

Social Monitoring Report

Project Number: 49042-005
Grant Number: 0569-TAJ
Period covered: July-December 2020
Cover date: March 2021

Tajikistan: Central Asia Regional Economic Cooperation Corridors 2, 5, and 6 (Dushanbe–Kurgonteppa) Road Project - Additional Financing

Prepared by the Project Implementation Unit for Road Rehabilitation of the Ministry of Transport of the Republic of Tajikistan for the Asian Development Bank

This Social Monitoring Report is a document of the borrower. The views expressed herein do not necessarily 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 judgments as to the legal or other status of any territory or area.

Table of Contents

List of Tables	4
ABBREVIATIONS AND ACRONYMS	4
GLOSSARY	5
I. EXECUTIVE SUMMARY.....	7
1.1 Overview	7
1.2 Project Background	7
1.3 Scope of Project Impact and LARPs preparation	7
1.4 Public Consultations	8
1.5 Institutional Arrangements	9
1.6 Project Location Map	10
1.7 Clearance of Road Corridor	10
1.8 Design Changes	11
1.9 Measures undertaken to prevent social impact on private assets	11
II. OBJECTIVES OF SOCIAL DUE ILIGENCE	12
2.1 General	12
2.2 Methodology Adopted for the SDDR.....	12
III. SOCIAL DUE DILIGENCE.....	13
3.1 Design Changes and LAR Impacts	13
IV. KEY FINDINGS OF SOCIAL DUE DILIGENCE	16
4.1 Summary of findings.....	16
4.2 Grievance redress practice	16
4.3 Training and capacity building	18
V. FINAL CONCLUSIONS AND RECOMMENDATION	19
5.1 Monitoring Findings	19
5.2 Recommendation	19
5.3 Plans for the Next Reporting Period	19
Annexes	21
Annex 1. Grievances lodged during reporting period	21
Annex 2. English translation of the Minutes of Public Consultation Meeting.....	25
Annex 3. Photo Gallery	28

List of Tables

Table 1	Summary table on approved design changes and identified LAR Impacts	13
Table 2	Location of approved design changes with confirmed LAR impact to be covered under LARP Addendum No 2.....	13
Table 3	Location of design changes under reconsideration	15
Table 4	Status of grievance redress disaggregated according to reporting period and cumulative of previous reporting periods	17

ABBREVIATIONS AND ACRONYMS

ADB	Asian Development Bank
AH	Affected Household
AP	Affected Person
DMS	Detailed Measurement Survey
AP	Displaced person
SSC	Social Supervision Consultant
EA	Executing Agency
GRC	Grievance Redress Commission
GRM	Grievance Redress Mechanism
GOT	Government of Tajikistan
IA	Implementing Agency
KII	Key Informant Interview
LARDD	Land Acquisition and Resettlement Due Diligence (report)
LARF	Land Acquisition and Resettlement Framework
LARP	Land Acquisition and Resettlement Plan
LHS	Left hand side
NSS	National Safeguards Specialist
PIU	Project Implementing Unit
PIURR	Project Implementation Unit for Road Rehabilitation
RHS	Right hand side
SUE	State Unitary Enterprise for Valuation (SUE) 'Narkhguzori'
SPS	Safeguards Policy Statement (ADB 2009)
SSS	Social Safeguards Specialists
TSJ	Tajik Somoni

GLOSSARY

Displaced Persons (AP)	In the context of Involuntary resettlement, displaced persons are those who are physically displaced (relocation, loss of residence, 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 access to legally designated parks and protected areas (ADB SPS 2009).
Detailed Measurement Survey (DMS)	With the aid of the approved detailed engineering design, this activity involves the finalization and/or validation of the results of the inventory of losses (IOL), severity of impacts and list of APs. The final cost of resettlement can be determined following completion of the DMS.
Compensation	Payment in cash or in-kind to replace losses of lands, housing, income and other assets caused by the Project. All compensation is based on the principle of replacement cost, which is a method of valuing assets to replace the loss at current market rates, plus any transaction costs such as administrative charges, taxes, registration and titling costs.
Cut-off Date	The date after which people will not be considered eligible for compensation.
Dekhan Farm	Mid-size land, which is legally and physically distinct from the household plot for which full land use right, but not ownership is allocated either to individual, group of individuals, or legal entity. The Law No 48 of Dekhan Farms (dated 2002) regulate Dekhan Farms in Tajikistan.
Entitlements	The range of measures comprising cash or in-kind compensation, relocation cost, rehabilitation and transfer assistance, income substitution /business restoration, which are due to APs, depending on type, extent and nature of their losses, and which suffice to restore their social and economic base.
Eligibility	Any person who resided in the Project area before the cut-off date that suffers from: <ul style="list-style-type: none"> (i) loss of house, (ii) loss of assets or ability to access such assets, permanently or temporarily, or (iii) loss of income sources or livelihood, will be entitled to compensation and/or assistance.
Hukumat	District administration in Tajikistan.
Income restoration	This is the reestablishment of sources of income and livelihood of the affected households.
Inventory of Losses (IOL)	This is a process in which all fixed assets (i.e. lands used for residence, commerce, agriculture; houses; kiosks, stalls and shops; ancillary structures, such as fence, gates, paved areas and wells, affected trees and crops etc.) with commercial value and sources of income and livelihood inside the Project right-of-way (Project area) are identified, measured, their owners identified, their exact location determined, and their replacement costs calculated.
Jamoat	A sub-district level administration.
Land Acquisition	Refers to the process whereby an individual, household, firm or private institution is compelled by a public agency to alienate all or part of the land/assets for public purposes in return for in-kind replacement or compensation at replacement costs.
Land Acquisition and Resettlement Plan (LARP)	A time-bound action plan with budget setting out compensation for affected land/assets and resettlement strategies, objectives, entitlement, actions, responsibilities, monitoring and evaluation.

