant, and experience in conducting the work.*

*The conclusions and recommendations contained in the report are based on monitoring reports of work sites and base camps, information obtained through site visit, work inspection, meetings and consultations with interested parts, secondary data (letters, reviews, reports), and also information provided by the third parties, which, I believe, are reliable. The report has been prepared for the Committee for Roads of Ministry of Industry and Infrastructural Development of the Republic of Kazakhstan, “NC “KazAutoZhol” JSC, ADB, PMC.*

*Report status: the 2nd semi-annual and covers the period from July 1 to December 31, 2020.*

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## Abbreviations

ACP	Asphalt Concrete Plant
ADB	Asian Development Bank
CAREC	Central Asia Regional Economic Cooperation
CFR	Committee for Roads
Covid-19	Coronavirus infection 2019-nCov
CSC	Construction Supervision Consultant
EP	Environmental Protection
GRM	Grievance Redress Mechanism
HIV/AIDS	Human Immunodeficiency Virus / Acquired Immunodeficiency Syndrome
HS	Health and Safety
HSP	Health and Safety Plan
LLP	Limited Liability Partnership
MIID RK	Ministry of Industry and Infrastructural Development of the Republic of Kazakhstan
“NC “KazAutoZhol” JSC Atyrau	Atyrau branch of “National Company “KazAutoZhol” Joint-Stock Company
OJSC	Open Joint-Stock Corporation
PAP	Project Affected Person
PMC	Project Management Consultant
PP	Project Person
PPE	Personal Protective Equipment
RK	Republic of Kazakhstan
RS	Road Safety
RSE	Republic State Enterprise
SRL	State Reserve Lands
STD/STI	Sexually Transmitted Diseases / Sexually Transmitted Infections

## GLOSSARY

Covid-19	is an acute respiratory infection disease
Covid-19 pandemic	is the current pandemic of coronavirus infection caused by coronavirus SARS-CoV-2
Displaced Persons	are individuals, households, collective owners or other legal entities who are physically displaced (relocation, loss of residential land, or loss of shelter) and/or economically displaced (loss of land, assets, access to assets, income sources, or means of livelihood) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas, regardless of their legal rights to the affected lands.
Grievance Procedures	is the process established under law, local regulations, or administrative decisions to enable property owners and other DPs to redress issues related to acquisition, compensation, or other aspects of resettlement.
Income Restoration	is the reestablishment of income sources and livelihoods of DPs to their pre-project levels.
Relocation	is the physical shifting of DP from his/her pre-Project place of residence and/or business.
Resettlement	all measures taken to mitigate any and all adverse impacts of the Project on DP's property and/or livelihood, including compensation, relocation (where relevant), and rehabilitation.
Severely Affected Persons	are persons who will: (i) lose 10% or more of their productive assets, such as agriculture/aquaculture landholding, and/or (ii) physically displaced from housing.
Stakeholders	are parts that have an interest in a project – legal entities and individuals who may affect or be affected by a project progress.
Vulnerable household	a household, which might suffer disproportionately or face the risk of being further marginalized by the effects of resettlement such as a household living below the poverty line; large household with 4 or more children below 18 years; household with disabled members; female headed household; or elderly with no family support.



## **I. Introduction**

1. This project follows the existing road Aktobe-Makat, which is a two-lane republican road. There are ADB's environmental and social policy requirements (2009) to be complied with. In all relevant stages of the project implementation, the requirements focus on avoiding the identified social consequences, where possible, or on measures to minimize the consequences or reduce possible consequences to an acceptable level. The designed alignment of section km 330-504 follows the existing road, and no buildings or land plots, including leased land, fell under acquisition. However, during internal monitoring of compliance with social safeguards, the Engineer identified new circumstances on Lot 4, which are specified in the relevant sections of this report.
2. The purpose of this report is to monitor any emerging issue related to land acquisition and resettlement or complaints from communities during the implementation of civil works from km 330 to 504. The CSC's Social Safeguards Specialist with consultative participation held meetings to verify new circumstances during the reporting period. Details are provided in the Appendix 1.
3. Aktobe-Makat road is a two-lane republican road built in the 1970s -1980s. It has a length of 459 km, mainly Categories III/IV, and passes through the territory of Aktobe and Atyrau regions. Complete reconstruction of the road pavement and strengthening of the entire pavement structure will reduce travel time of vehicles on the road, fuel consumption and vehicle operation costs, and it will contribute to increase in transport connection and economic development in the region. The road will be reconstructed up to Category II as per the national standard of the Republic of Kazakhstan.

