

Social Monitoring Report

Project Number: 49042-005

Grant Number: 0569

Period Covered: July - December 2022

March 2023

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

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

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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
EMC	External Monitoring Consultant
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 ninth Semi-annual Social Safeguards Monitoring Report prepared for the Dushanbe-Kurgonteppa road rehabilitation project – Phase 2 and covers the reporting period from July 1 to December 31, 2022. 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, a check-list for monthly reporting, and actions planned for the next reporting period covering January 1 to June 30, 2023 to be reflected in the next Semi-annual Social Monitoring Report. However, the results of social monitoring will be summarised in relevant chapter of the Final Project Completion Report in case the project activities are fully completed earlier than June 30, 2023.

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 39.575 km road section which stretches from Chashmassor 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 (PMSCS) and Construction Contractor 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 Implementation

6. The given road section traverses through five Jamoats: Galaobod, Obikiik, Hiloli, Aini and Kizilkala 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

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 complied with 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.

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 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. During the road construction as a result of required design changes more LAR impacts were confirmed to forty-seven (47) land parcels 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 PIU/MOT and ADB in April 2020.
11. Due to COVID pandemic restrictions, the implementation of the LARP Addendum No 1 was 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, i.e. Compliance Report was prepared in September 2020. LARP Addendum No 1 External Monitoring Report prepared by EMC was approved by ADB and MOT and uploaded to ADB /MOT websites in January 2021.
13. As a rule Compliance Report (Internal Monitoring Report) was prepared by National and International Social Safeguards Specialists of the PMCSC upon the completion of implementation of the original LARP and LARP Addendum No 1.
14. Prior to commencement of any civil works the External Monitoring Reports for original LARP and LARP Addendum No 1 were prepared by EMC were reviewed and approved by MOT and ADB.
15. The LARP Addendum No 2 was prepared and submitted for review and comments to PIU of MOT and ADB in June 2021. The LARP Addendum No 2 was approved by ADB and MOT and uploaded to ADB/MOT websites in October 2021. The actual implementation of LARP Addendum No 2 was completed on July 21, 2022. The EMC engaged to assess the LARP Addendum No 2 implementation results submitted and disclosed External Monitoring Report by the end of November 2022.
16. Worth to be noted that during the implementation of the LARP Addendum No 2 as a result of design change some impact minimization allowed to eliminate project impact being under possession and use of 13 APs. Therefore, the initial number of 72 APs reduced to 59 APs who received full cash compensation for their affected assets and loss of income.

17. The 13 APs who benefited as a result of impact minimization confirmed in written their consent and absence of any damages and claims with the EMC. As a result of the impact minimization the actual disbursement for LARP Addendum No 2 equalled 2,014,288.93 TJS².
18. The EMR approved by the ADB was uploaded on ADB website on November 2, 2022.

1.4 Public Consultations

19. 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. Original approved LARP in English was uploaded on the ADB website³
 - b. Copies of the LARP in 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
 - d. Public consultations were conducted during LARP preparation and implementation phases.
 - e. In addition numerous public consultations were carried out for additionally affected APs, located on sections subject to design changes and covered under LARP Addendum No 1 and LARP Addendum No 2.
 - f. Individual consultations⁵ were conducted during DMS, field surveys, census, SES and inventory of project affected land and assets possessed and owned by newly defined APs covered under LARP Addendum No 2.
 - g. Project Information Pamphlets in Tajik language have been prepared, hundreds of copies printed and handed over to each and every AH, raisi mahalas and representatives of Jamoats, every time prior to commencement DMS during preparation original LARP and LARP Addendums No 1 and No 2.
 - h. The English and Russian versions of the LARP Addendums No 1 and No 2 approved by MOT/PIU and ADB were respectively uploaded on the ADB and MOT websites;
 - i. Copies of the LARP Addendums No 1 and No 2 in Russian language were distributed in the offices of local authorities.

1.5 Grievance Redress

20. 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.

² 86.7% of the total compensation amount was actually disbursed to 59 APs out of initially reported 72 APs. The remaining 13.3 % (310,132 TJS) was the amount saved as a result of design improvement and impact minimization to 13 APs, whose properties were released from project impact and remained under their private possession/use. Source: EMR dated November 2022.

³ <https://www.adb.org>

⁴ <http://www.mintrans.tj>

⁵ Initial census started in December 2020 and completed on April 24, 2021. Due to pandemic restrictions field works have been suspended several times. Social Safeguards specialist and PIURR representatives conducted individual consultations with all APs.