Non-titled	Means those who have no recognizable rights or claims to the land that they are occupying.
Poor	Means households whose combined monthly income falls below TJS 1020/-1. WB poverty line (standard) is used by different government and non -government institutions. On a regular basis, WB conducts monitoring (assessment) by interviewing HHs. The data is reflected in WB reports, which is presented to relevant government institutions. Also, this data is used to identify the poverty for the given period.
Rehabilitation	This refers to additional support provided to APs losing productive assets, income, employment or sources of living, to supplement payment of compensation for acquired assets, in order to achieve, at a minimum, full restoration of living standards and quality of life.
Replacement cost	The calculation of full replacement cost will be based on the following elements: (i) fair market value; (ii) transaction costs; (iii) interest accrued; (iv) transitional and restoration costs; and (v) other applicable payments, if any.
Resettlement	This includes all measures taken to mitigate all adverse impacts of the Project on AP's property and/or livelihood. It includes compensation, relocation (where relevant), and rehabilitation as needed.
Severely Affected	This refers to affected households who will (i) lose 10% or more of their total productive land and/or assets, (ii) have to relocate; and/or (iii) lose 10% or more of their total income sources due to the Project.
Significant impact	Means 200 or more people will experience major impacts, which are defined as; (i) being physically relocated from a house, or (ii) losing 10% or more of their income generating assets.
Vulnerable	Anyone who might suffer disproportionately or face the risk of being marginalized from the effects of resettlement and includes; (i) female-headed households with dependents; (ii) disabled heads of household; (iii) poor households; (iv) landless; people (v) elderly households with no means of support; (vi) households without security of tenure; (vii) ethnic minorities; and (viii) small farmers (with landholdings of 0.2 hectares or less).

I. EXECUTIVE SUMMARY

1.1 Overview

1. This is the fifth Semi-annual Social Safeguards Monitoring Report prepared for the Dushanbe-Kurgonteppa road rehabilitation project – Phase 2 and covers the reporting period from July 1 - December 31, 2020. The report describes the status of project implementation, activities carried out by the contractor with regard to social safeguard issues, including grievances raised, resolved and/or rejected, mitigation measures provided during the monitoring period, and the actions planned to accomplish the outstanding issues.
2. In addition, the report provides suggestions for social impact management, checklist for monthly reporting, actions planned for the next reporting period covering January 1 to June 30, 2021 to be reflected in the 6th Semi-annual Social Monitoring Report.

1.2 Project Background

3. The Government of the Republic of Tajikistan (GoT) and Asian Development Bank (ADB) are financing the CAREC Corridors 2, 5, and 6 (Dushanbe-Kurgonteppa) Road Project. Phase 2 of the project covers a Km 39+585 road section which stretches from Chashmassoron village (Galaobod Jamoat) at Km 33+475 and ends at Km 73+050 at Vakhsh Bridge.
4. The project is supervised by Kocks Consult GmbH and Construction Contractor (Engineer) is Sinohydro Tajikistan Corporation Limited.
5. The Ministry of Transport (MoT) is the Executing Agency. The Project Implementation Unit for Road Rehabilitation (PIURR) under the MoT is the project Implementing Agency.

1.3 Scope of Project Impact and LARPs preparation

6. The given road section traverses through five Jamoats: Galaobod, Obikiik, Hiloli, Aini and Kizil-kala and connects Dushanbe to the Afghanistan border.
7. The Project required land and assets acquisition due to the broadening of the road. Consequently, Land Acquisition and Resettlement Plan (LARP¹) was prepared to adequately address LAR impacts of 245 APs with a total number of 1,952 project affected persons (909 male and 1,043 female) identified during the conduct of the census carried out in April and May of 2017. Design changes required for the inclusion of pedestrian underground passages necessitated the updating of the DMS survey which was undertaken in October and December of 2017.
8. The project impact extended to the rightful occupiers of project affected land parcels utilized for residential purposes by local households, as well as agricultural land parcels in the possession of Dekhan Farms. Additionally, privately owned commercial facilities, often rented to private individuals, are also affected by the

¹ LARP was approved and disclosed in February 2018. The main objective of the LARP was to identify persons economically and/or physically displaced (APs) due to the Project and to assist them to restore their livelihoods. The LARP compiled the relevant laws of the Republic of Tajikistan and the requirements of ADB's Safeguard Policy Statement (SPS) 2009. The LARP was prepared to: (i) address and mitigate impacts caused by the project; (ii) ensure compliance with ADB's SPS (2009) requirements and (iii) determine compensation, resettlement and rehabilitation assistance for the affected households.

proposed road project and are contained within the total number of 245 APs. This number also includes severely affected APs and vulnerable groups.

9. The Project required land and assets acquisition due to the enlargement of the road. Consequently, Land Acquisition and Resettlement Plan (LARP) was prepared and in February 2018 publicly disclosed prior to the commencement of LARP actual implementation. By the completion of LARP implementation, the LAR activities were undertaken with regard to all 245 APs entitled to the cash compensation package under the approved LARP.
10. Later as a result of additional design changes more LAR impacts were confirmed to forty-seven (47) land parcels² under possession/use by 59 APs. All fifty-nine (59) APs were encountered as eligible to compensation for loss of land, assets or income and therefore covered under LARP Addendum No 1 approved by MOT and ADB in April 2020.
11. Due to pandemic limitations the implementation of the LARP Addendum No 1 delayed. The issuance of cash compensation to APs for project affected land and assets started on August 1st and completed on August 14th 2020.
12. The LARP Addendum No 1 Internal Monitoring Report was prepared in September 2020. In December 2020 the External Monitoring Report prepared by Independent EMC was accepted by ADB and disclosed on ADB website.