## **II. Project summary**

4. The project includes the reconstruction of km 160 – km 468 of Aktobe-Makat road, including: (i) km 160 – km 330 in Aktobe region; and (ii) km 330 – km 468 in Atyrau region.
5. The entire section of Aktobe-Makat road with the length of 299 km was divided for 7 lots, each of which is a separate contract for construction works. The road section is divided into the following Lots: Lot 1 (km 160 - Km 220), Lot 2 (Km 236 - Km 275), Lot 3 (Km 275 - km 330), Lot 4 (Km 330-Km 370), Lot 5 (Km 370 - Km 418), Lot 6 (Km 418 –Km 458) and Lot 7 (Km 487 – Km 504). This report provides information about Lots 4, 5, 6 and 7.
6. The project in Atyrau region is divided into 4 sections. Lot 4 (Km 330-370) and Lot 5 (Km 370-418) were awarded to the Contractor "Shanghai Construction Group". For Lot 6 (Km 418-458), the Contractor is the Joint Venture "Akkord ICIC" and "Ak Zhol Kurylys" LLP (hereinafter "AZHK"). For Lot 7 (Km 487-504), the Contractor is a Branch of "ANT Insaat Maden Sanayi A.S" JSC.

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**Table 1: Project Information Data**

<As of 31.12.2020>

No	Description	Contract			
		Lot 4	Lot 5	Lot 6	Lot 7
1	Contractor	"Shanghai Construction Group Co. Ltd."	"Shanghai Construction Group Co. Ltd"	"Akkord / Akzhol Kurylys" JV	JSC "Ant Insaat Maden Sanayi A.S."
2	Road Length	39,80 km	48,20 km	36,74 km	15,39 km
3	Contract Amount (Tg)	9 819 136 480	9 396 291 820	7 421 155 010	3 177 195 256 (Phase I)
4	Date of Letter of Acceptance	22.06.2018	22.06.2018	22.06.2018	19.07.2017
5	Date of Contract Signing	20.07.2018	20.07.2018	10.07.2018	16.08.2017
6	Commencement Date	08.01.2019	08.01.2019	01.10.2018	20.12.2017 (Phase I) 04.12.2020 (Phase II)
7	Time for Completion (Days)	790 +110	880 +110	790 +274	Phase I : 540 Phase II : 300
		07.03.2021	05.06.2021	29.11.2020	12.06.2019
		Extended 25.06.2021	Extended 23.09.2021	Extended 31.08.2021	Phase II 29.09.2021
8	Defects Liability Period	2 years	2 years	2 years	2 years
		(730 days)	(730 days)	(730 days)	(730 days)

**Table 2. Project Salient Features**

No	Contract	Contractor	Road Length (km)	No. & Length of Bridges	No. & Length of Overpass	No. of Culverts	No. of RMD*
I	004-ADB/CW-2018	Shanghai Construction Group Co. Ltd. (China)	39.80	2 Nos. 171.45 m	1 No. 42.2 m	20	1
II	005-ADB/CW-2018	Shanghai Construction Group Co. Ltd. (China)	48.21	1 No. 48.55 m	0	20	0
III	006-ADB/CW-2018	Akkord & Ak zhol Kurylys (Azerbaijan / Kazakhstan)	36.74	1 No. 84.25 m	0	13	2
IV	007-ADB/CW-2017	"Ant Insaat Maden Sanayi A.S." (Turkey)	Phase I : 15.39 Phase II : 5.52	0	0	Phase I : 14 Phase II : 9	0
<b>Total:</b>			<b>145.66</b>	<b>4 Nos. 304.25 m</b>	<b>1 No. 42.2 m</b>	<b>76</b>	<b>3</b>