21. Since the early phase of road project the PIU installed special metal post boxes for collecting grievances. The information was widely disseminated within the project influence area. Local population was notified on availability and benefits of GRM and GRC procedures.
22. Overall GRM procedures have been successfully exercised during the entire reporting period. Overall, during the entire project cycle in total 67 complaints have been filed, reviewed and accordingly addressed. In total, out of 67 only five claims were rejected. Overall 59 complaints have been addressed, resolved at complainants' satisfaction and closed according to the ADB SPS 2009.
23. During the reporting period in total six (6) claims were filed. Out of these six:
 - a. Four complaints were resolved at the complainant's satisfaction and closed;
 - b. One claim was closed by the complainant after the rejection was clearly explained and justified by GRC;
 - c. One complaint is still to be resolved; prior to closure additional paper work and civil work is to be completed by Contractor.
24. More details and timeframe for grievance resolution and closure are provided in sub-chapter 4.4 Grievance Redress Practice and Annex 1 of this SASMR.

1.6 Institutional Arrangements

25. 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.
26. 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.
27. The Project Implementation Unit for Road Rehabilitation (PIURR) of MoT is the Project Implementing Agency.
28. 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 PIU Director.

1.7 Project Location Map

Figure 1: Shows Dushanbe-Kurgonteppa Project Location.

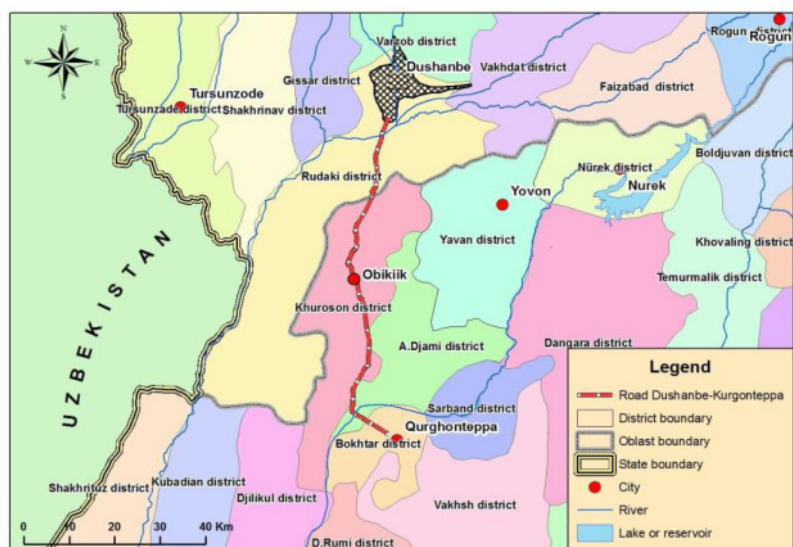
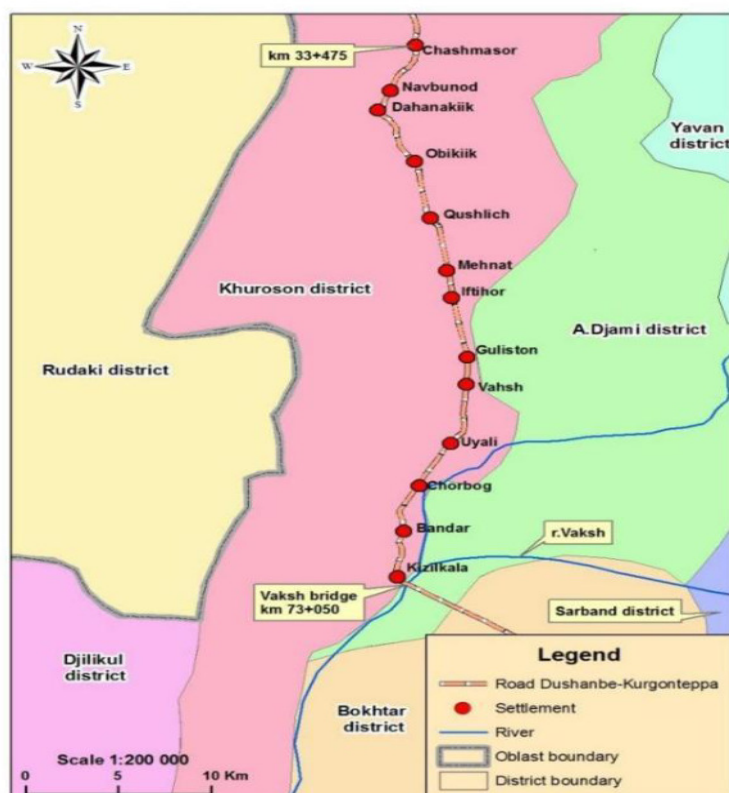


Figure 2: Shows Phase 2 road section and project affected Jamoats



1.8 Clearance of Road Corridor

29. Based on January 2019 Compliance Report prepared by EMC 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.
30. The sections covered under LARP Addendum No 1 were handed over to Construction Contractor after the ADB accepted External Monitoring Report in January 2021.
31. 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.
32. However, during the road construction works, due to various technical reasons the need for additional design changes was defined. These changes referred to fifty-four land parcels and assets attached.
33. All road construction works subject to deferment along the sections with LAR impact covered by LARP Addendum No 2 and the Social Safeguards Specialist of the PMCSC maintain regular monitoring to ensure no impact occurs prior to issuance of full compensation to APs and the clearance of these locations is completed.
34. Site clearance and handing over to the Contractor the subsections covered under LARP Addendum No 2 took place after the ADB clearance of the LARP Addendum No 2 External Monitoring Report in November 2022 prepared by the EMC.