1.4 Public Consultations

13. During the entire project cycle public consultations were regularly provided during LARPs preparation and implementation process as well as during road construction works. The following activities have been undertaken to ensure all APs and other project stakeholders are fully informed on planned and pending actions, in particular:
 - a) Final LARP in English was uploaded on the ADB website³
 - b) Copies of the LARP in the Russian language were distributed in the offices of local authorities
 - c) Approved LARP in the Russian language was posted on the website of the MOT⁴, and
 - d) Pubic consultations were conducted during LARP preparation and implementation phases.

² Among these 47 project affected land parcels 16 private land parcels possessed by 16 APs and thirty-one (31) state-owned land parcels occupied by 31 APs without holding valid land use certificates, two (2) APs experience permanent loss of business and two (2) APs were hired labor at project affected business, seven (7) APs received compensation for some improvements without any need for physical displacement or interruption of their commercial activities, and lastly one (1) Dehkan Farm ASADULO. However, the management of Dekhan Farm ASADULO accepted and agreed with the written notification of PIU on acquisition of land and assets without issuance of cash compensation as Dehkan Farm Asadulo was already compensated for assets loss (that as a result of design change) never got affected. The details are described in LARP Addendum No 1, sub-chapter 1.3 Special Approach RE: Compensation to Dehkan Farm Asadulo.

³ <https://www.adb.org>

⁴ <http://www.mintrans.tj>

- e) In addition numerous public consultations⁵ were carried out for additionally affected APs, located on sections subject to design changes and covered under LARP Addendum No 1.
- f) The English and Russian versions of the LARP Addendum No 1 approved by MOT/PIU and ADB were respectively uploaded on the ADB and MOT websites;
- g) Copies of the LARP Addendum No 1 in Russian language were distributed in the offices of local authorities
- h) Following the pandemic restrictions public consultations were supplemented with individual consultations as per the identified needs.
- i) However, later on December 25, 2020 one public consultation meeting was organized by PIU, Engineer (Kocks Consult GmbH) to update the population residing along the section of design changes on pending road works, design and realignment changes, environmental, social, GRM and road safety issues. The Minutes of this Public Consultation, list of attendees and the photos are provided in Annex 2 and Annex 3 of this SSMR.

1.5 Institutional Arrangements

14. The core agencies and organizations involved in the LAR process are: ADB, Ministry of Transport, Project Implementation Unit for Road Rehabilitation (PIURR), Ministry of Finance, Ministry of Agriculture, State Committee for Land management and Geodesy (SCLMG), State Unitary Enterprise for Valuation (SUE) 'Narkhguzori', District Authorities, Local Executive Government Districts (Hukumats), Jamoats, City and Town Local State Executive Authorities, LAR Committee, and other state agencies.
15. The Ministry of Transport (MoT) is the Executing Agency. The MoT has the overall responsibility for the Project in areas such as preparation, implementation and financing of all LAR tasks, cross-agency coordination, management, monitoring and evaluation of all project implementation aspects, including procurement of goods, services, and works on the projects.
16. The Project Implementation Unit for Road Rehabilitation (PIURR) of MoT is the Project Implementing Agency. The PIURR is in charge to ensure the operation of the project implementation unit and provision of adequate resources and skilled personnel. The PIURR employs staff with extensive experience in managing ADB Projects including a full time designated safeguards specialist who, with assistance from other designated officials as necessary, is managing the implementation of the LARP, including co-ordination of project related activities of all involved agencies. The PIURR Social Safeguard Specialist is responsible to directly report to the PIURR Director.

⁵ Public consultations were conducted starting as early as July 2019, as soon as the need for design changes was confirmed. Details of conducted public consultations are described in SSMR for July-December 2019.

1.6 Project Location Map

Figure 1: Shows Dushanbe-Kurgonteppa Project Location.

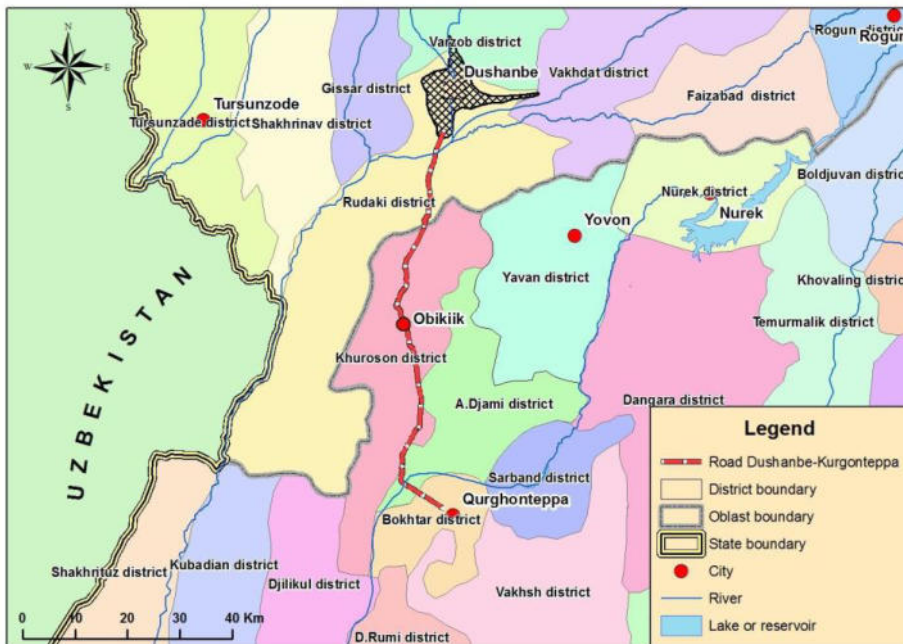


Figure 2: Shows Phase 2 road section and project affected Jamoats



1.7 Clearance of Road Corridor

17. The Based on January 2019 Compliance Report prepared by External Monitoring Consultant the entire road ROW (Km 33+475 to Km 73+050) was handed over to the Construction Contractor under the official letter of the MoT.