\* RMD: Road Maintenance Depot



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7. Lot 4: km 330 – km 370 (Sagiz village): This section includes the reconstruction of the road from Category III up to Category II with a total length of 40 km. Other parts of this section, the direction of traffic flow coincide with the existing pavement with partial slopes from the embankment in the area of rectification and curve. The project provides the construction of 2 bridges and 1 overpass on this site. Overpass at km 336+900 has a length of 42.2 meters. The bridge across the river Nogayty at km 338+900 has a length of 66.15 meters. The bridge across the river Sagiz at km 342+300 has a length of 105.3 meters. There are 14 culverts with different diameters, 6 cattle passes and 2 rest areas on this site.
8. Lot 5: km 370 – km 418 (v.Mukur - v. Zhanterek): This section includes the reconstruction of the road from Category III up to Category II with a total length of 48.2 km. Other parts of this section, the direction of traffic flow coincide with the existing pavement with partial slopes from the embankment in the area of rectification and curve. The project provides the construction of 1 bridge on this site. The bridge across the river Mukur at km 379 +100 has a length of 48.55 meters. There are 12 culverts with different diameters, 8 cattle passes and 2 rest areas on this site.
9. Lot 6: km 418 – km 458 (v. Zhamansor): This section includes the reconstruction of the road from Category III up to Category II with a total length of 36.73 km. Other parts of this section, the direction of traffic flow coincide with the existing pavement with partial slopes from the embankment in the area of rectification and curve. The project provides the construction of 1 bridge on this site. The bridge across the river Sagiz at km 429+000 has a length of 84.25 meters. The project also provides 12 culverts with different diameters, 1 cattle pass and 2 rest areas on this site.
10. The Engineer have reviewed the Contractor's Proposal for the Package of "Kandagash–Makat 19km Reconstruction" that to be processed under the procedure of Sub-clause 13.3 [Variation Procedure] of GCC. By the instruction of the Employer's Representative - "NC "KazAutoZhol" JSC Atyrau branch made the Act dated 10.05.2020, the Engineer and the Contractor has jointly carried out the Site Investigation to find out the defects and Quantification of the Remained Works based on the Original Designed Documents which was incompletes by the previous Contractor "Atyrau Zholdary" and determined the Bill of Quantity (BOQ), as per the Engineer's Evaluation hereby confirms the Amount of KZT 823 679 258.74 (Eight Hundred and Twenty-Three Million Six Hundred and Seventy-Nine Thousand Two Hundred and Fifty-Eight KZT and Seventy Four Tiyn) including VAT.
11. Therefore, pursuant to the Sub-clause 3.5 [Determination] of GCC, the Engineer shall notice the "Engineer's Determination" of the Bill of Quantity (BOQ) for the Package of "Kandagash – Makat 19km Reconstruction" evaluated under the Sub-clause 12.3 [Evaluation] to the Employer and the Contractor and it shall effect to each Party as the Engineer determined. Final agreement between the both the Employer and the Contractor as per the Engineer Determination still has not been signed during the reporting period. Herewith, in case of signing additional agreement between the Employer and Contractor for "Kandagash – Makat 19km Reconstruction", social inspection to be

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carried out and the relevant report to be submitted. During the reporting period, there were no changes on this issue and the social assessment has been deferred until a final decision will be made.

12. Lot 7: km 487 – km 504 (v. Dossor): length – 15.392 km, type II, 2 lanes. This section includes the reconstruction of the road from Category III to Category II. Other parts of the site, the direction of traffic flow coincide with the existing pavement with partial slopes from the embankment in the area of rectification and curve. Twelve (12) culverts with different diameters and 2 cattle passes are provided. Works have been completed on the site on July 30, 2019. Workers have demobilized from the site since August 2019. The Employer Committee for Roads, Ministry of Industry and Infrastructural development of the Republic of Kazakhstan, located in Nur-Sultan city, issued to the Contractor the terms of reference No.13-1231-7/2019 dated July 05, 2019 to prepare the design “Dossor Bypass Way”, and also to organize and conduct the work on assessment of social and environmental impact on the external environment due to the implementation of Dossor Bypass Way construction. It is expected that Bypass Way will be included in Lot 7 Contract, therefore the works at this Lot will require time extension and increase in quantities.
13. During the first half of 2020, the Contractor developed the EMP with its attachment plans, Social Due Diligence Report, Safety Plans, Health and Safety Plans. The Engineer prepared the Social Due Diligence Report, which has been approved in June 2020 and published on web-sites of the ADB and CFR. All aforementioned plans have been concurred and approved. The Engineer issued a notice to commence the construction works on Lot 7 by the official letter dated 03.12.2020 (Appendix 1).
14. CFR MIID made a service contract with “NC “KazAutoZhol” JSC (KAZh) to provide consulting services for project management in accordance with the terms of reference acceptable to the ADB and applicable under the legislation of the Republic of Kazakhstan. KAZh remains fully staffed throughout the Project implementation. The responsible specialist for environmental and social safeguards conducts audits, site inspections, interacts with a social safeguard specialist of the CSC in order to effectively manage the project in terms of implementing environmental protection plans.
15. Since 11.04.2019, CFR MIID appoints “NC “KazAutoZhol” JSC, which is the National operator for road management, as an agency executing the Employer's Personnel functions on road projects, replacing RSE “AtyrauZholLaboratory” that performed this function previously.

### **III. Methodology and Approaches used to prepare the report**

16. The methodology, tools and approaches with the participation of stakeholders have not been used fully to prepare this report. The participatory approach implies the work of a social safeguard specialist of the CSC, involving project stakeholders and project-affected people. The emergency state declared in the country since March 24, 2020 due to the threat of a Coronavirus pandemic,

has made a big change in the work of the CSC's social safeguard specialist. During the reporting period, site visit was in September and December 2020, and all subsequent months work was conducted remotely. It was impossible to arrange public consultations on Lot 7 at the beginning of construction works as Atyrau region was in the red zone on spreading risk of Covid-19 and all movements were prohibited by the Sanitary Doctor of this region. For the preparation of this semi-annual report, data were used from monthly reports of the Engineer and Contractors, reports of safeguards specialists of the Contractors. Earlier in 2018-2019, the CSC arranged special trainings and consultations for these specialists about provision of social safeguards, documentation on the implemented measures and filling the format of monthly report of social safeguards specialists.

17. The functions of grievance coordinator on Lot 4 are assigned to a social safeguard specialist with intermittent work schedule. On Lot 5 and Lot 6 the functions of grievance coordinator are assigned to a social safeguard specialist of "Akzholkurylys" LLP, who has intermittent work schedule. The construction activities are at the mobilization stage and there are limited number of personnel on Lot 7.

#### **IV. Integrated Inspection Report**

##### **4.1. Impacts, related to land during construction works**

18. Since the beginning of design preparation, there has not been acquisition of any leased or private land at this road section km 330-504. Land acquisition is approved by all stakeholders in accordance with the established procedure of the Land Code of the RK. Lands, used for road, are poorly productive pasture.
19. Earlier in the first semi-annual report for 2020, the Engineer had reported on the identified new circumstances that it is necessary the permanent land acquisition for the relocation of high voltage power lines at two locations and RMD construction, also a temporary land acquisition for bypass road at Lot 4. As part of the internal monitoring of land acquisition procedures for high voltage power lines, RMD construction and the temporary bypass road, after ending of quarantine in September 2020 the Engineer jointly with the ADB's National Consultant studied documents in detail and arranged the working meeting on the site with the Contractor to clarify open issues on the land acquisition procedures and prepare the inspection report.

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Working meeting about land acquisition procedures on Lot 4

During the working meeting and consultations with the Contractor, the following has been identified:

- In February 2020 the Employer instructed the Contractor to carry out temporary and permanent land acquisition works with the subsequent reimbursement of all costs for these activities;
- The Contractor does not have a clear understanding about the land acquisition procedures and the necessary actions and arrangement works. As a result, the Contractor assigned this work to specialists who do not have the necessary knowledge and experience on this issue. For this reason, since February to September 2 specialists of the Contractor Lot 4 have replaced who could not to complete the process and did not properly hand over the documents after their resignation;
- The study of the land acquisition documents submitted by the Contractor showed that a land design had been prepared for the relocation of HV PL 10 kV in February 2020, which should have been approved by the district land committee. But as the Contractor did not know about the status of documents, he did not carry out this work. The status of other activities like relocation of HV PL 35 kV, RMD and bypass road was nil.

20. As a result of the working meeting, the Contractor was consulted fully on the resumption of land acquisition works and a deadline was set. Subsequent monitoring of work results showed that the Contractor Lot 4 had closed all land acquisition issues by 12.12.2020 and received necessary documents for the above land plots (land plots for HV PL-35 kV, HV PL-10 kV, RMD and bypass road are state land, i.e. state land reserves of Kyzylkoga District Akimat of Atyrau region).