18. The sections covered under LARP Addendum No 1 were handed over to Construction Contractor after the ADB accepted External Monitoring Report in December 2020.
19. The Kocks national social safeguard experts regularly visit the project site for visual observation purposes. One of the objectives of the expert is to coordinate between the construction company and APs who received cash compensation for project affected assets and confirm the structure is demolished, salvaged materials collected and the area vacated for commencement of road works; and also to check for any AP in need for technical assistance for clearing the area from project affected and compensated structure prior to the commencement of road works.
20. However, during the road construction works due to various technical reasons design change is required.

1.8 Design Changes

21. The realignment changes were required to address a number of technical, economic, and social issues.
22. According to the ADB, social safeguards requirements for due diligence should be carried out in conjunction with the proposed design changes.
23. Each location of design change was carefully examined on site to detect any possible LAR impact. Prior to final approval suggested design changes, causing some realignment of the ROW, have been revised to improve technical parameters of road design, put efforts to the extent possible eliminate potential impacts on private assets and avoid disturbance of local communities and road side traders observed along the road.
24. The separate summary tables differentiate approved sections for design change by existence or absence of LAR impacts.
25. Due Diligence assessment results were carried out with regard to design changed identified during this reporting report are described in chapter: Social Due Diligence.
26. The location and KMPs of the approved design changes with confirmed LAR impacts are summarized in the table 2 below.
27. To address LAR impacts of approved design changes LARP Addendum No 2 will be prepared and submitted by mid of February 2021.

1.9 Measures undertaken to prevent social impact on private assets

28. During the entire project cycle significant attention is given to measures to minimize social impact on private assets. The coordinated action of Contractor, Engineer, PIU to assess every single case of impact to private assets to be caused by proposed design change is carefully studied and examined on site to assess specific locations, consider technical issues and wherever possible to eliminate the impact on private assets.

II. OBJECTIVES OF SOCIAL DUE ILIGENCE

2.1 General

29. The SDDR has been prepared as part of the ADB support in undertaking the reconstruction, management and supervision of the Dushanbe – Kurgonteppa Project road.
30. The main objective of the SDDR is to analyze the new realignment proposed and approved recently along the entire road section for Phase 2. The report describes activities carried out for due assessment with regard to social due diligence aiming early detecting of any LAR impacts that might have been caused as a result of road activities within the newly realigned ROW. In addition, the SDDR suggests social and environmental preventive and mitigation measures to be undertaken during construction and operation phase.

2.2 Methodology Adopted for the SDDR

31. The SDDR follows the methodology outlined in the ADB Safeguards Policy Statement (SPS 2009) and relevant laws and regulations of the Government of the Republic of Tajikistan. The experiences of other studies in preparing SDDR documentation for road sector have also been reviewed. This SDDR was prepared based on field investigation, consultation meetings with communities within the project influence area, review of available data and information acquired by the PIU and the MoT.
32. This report covers the description of existing social conditions and impacts of the proposed activities, assessment of social impact, community consultations, GRM procedures, activities to eliminate temporary disturbance of economic activity of road side traders, permanent impact on project affected assets and developments, and unexpected impact remedy during the construction works.

III. SOCIAL DUE DILIGENCE

33. Covid-19 forced the project social team to adjust to created circumstances and travel restrictions. General practice was changed and adjusted to pandemic restrictions.
34. Nevertheless, Social Safeguards National Specialist together with PIU representatives closely adhering to the WHO recommendations for pandemic precaution, managed to carry out sufficient field visits and conduct DMS, census, SES and inventory of project affected assets necessary for preparation of LARP Addendum No 2 by February 27, 2021. Likewise, social issues and grievances have been addressed and resolved within the reasonable time limits in coordination with Construction Contractor, PIURR team and representatives of GRC, Hukumat and aggrieved APs as needed.

3.1 Design Changes and LAR Impacts

35. The design changes were required to address a number of technical, economic, and social issues. According to ADB social safeguards requirements for due diligence should be carried out in conjunction with the proposed design changes.
36. Each location of design change was carefully examined on site to detect any possible LAR impact. Prior to final approval of suggested design changes, causing some realignment of the ROW, all sections have been revised to improve technical parameters of road design. Although due efforts were put into eliminating any potential impacts on private assets.
37. The table 1 below shows the summary of newly approved design changes with and without LAR Impacts. More specifically all 37 locations cause impact on private land or assets to be covered under LARP Addendum No 2 due by the end February 2021.

Table 1 Summary table on approved design changes and identified LAR Impacts

No	Description of Approved design changes	No of Sections
A	Approved design changes with NO LAR Impacts	0
B	Approved design changes with confirmed LAR Impacts	37
	Total	37

38. Table 2 below shows the reasons of LAR impact for each location and number of APs that will be included in pending LARP Addendum No 2 due by February 27, 2021.