21. There is no building, including unauthorized users or business entity on the site where planned the construction of Dossor bypass way. Land plots within the impact area of the bypass construction are the state land plots (state reserve lands i.e. akimat's) with area 23.2 ha. The Social Due

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Diligence Report for the construction of Dossor bypass way was prepared, which was approved in June 2020 and now it is published on web-sites of the ADB and CFR.

22. During the reporting period, no complaints and appeals from Lot 4, 5, 6 and 7 regarding illegal acquisition, unauthorized land allotment were received. No appeals and complaints have been received about the negative impact on local businesses and roadside trade, as there are no such places on the sites. Visits and observations of construction sites in September and December 2020 did not reveal any negative impacts on the social environment.

## V. Internal monitoring indicators

23. ADB's social safeguards are set out in the ADB's Social Safeguard Policy Statement (2009), which aims to analyze the main threats to the preservation, if possible, improvement of life level and quality of project-affected people.

The safeguard policy requires that:

- (i) impacts are identified and assessed early in the project cycle;
  - (ii) plans to avoid, minimize, mitigate, or compensate for the potential adverse impacts are developed and implemented;
  - (iii) affected people are informed and consulted during project preparation and implementation.
24. During the construction works, all requirements of the ADB policy listed above have been met and new circumstances have not been recorded either on the GRM or during social audits of the sites. In order to get a clear picture of the social impact, a number of indicators/parameters that characterize the project progress were taken into account during the social audit and subsequent monitoring made remotely. The audit data is presented in the Table 3.

**Table 3. Progress status of mitigation measures**

Type of impact	Measures for mitigation / elimination of negative impact	Monitoring indicators	Measures progress status
<b>Construction camps</b>			
Temporary land acquisition	Legalization and legal registration of temporary land acquisition	- agreement for temporary land acquisition;  - payment for rent in case of rent from land user	Land for construction camps, production bases of Lot 4, 5, 6 and 7 are allocated from the state land reserve fund. There is no payment.
<b>Impact on society</b>			

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Land and buildings for commercial purposes	Construction work monitoring	reports of Contractor's specialists responsible for social aspect	Monitoring is carried out weekly by the Contractor's specialists and monthly by the CSC specialist.  Roadside service points have not been built yet, and the condition of bypass roads is being monitored.  There are no impact by these categories at all sites.
Temporary or permanent loss of employment due to the loss of a building or business	Monitoring of site and roadside service point condition		
impact as loss of business and loss of business benefits	Construction work monitoring		

25. Monitoring of the impact on society is included in the work plans of the CSC's social safeguard specialist. The Table 4 below shows information on all sites of the Project for the reporting period.

**Table 4. Indicators progress monitoring**

Indicators / parameters	Collected information
information disclosure, information campaign and consultations with the PP and other stakeholders;	There are boxes for appeals on Lot 4, Lot 6 and Lot 7. The GRM information in Russian and Kazakh languages is posted in base camp in places convenient for review.  There are boxes in base camp and in Dossor village on Lot 7. The GRM in Kazakh and Russian languages is shown on information boards.
compensation payments for land and affected buildings	During the reporting period, no new PAP were recorded
relocation status of alienated buildings and other property of the PP	none
payment of lost income to small businesses whose interests are affected	No claim was made by PAP, no such cases were identified
renting of alternative land plots	none
re-registration of land plots;	Permanent land acquisition for relocation of HV PL 10 kV, HV PL 35 kV, RMD and temporary land acquisition for bypass road on Lot 4 have been completed
restoring of living standard.	none

## **VI. Results of field studies, consultations with local population**

26. In the reporting period, CSC's Safeguards Specialist carried out monitoring jointly with the ADB's National Consultant on September 11, 2020. During the site visits, it was noted that everyone has access to GRM and boxes were placed in accessible locations. Additionally there is a phone number of "NC "KazAutoZhol" JSC hot line.
27. On Lot 4, during the reporting period, Safety and Safeguards department staff was kept as before. The site has been studied and provides reporting on a special format that the CSC proceeded since September 2019.
28. The GRM was commenced on Lot 5. A social safeguard specialist has been mobilized on the site, who covers the same on Lot 6. This specialist has much experience. He provided the GRM process, submitted monthly social safeguard reports during the reporting period.
29. On Lot 6 the GRM is on constant progress, internal monitoring compliance with the social safeguard standards is being carried out, Health and Safety Plan is being reviewed weekly and interaction with Safety and Road Safety staff is kept.
30. On Lot 7 the works have been resumed since 03.12.2020. Personnel was mobilized on the site to execute winter maintenance activities. Issues related to social safeguards are assigned to the specialist from Lot 5 and Lot 6. The GRM has proceeded from 15.12.2020. Public consultations which should be at the beginning of construction works rescheduled due to the quarantine in Atyrau region.