Table 2 Location of approved design changes with confirmed LAR impact to be covered under LARP Addendum No 2

No	Km/Road side			District	Jamoat	Village	LAR Impact caused by	No of APs
	L	R						
1	40+750	40+765	Left	Khuroson	Obikiik	I.Somoni	Included in LARP No 2	1
2	41+170	41+200	Left	Khuroson	Obikiik	I.Somoni	Parking space	2
3	41+200	41+215	Left	Khuroson	Obikiik	I.Somoni		
4	42+220	42+240	Right	Khuroson	Galaobod	Khakikat	Bus station	2
5	42+240	42+260	Right	Khuroson	Galaobod	Khakikat		

6	42+400	42+500	Right	Khuroson	Galaobod	Khakikat	U-turn	3
7	45+740	45+780	Right	Khuroson	Hiloli	Lolazor		
8	49+620	49+650	Right	Khuroson	Khilton	Mekhnat		
9	60+480	60+520	Right	Khuroson	S. Aini	Vahs	Cattle crossing	3
10	60+460	60+700	Left	Khuroson	S. Aini	Yali		
11	60+520	60+660	Right	Khuroson	S. Aini	Khuroson		
12	60+680	60+760	Right	Khuroson	S. Aini	Khuroson	New detailed design	9
13	61+000	61+060	Right	Khuroson	S. Aini	Khuroson		
14	61+100	61+340	Left	Khuroson	S. Aini	Khuroson		
15	61+140	61+175	Right	Khuroson	S. Aini	Khuroson		
16	61+175	61+205	Right	Khuroson	S. Aini	Khuroson		
17	61+210	61+240	Right	Khuroson	S. Aini	Khuroson		
18	61+240	61+270	Right	Khuroson	S. Aini	Khuroson		
19	61+275	61+300	Right	Khuroson	S. Aini	Khuroson		
20	61+305	61+355	Right	Khuroson	S. Aini	Khuroson		
21	61+460	61+485	Right	Khuroson	S. Aini	Khuroson	U-turn	1
22	61+885	61+920	Left	Khuroson	S. Aini	Khuroson	Included in LARP No 2	1
23	62+180	62+200	Right	Khuroson	S. Aini	Khuroson		1
24	62+300	62+340	Left	Khuroson	S. Aini	Yali		1
25	62+460	62+580	Left	Khuroson	S. Aini	Yali	U-turn	2
26	62+580	62+680	Left	Khuroson	S. Aini	Yali		
27	63+840	63+880	Left	Khuroson	S. Aini	Chorborg	Drainage	2
28	63+880	63+920	Left	Khuroson	S. Aini	Chorborg		
29	67+120	67+140	Right	Khuroson	S. Aini	Leshoz	Scales station	5
30	67+140	67+160	Right	Khuroson	S. Aini	Leshoz		
31	67+160	67+180	Right	Khuroson	S. Aini	Leshoz		
32	67+180	67+200	Right	Khuroson	S. Aini	Leshoz		
33	67+400	67+700	Right	Khuroson	S. Aini	Leshoz		
34	71+085	71+100	Right	Khuroson	Kizilkala	Bandar	Included in LARP No 2	1
35	71+065	71+085	Right	Khuroson	Kizilkala	Bandar	Culvert	1
36	71+390	71+240	Left	Khuroson	Kizilkala	Sarband	Included in LARP No 2	1
37	71+420	71+450	Left	Khuroson	Kizilkala	Bandar	Included in LARP No 2	1

39. These 37 cases include those two (2) locations which were under additional consideration with the objective to find the solution and eliminate potential impact to five (5) APs. During this reporting period the decision was made to include these two locations and all five APs into the LARP Addendum No 2, specified in the table below.

Table 3 Location of design changes under reconsideration

No	Start km	End Km	L/R	Jamoat	Village	LAR Impact caused by	No of APs
1	42+220	42+260	R	Galaobod	Hakikat	Bus station	2
2	60+710	60+840	L &R	Aini	Uyali	U-turn	3
Total							5

40. The PIU deployed the State Unitary Enterprise for Valuation 'Narkhguzori' (SUE) to conduct the valuation of project affected assets to be covered under LARP Addendum No2. On January 12, 2021 the detailed list of project affected assets, such as structures, improvements and perennials were provided to the SUE. The official submission of SUE Valuation Report the PIU expects by February 15, 2021. Once the Valuation Report is readily submitted the Consultants will finalize and present the LARP Addendum No 2, by February 27, 2021.
41. The PIU complete the implementation of the LARP Addendum No 2 within one month (tentatively by the end of March, 2021) after the document is reviewed and accepted by the MOT and ADB.
42. Before then the construction works along the the locations with confirmed LAR impacts to be covered under LARP Addendum No 2 are on hold and this deferment will be kept on hold until the LARP Addendum is prepared, approved, fully implemented, and the final compliance report prepared by External Monitoring is reviewed and approved by the ADB & MOT/PIU. Till then road works are deferred along the sections of additional impact.
43. In compliance with ADB SPS 2009 and established practice, no road construction works are allowed in the sections where additional LAR impacts are detected or design changes have not yet been finalized. In these cases, regular monitoring is carried out by the national social specialist to ensure that roadworks are being deferred on these sections prior to the completion of LARP addendum implementation.
44. In order to ensure that road works are kept deferred along these sections, the Engineer (TL) issued official letter to the attention of the Construction Contractor alerting to these requirements. The Social Safeguards Specialist, regularly visits the project site to monitor the entire road and check for potential social impacts which may incur during road works; at the same time, site monitoring covers the sections where roadworks are subject to deferment prior to the completion of LARPs implementation.