## **VII. Public consultations and Grievance Redress Mechanism**

31. Grievance consideration procedures, related to the project, aim to provide an effective and systematic mechanism for the Project in responding to questions, feedbacks and complaints from affected persons, other stakeholders and public.
32. Guideline on grievance redress mechanism on environment and social safeguards for road sector projects has been prepared and approved by the CFR in August 2014. Grievance resolution mechanism aims to:
  - ✓ reduce conflicts, risk of unnecessary delays and difficulties in project implementation;
  - ✓ improve the quality of project activity and results;
  - ✓ ensure that the rights of people affected by the project are respected;
  - ✓ identify and respond to unforeseen consequences of project on individuals;
  - ✓ maximize the participation, support and benefits for local communities.
33. The GRM envisages two levels of grievance resolution for the road sector projects implemented under the management of CFR: Grievance Redress Committee (GRC) at regional (oblast) and central (Nur-Sultan) levels in accordance with the Guideline on GRM. GRCs are usually composed



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of members nominated from CFR, Akimats, “NC “KazAutoZhol” JSC, PMC, CSC and Contractors. GRCs at regional and central levels are chaired by the heads responsible for the overall operation of GRM and its efficient and timely implementation, while the coordinators are responsible for involving the relevant parties and coordinating the works of GRC at regional/central levels.

34. People affected by the project, also other interested parties, can visit, call or send a letter or fax to the GRC at regional level in Atyrau region. Detailed information on the GRC members is presented in the Table 5.
35. The proposed GRM does not replace the public mechanisms of complaint and conflict resolution envisaged by the legal system of the RK, but attempts to minimize its use as far as possible. Overall responsibility for timely implementation of GRM lies on the CFR and “NC” KazAutoZhol” Atyrau branch supported by teams of consultants, such as PMC, CSC involved in managing and supervising the civil works. Construction Contractors undertake the actual civil works. Relevant oblast, rayon and community Akimats, who are mandated by law to perform grievance redress related tasks, and mediators/non-governmental organizations, who are involved in facilitating amicable resolution of grievances are also included in GRM.
36. There are boxes for complaints and proposals at all construction sites (base camps), which are checked every month. During the reporting period, there was no change among the GRC members.

**Table 5. GRC Contact details in Atyrau region (regional level)**

<b>Representative / Organization name</b>	<b>Address</b>	<b>Contacts</b>
Basharov Zhanabay “NC “KazAutoZhol” JSC Atyrau regional branch	Atyrau, Isatai Taimano avenue 5	Phone +7 7122 29 01 49 e-mail: atyrau.info@kazautozhol.kz
Urazgaliyev Aset Director of Atyrau regional passenger transport and road Department  Zhumagaliyev Parasat Road Department Manager	Atyrau,  Abay street, building 10a	Phone +7 (7122) 32-55-02
PMC, Zeinullina Aliya Social safeguard specialist	Nur-Sultan, Kunayev street, 10 BC “Emerald Tower”	Mobile phone + 7 701 982 66 57 e-mail: a.zeinullina@kazautozhol.kz
Imbarova Sara Social safeguard specialist, CSC	CSC, Atyrau region, Zhamansor village, Lot 6 base camp	Mobile phone + 7 771 754 13 55, +7 701 362 36 12 e-mail: imbarovas@mail.ru

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Atyrau regional Akimat, State Entity "Atyrau regional Akim's office"	Atyrau, Aiteke bi street, 77	Phone + 7 (7122) 354-092 e-mail: obl.akimat@atyrau.gov.kz
Bazhenov Arman Kyzylkoga distrct, Akimat of Miyali community	Kyzylkoga district, Miyali community, A.Kunanbayev street, building 4	Phone + 7/71238/ 2 13 45

GRC Contact details (central level):

Address: 32/1 Kabanbay Batyr avenue, Nur-Sultan, 010000, Kazakhstan

Committee for Roads,

Ministry of Investments and Development of the Republic of Kazakhstan

Tel: +7 (7172) 75-46-42

E-mail: r.kusainov@miid.gov.kz

## 7.1. Complaints and appeals status

37. For the reporting period from July 01 to December 31, 2020, complaints and appeals regarding illegal acquisition, unauthorized land allotment including the temporary or permanent allotment and resettlement according to ADB's Social Safeguards Policy 2009 have not been identified. No appeals and complaints have received about the negative impact on local businesses and roadside trade, as there are no such places on the sites. Visiting the construction sites and observing the work on sites did not reveal any negative impacts on the social environment.


## 7.2. Social audits and missions

38. During the reporting period, the CSC's social safeguard specialist visited two times the sites in September and December 2020. Information on social audits and observations is shown in the Table 6 below.

**Table 6. Information on site visits**

Date of visit	Auditor's name	Aim	Summary of conclusions
11.09.2020  Lot 4 Engineer's office	Kanat Serdaliyev – ADB's National Consultant  CSC: Imbarova Sara – Social Safeguard Specialist Rakhiyev Yermek - DRE  Contractor: Embergenov Nauryzbay – Deputy Project Manager	Working meeting about land acquisition issues for relocation of communication line, RMD construction and bypass road	It was discussed about issues on speeding up land acquisition procedures,  a deadline is set up to close these issues,  the Contractor's responsible person for results of land acquisition procedures is the Deputy Project Manager Embergenov Nauryzbay.

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Date of visit	Auditor's name	Aim	Summary of conclusions
 <p>Relocation of power line on Lot 4</p>			
12.09.2020	CSC: Imbarova Sara – Social Safeguard Specialist	<p>Seminar for specialists of Lot 4, Lot 5 and Lot 6</p> <p>Session about issues on gender aspects compliance</p> <p>Session on identifying risk areas of Covid 19 pandemic and development of measures</p>	Social safeguards specialists, Health and Safety, Road Safety Engineers, Environmental specialists of Lot 4, Lot 5 and Lot 6



Seminar in Zhamansor Lot 6 base camp. Session about issues on gender aspects compliance

## VIII. Conclusions and recommendations

<p><b>Lot 4</b></p>	<p><b>Conclusions:</b></p> <ul style="list-style-type: none"> <li>i. During the reporting period, no conflicts with the external environment have recorded;</li> <li>ii. The GRM is proceeded. Box content seizure act is documented.</li> <li>iii. Land acquisition procedures for relocation of HV PL 10 kV, HV PL 35 kV, RMD construction and bypass road have been completed. State acts for these land plots have been obtained.</li> <li>iv. By the consultation of the Engineer, the Contractor carried out the necessary arrangements on land acquisition: <ul style="list-style-type: none"> <li>➤ On 24.11.2020 the payment in the amount of 11 947.62 and 5 769.61 KZT was made to the State Corporation "Government for Citizens" for the service of preparation the State Act for the land plot for high voltage power line HVPL-10 kV;</li> <li>➤ The application was submitted and the Resolution No.289 dated 27.11.2020 was obtained from the Akim of Kyzylkoga district of Atyrau region on granting land plots till 2023 for temporary allocation for the Bypass road 35,8135 ha, for the relocation of HVPL-35 kV 12,1118 ha;</li> <li>➤ Resolution No.290 dated 27.11.2020 was obtained from the Akim of Kyzylkoga district of Atyrau region on provision of a land plot 1.5 ha to the Employer for construction needs for 3 years with a condition of document preparation within 6 months;</li> <li>➤ During the reporting period the Contractor received State acts for land acquisition: <ul style="list-style-type: none"> <li>- relocation of HVPL 10 kV, state act dated 07.12.2020;</li> <li>- access road 35,81 ha, state act dated 03.12.2020;</li> <li>- RMD 1,5000 ha, state act dated 03.12.2020;</li> <li>- HVPL 35 kV for RMD 12,1118 ha, state act dated 03.12.2020.</li> </ul> </li> </ul> </li> <li>v. Social safeguard reporting meets the appropriate level both on awareness and documentation of work;</li> </ul>
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Internal Social Safeguard Monitoring Report CAREC Corridors 1 & 6 Connector Road (Aktobe-Makat) Reconstruction Project (section km 330-504), the 2nd semi-annual 2020