IV. KEY FINDINGS OF SOCIAL DUE DILIGENCE

4.1 Summary of findings

45. In compliance with ADB request, on 11.12.2020 the revised COVID-19 Emergency Response Plan was submitted by Contractor⁶. In December 2020 the Engineer (Kocks Consult GmbH) endorsed the report to the PIURR⁷.
46. The results of the above described design changes and activities carried out by the Consultant, Construction Contractor and PIURR confirmed the need for preparation LARP Addendum No 2.
47. Road reconstruction activities will be undertaken once the following conditions are met:
 - a. LARP Addendum No 2 is reviewed and approved by PIU/MOT and ADB
 - b. LARP Addendum No 2 is fully implemented by PIU and internal monitoring report prepared, reviewed and approved
 - c. Final Compliance Report is prepared by Independent External Monitoring, reviewed and approved by PIU/MOT and ADB
48. A traffic management plan will be exercised to ensure uninterrupted movement and access of local population and all road users.
49. A Road Safety Plan will be exercised and monitored by the Construction engineer and PIU to ensure a high level of safety for road users and pedestrians accessing the project area.
50. Relevant visual signage will be displayed to permit adequate traffic flow and to ensure the safety of open market traders, their customers, vehicle drivers and general road users.

4.2 Grievance redress practice

51. Grievance redress procedures are established and exercised in the process of project implementation cycle. The GRM is available to allow GRC to provide effective and systematic mechanism in responding to queries, grievances and complaints from APs and stakeholders.
52. Since the early phase of road project the PIU installed special metal post boxes for collecting grievances. Any person is welcome to deposit an envelope with a claim, grievance, or inquiry to reach the Grievance Redress Commission. Once per two weeks the Project manager, in charge of collecting grievances, open the boxes and collects lodged envelopes with grievances or claims and delivers to the Grievance Redress Commission for further review and processing. Although GRC and PIU puts efforts to resolve the case in reasonably short period, some of the grievances take longer time to be resolved.
53. Verbal inquiries are always taken with due attention and care. Verbal complaints may be received by Focal person, representative of local Jamoat and communicated to Engineer's Social Safeguards Specialist and/or Construction Contractor for immediate actions.

⁶ letter ref.no. TAJ-DK-EM-2020-022

⁷ letter ref.no.0569-TAJ/DK/ABG/1357.

54. During the reporting period, eight (8) grievances were lodged. All eight (8) complainants were timely within reasonable timeframe. Out of eight, five (5) complaints were resolved at the complainants' satisfaction; while three (3) were rejected based on the findings of observation site visits and careful studies of the complaint and actual conditions. The reasons for rejection were have been explained and complaints closed in agreement with the claimants.
55. Two cases filed in past and reflected in previous SSMR covering Jan-June of 2020 are still under consideration. As per the PIU instruction the Engineer is studying these tow cases to suggest alternative feasible solutions. However, the claimants are informed on the current status and know they will be informed on the final decision.
56. The table below summarizes the status of grievance redress.

Table 4 Status of grievance redress disaggregated according to reporting period and cumulative of previous reporting periods

Description	Total No. of Grievances	No. of satisfied grievances	No. of Rejected grievances	On going
Grievances for the reporting period	8	5	3	0
Grievances from the beginning of the project through May 2019	34	32 ⁸	0	2 ⁹
Total*	42	37	3	2

*Cumulative information collected from all grievance receiving points

57. In addition to Grievance Boxes, the first level of GRCs are formed in each Jamoat, where the Secretary of GRC acts as the focal person to receive claims, inquiries or grievances of PAPs or any interested person.
58. Depending on the nature and character of the grievance/claims, various actions are required ensuring provision of relevant solutions. The first and second level GRCs maintain regular coordination with PIURR and ensure that immediate actions are undertaken to avoid the risks of social impact or loss of income of all eligible project affected persons.
59. In general, the GRC requires maximum three weeks to review lodged claims or grievances, and provide feedback to claimants. Reasonable timing for review, assessment, approval or rejection, and provision of relevant feedback to claimants is effective and efficient.
60. Annex 1 provides the summary of grievances lodged during the reporting, and time frame for processing, assessment of current status and GRC feedback.

⁸ Two pending complaints reflected in previous SSMR Jan-June 2020 were resolved and complainants included in the list of APs to be covered under pending LARP Addendum No 2.

⁹ These on-going complaints are described under A and B of the table given in Annex 1.

4.3 Training and capacity building

61. During the reporting period no specific training activities took place due to International travel restrictions. However, day-to-day on distance guidance was provided by International Safeguards Consultant to National Social Safeguards Specialist of the Engineer and ad-hoc consultancy upon request of PIURR safeguards team.
62. Capacity building and more training activities will also be conducted during the entire project cycle in case any specific need is identified in the course of the project.

V. FINAL CONCLUSIONS AND RECOMMENDATION

5.1 Monitoring Findings

63. Due to pandemic restrictions LARP Addendum No 1 implementation was carried out in August 2020. Internal monitoring report was prepared and approved by MOT/PIU and ADB in September 2020.
64. During the reporting period new design changes (37 locations) were approved including two locations (bus stop and U-turn) causing impact to five APs being under consideration for possible elimination of LAR impacts. Since due to road construction technical standards impact could not be avoided, these locations and all five APs have been included in the list of APs. In total thirty-seven (37) APs will be eligible to cash compensated under LARP Addendum No 2 due February 27, 2021.
65. All thirty-seven locations of approved design changes confirmed existence of LAR impacts therefore along these locations construction works are being on hold and deferred until LAR impacts are appropriately addressed based on the LARP Addendum No 2 due by the end February, 2021.
66. GRC is in place and grievances are reviewed and complainants are provided due feedback within 2 weeks' time period. Although three claims were rejected during this reporting period. However, in each case the complainants were clearly explained the reasons for rejection and cases were closed only at complainants' acceptance.
67. Thus, the GRC addressed each and every complaint with equal care, professional attitude and timely attention; ensure each and every eligible complaint is timely satisfied; and at the same time GRC is not reluctant to reject unjustified claims for compensation and follows the cut-off date limitation on eligibility for compensation, as necessary.
68. APs and general population within project affected area are aware of the existence of GRC and on application procedure in case if road works cause impact to their assets or access to assets.

5.2 Recommendation

69. Keep of with regular monitoring of road works for safety and prevention of accidents in coordination with PIU safety engineer and Construction Contractor.
70. Monitoring road works and specifically in vicinity of residential dwellings to ensure Construction Contractor follows Updated Vibration Management Plan to ensure safety of residents and eliminate possible damages to private assets.

5.3 Plans for the Next Reporting Period

71. Considering current circumstances and not yet clear International travel instructions the action plan for next reporting period may still be limited to permanent on distance communication, coordination and guidance on pending activities.
72. Under direct guidance of the International Social Safeguards Consultant, the National Social Specialist together with the PIURR and Engineers professional Team, undertake internal monitoring of grievances biweekly; visit specific location and review the grievance and all supporting materials required to be available in the course of grievance redress procedures and to assess progress.

73. The National Social Safeguards Specialist (of the Consultant) is in charge of collecting initial data and presenting pertinent details to the International Social Safeguards Consultant for review; this may entail a request for the collection and provision of additional information and supporting materials.
74. For most of work time, the National Social Safeguards Specialist of the Consultant/ Engineer¹⁰ will spend in the field for visual observation of road works for identification of any unforeseen and unexpected social impacts requiring early attention and rapid action of the Engineer or the PIURR. To prevent loss of access to assets or damages of assets, and if such cases are observed, he will inform TL to follow up quickly and timely with feasible solutions to the satisfaction of AP's concerns and to avoid stoppage of road works due to unresolved claims.
75. Follow up with GRM procedures and if needed planning additional trainings for GRC members on local level land development. The template¹¹ used to monitor the project progress to better assess efficiency of the Grievance Redress Procedures established within the framework of this project.
76. Preparation of LARP Addendum No 2 and submission to PIU/ADB for further review and comments by February 27, 2021.
77. Instructions on LARP Addendum No 2 public consultations to be elaborated depending on actual circumstances and following established practise of social distancing, sanitisation and mask wearing.
78. Upon completion of LARP Addendum No 2 implementation, the External Monitoring Report prepared by Independent Monitoring Consultant to be reviewed and accepted by ADB. On its turn the PIU with the assistance of the Social Safeguards Specialists of the Engineer's (KOCKS Consult GmbH) will prepare Internal Monitoring Report and assess the results of the LARP Addendum No 2 implementation.
79. Regular monitoring on social safeguards and LAR impacts along the entire section of Phase 2.
80. Accomplish other routine tasks, reporting requirements and additional assignments upon request.

¹⁰ Kocks Consult GmbH, the Consultant

¹¹ Annex 1 provides detailed information on lodged and processed grievances incorporated into the improved template being used during this reporting period.

Annexes

Annex 1. Grievances lodged during reporting period

No	Full Name of complainant	Provided to	Km	Date of submission	Contact phone	Contents of Grievance	Date the Grievance was reviewed	Current status /Final Result / Note	Date the Grievance was resolved
1	On behalf of local residents of village Kushlich	PIU	42+140	30. 07. 2020	904-030-426	The subject of the claim is the restoration of potable water pipes damaged during road works	08.08.2020	Construction company is carrying out preparation to replace damaged pipes with new plastic pipes.	Satisfied Resolved Date: 22/08.2020
N/A	0	0	0	0	0	0	0	0	0
2	Asaduloyev Sukhrob	PIU	61+920	18. 09. 2020	883-088-003	The applicant being absent during the inventory requested his project affected property to be inventoried and taken into consideration.	25. 09. 2020	The PIU reviewed the claim and made a decision to include the claimant in the list of APs of the LARP Addendum No 2.	Satisfied Resolved Date: 14.10.2020
3	Boboyev Sharifback	PIU	61+420	27. 10. 2020	919-157-676	Enterprise will not be able to operate as it will be very closely located to the new road once the construction is completed	On site visit on Nov 18, 2020	PIU written response is being prepared. Claims are rejected because both complainants have sufficient parking space behind and next to their facilities to allow parking for potential clients	Rejected Resolved Date: 15.12.2020
4	Khurbonov Umarchon	PIU	62+180	02. 11. 2020	908-989-899	Owner of Car repair workshop claiming that as a result of new road sidewalk there is no parking space left in front of their facilities causing constraints to his activities	21. 11. 2020	PIU written response is being prepared. Claims are rejected because both complainants have sufficient parking space behind and next to their facilities to allow parking for potential clients	Rejected Resolved Date: 15.12.2020

5	Asaduloyev Anvar	PIU	62+300	02. 11. 2020	907-370-509	Owner of Car wash facilities claiming that as a result of new road sidewalk there is no parking space left in front of their facilities causing constraints to his activities	21. 11. 2020	PIU written response is being prepared. Claims are rejected because both complainants have sufficient parking space behind and next to their facilities to allow parking for potential clients	Rejected Resolved Date: 15.12.2020
6	Nazarova Akhlia	PIU	60+270	10. 11. 2020	901-040-794 989-024-975	Cracks to the wall of supplementary structure appeared as a result of road works	15. 11. 2020	Based on the verbal instruction of Engineer the Construction Contractor repaired damaged wall of local resident. Issue resolved	Satisfied Resolved Date: 21.11.2020
7	Akajonov Buriboy	PIU	63+890	03. 12. 2020	907-232-923	During Dushanbe-Bokhtar road works in vil. Chorbog the walls of residential houses and outbuildings were damaged due to the use of heavy machinery working near the houses. Cracks require repairs.	04. 12. 2021	Project Team Leader immediately reacted and in written reminded Construction Contractor to follow Updated Vibration Management Plan and immediately inspect cracks and condition of structures to ensure safety of residents and also conduct required repairs.	Satisfied Construction Contractor is working to resolve the issue in agreement with complainant. Final decision due by 01.20.2021