	<p>vi. Measures for the provision with preventive agents and personal protective equipment are being carried out fully. There is the unlimited supply of resources for the prevention of Covid 19 spread.</p> <p><b>Recommendations: no</b></p>
<b>Lot 5</b>	<p><b>Conclusions:</b></p> <p>vii. Lot 6 specialist covers the GRM work on this site. Box content seizure is developed by the act;</p> <p>viii. Social safeguard reports have been submitted.</p> <p>ix. Availability of resources for protection and prevention of Covid 19 is low. There are not PPE, disinfectants.</p> <p><b>Recommendations:</b></p> <p>It is recommended to mobilize a social safeguard specialist separately after the completion of quarantine.</p> <p>To provide the unlimited supply of disinfectants and antiseptics.</p>
<b>Lot 6</b>	<p><b>Conclusions:</b></p> <p>x. There is no remark for social safeguards on the site, the specialist works on a regular basis, the GRM is proceeded. Box content seizure is developed by the act;</p> <p>xi. Awareness activities is documented, monthly reports are provided.</p> <p>xii. Measures for the provision with preventive agents and personal protective equipment are being carried out fully. There is the unlimited supply of resources for the prevention of Covid 19 spread.</p>
<b>Lot 7</b>	<p><b>Conclusions:</b></p> <p>xiii. The construction activities are at the mobilization stage and winter maintenance arrangement works are ongoing on the site.</p> <p><b>Recommendations:</b></p> <ul style="list-style-type: none"> <li>• To involve a specialist for the GRM work, not allow the covering by the specialist of Lot 5 and Lot 6.</li> <li>• To plan public consultations due to the commencement of Dossor Bypass way construction, to proceed the GRM procedure.</li> </ul>

The next social safeguard monitoring report should be disclosed by July 30, 2021.

## **IX. APPENDICES**





DONGSUNG ENGINEERING CO., LTD  
Atyrau Oblast  
E-mail: atyrau\_kns2@mail.ru



Ref. ATR/7-2334

Date: 03.12.2020

To: Ant Insaat Maden Sanayi A.S.  
Attn: Mr. Tassimov A.

Cc: Committee for Roads, MIID  
Attn: Mr. Barmakov S.

Cc: PMC "NC "KazAutoZhol" JSC  
Attn: Mr. Krykbayev N.

Cc: "NC "KazAutoZhol" JSC Atyrau branch  
Attn: Mr. Basharov Zh.

Project: CAREC Corridors 1 & 6 Connector Road (Aktobe - Makat) Reconstruction Project  
Contract **007-ADB/CW-2017**

Subject: **Notice to Commencement of Work: (Revised) Contract 007-ADB/CW-2017/Phase II Work**  
**: Package of "Dossor Bypass Way" Construction**

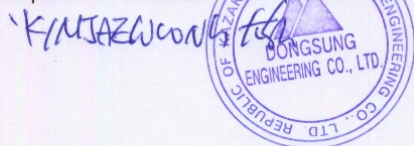
Dear Sir,

Since the Contractor received the Advance payment under sub-clause 14.2 of GCC, pursuant to Subclause 3.3 [Instruction of the Engineer] relates to Subclause 13.3 [Variation Procedure] and Subclause 12.3 [Evaluation], the Engineer, hereby, instruct to commence the Work for «**Contract 007-ADB/CW-2017/Phase II Work: Package of 'Dossor Bypass Way'**» as of 01.12.2020.

Therefore, the Contractor is required to submit the i) Work Schedule with Detailed Time Program as per the Subclause 8.3 ii) Environmental Management Plan (EMP) iii) Traffic Management Plan (TMP) iv) Resettlement Action Plan (RAP) as well as the v) Health and Safety Plan in order for execution of the Work.

Yours sincerely,

Duke M KIM,  
Supervision Consultant Team Leader





Site photos



Information board about disease prevention. Lot 6 base camp



Provision the medical facility with the PPE. Zhamansor Lot 6 base camp



Medical facility in Sagiz Lot 4 base camp



Provision the medical facility Lot 6 with medicines





**Safety arrangement on the road. Lot 5**