8	Khayatov Mirzoamin	PIU	63+940	26. 12. 2020	903-557-705	Along with writing my application, I would like to inform you that during the construction of the Dushanbe-Bokhtar highway, my house was damaged due to the vibration of roller and the walls of my house were cracked. In this regard, we kindly ask you to mobilize your specialists to review and pay compensation.	04. 12. 2021	Project Team Leader immediately reacted and in written reminded Construction Contractor to follow Updated Vibration Management Plan and immediately inspect cracks and condition of structures to ensure safety of residents and also conduct required repairs	Satisfied Construction Contractor is working to resolve the issue in agreement with complainant. Final decision due by 01.20.2021
A	On behalf of local residents of village Chavoni	PIU	53+700	28. 02. 2020	909-00-61-41	Request on provision of new access road towards the village Chavoni, Jamoat S. Aini.	28. 02. 2020	Technical standards of road construction does not allow connecting access road to the main road. Engineer is working on design for overpass or underpass for pedestrians	On going
B	On behalf of local residents of village Buyrobofon	PIU	70+800	17. 06. 2020	900-051-677	Kizilkala jamoat Buyrobofon village. Construction of an overpass for children's school.	26.06.2020	26.06.2020 As per PIU instruction (dated 26.06.2020) the Engineer is studying case to suggest alternative solution(s)	On going

Annex 2. English translation of the Minutes of Public Consultation Meeting

The Ministry of Transport of the Republic of
Tajikistan
Project Implementation Unit for Road
Rehabilitation

Improvement Project of Dushanbe-Kurgonteppa Road,
km 33+475 - km 73+050

THE MINUTES OF PUBLIC CONSULTATION

« 25 » December 2020

Jamoat Hiloli
of the Khuroson district

Participants:

1. Residents within the section subject to design changes;
2. Representatives of the Galaobod and Hiloli Jamoats;
3. Grievance redress committee;
4. Representatives of the Project Implementation Unit for Road Rehabilitation
5. The Consultant Representatives of the KOCKS company

Agenda:

1. Public consultation on explanatory work on Change to the design of the Dushanbe-Bohtar ¹ road.
2. Overview of Social Safeguards Policy and guidelines of ADB (ADB SPSP 2009);
3. Environmental and Social issues related to the Project;
4. Benefits of Grievance Redress Mechanism and responsibilities of designated GRCs;
5. COVID-19 risk prevention measures;
6. Other unforeseen issues;

The participants were briefed on reasons that caused necessary design changes. Besides the working group carried of explanatory work regarding project planning, financing, overviewed ADB Safeguards Policy Statement, importance of Land Acquisition and Resettlement Plan, the essence of land allocation, physical and economic resettlement, loss of livelihood, as well as the rights and responsibilities of the population, especially affected people.

Organizers once again described GRM procedures, roles, rights and responsibilities of projects stakeholders, project benefits for local population and all road users, possible temporary disturbance during civil works and safety measures to be followed by construction contractor as well as all road users and especially passengers. In addition attendees were once again explained the valuation method exercised determining the value of buildings and structures, fruit trees and their sources of livelihood.

Affected individuals asked the members of the working group the following questions:

Question 1: *Are trees along the road compensated?*

Answer 1: *Shady trees are not compensated, but are handed over to their owners for the use of firewood. trees that do not have owners are handed over to the GUSAD for future use of firewood in places (kindergarten, school, hospital, nursing home, etc.).*

Question 2: *Can we start planting trees on the road section where the construction is completed?*

Answer 2: *Yes, only in coordination with the representatives of project implementing agencies (Employer and Engineer).*

Question 3: *The pipe on access road to the side of the garden farm was broken by the builder. Will the pipeline and road be restored?*

Answer 3: *Yes, anything that is damaged during construction will be repaired by the contractor. In addition, the under the project the access roads up to 20 m will be asphalted?*

¹ Formerly named Kurgonteppa

List of Public Consultation Meeting Attendees

We, the undersigning have participated in the public consultation and got the useful information regarding the project, on financing Bank, ADB Safeguard Policy Statement and the Grievance redress mechanism.

No.	Name	Position	Signature
1	Rahimov Behruz	AP	
2	Kholiqov Tojiddin	AP, Hiloli Jamoat	
3	Hamdamov Zarifjon	AP, Hiloli Jamoat	
4	Abdullov Nasrullo	AP, Galaobod Jamoat	
5	Kholjonov Sadullo	AP, Galaobod Jamoat	
6	Saidov Saidali	AP, Hiloli Jamoat	
7	Tabarov Asror	Representative of the district Environmental Department	
8	Takhminai Parviz	Representative of the Hiloli Jamoat	
9	Bobokalonov Muhiddin	Deputy chairman of the Hiloli Jamoat	
10	Nazrishoev S.T	KOCKS Deputy Resident Engineer	
11	Zaripov R.	Khuroson district Authorities	
12	Kholiqov Sadridin	Representative of the Khuroson Jamoat	
13	Boboev Navruzбек	Representative of Galaobod Jamoat	
14	Ahmadbekova G.	Main Specialist of Environmental Issues PIU RR	
15	Kholiqov Mahmudjon	Main Social Specialist of PIU RR	
16	Kholiqov Muhammadnido	KOCKS Social Specialist	

Annex 3. Photo Gallery

Five (5) photos below on Public Consultation held on December 25, 2020 in Jamoat Hiloli of Khuroson district

Photo No 1



Photo No 2



Photo No 3



Photo No 4



Photo No 5



Four photos taken during opening of Grievance Boxes





Bus stop impact causing loss of access of APs to their private residential dwellings