1.9 New Activities Proposed under VO 9

35. During the reporting period there are no new cases requiring acquisition of private land or assets. No design changes were required due to technical, economic or social issues, except the additional works proposed under the Variation Order No 9.
36. Based on lessons learned some additional works are proposed to increase road safety and durability of road project outcomes as a result of provision additional works listed below:
 - a. Construction of cofferdam at Bridge 14a
 - b. Chorbog Road repairs at Km 64+300 LHS
 - c. Compensation for subgrade filling, capping layer and subbase 's
 - i. transportation costs
 - d. Stone backfill (quantities beyond VO3)
 - e. Public facilities displacement costs beyond BoQ
 - f. Paving of median with concrete block pavers
37. The results of title search and onsite examinations conducted based on the current design, scope and nature of proposed activities confirmed complete absence of social and or LAR impacts. Therefore, no need for the preparation of LARP Addendum was confirmed and the decision was made to prepared SDDR for proposed activities and items covered under VO 9. The draft SDDR to VO 9 was submitted to ADB in December 2022

for review and comments. On February 3, 2023 the ADB approved the revised version of SDDR.

1.10 Measures undertaken to prevent social impact on private assets

38. During the entire project cycle significant attention is given to measures to minimize social impact on private assets. The coordinated action of Contractor, PMCSC, PIURR 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.
39. The social safeguards issues were regularly monitored by National Social Safeguards Specialists of PMCSC. Written and verbal complaints were site visited, discussed and analysed together with complainants, representatives of Contractor and PIURR to seek for timely and reasonable solutions.
40. Annex 3. Photo Gallery contains photos taken on spot and provides the description of the complaints and current status of grievance resolution.

II. OBJECTIVES OF SOCIAL SAFEGUARDS MONITORING

2.1 General Aspects

41. As per the approved LARP and LARP Addendums, the implementation of the LARP is subject to internal monitoring as the Project encountered an insignificant number of project-affected persons facing involuntary resettlement⁶. Therefore, internal monitoring of social safeguards has been undertaken on a regular basis by the PIURR assisted by the consultant's national and international social safeguards and resettlement specialists.
42. Consultant's national social safeguard specialist is obliged to conduct regular site visits, examine whether road works had incurred any unmitigated impact to local residents, or land users. If any social impact is detected, the National Safeguards Specialist prepares relevant report and submits to the project Team Leader for further follow up, and shared with International Safeguards Consultant to keep updated, informed, and to receive feedback if required. These reports are specific and provide descriptions of the impact, full name and contact details of affected person(s), exact location of the affected area (Km/side of the road), and relevant photos. These reports initiate follow up actions to resolve the case(s) and their current status is reflected in the Monthly Progress Reports.
43. The PMCSC is assisting the PIURR with international and national Social Safeguards and Resettlement specialists who are engaged in the process of internal monitoring to effectively detect and address any emerging social safeguards issues during the LARP implementation process and the construction period as well. The key objective of the internal social safeguard monitoring is over-viewing the process of the LARP implementation such as the compensation process and grievance redress procedures during the entire project cycle.
44. At the project implementation phase Social Safeguards monitoring identifies two major aspects:
 - a. LARP and Addendums to LARP implementation monitoring, and
 - b. Social safeguards monitoring.
 - c. The key objective of LARP implementation monitoring is to assess whether the actual impacts of the project were addressed correctly and fully compensated as required by LARP stipulations and budget. In addition, due attention should be paid to the application of grievance redress procedures during the entire project cycle:
 - d. Compensation payments disbursed;
 - e. Replacement lots allocated (Not applicable to this Project);
 - f. Housing and infrastructure construction completed;
 - g. Relocation of people completed (Not applicable to this Project);
 - h. Income restoration and development activities initiated (if required);
 - i. Monitoring and evaluation reports submitted.
45. Social Impact monitoring indicators:
 - i. Assessment of GRM application and GRC efficiency through monitoring to determine whether:

⁶ The ADB SPS 2009 considers involuntary resettlement impact is significant if 200 or more persons are to be physically displaced from their home or lose 10% or more of their productive or income-generating assets.

- ii. All physical inputs committed in the LARP have been delivered and all services provided;
 - iii. Mitigation actions prescribed in the LARP have provided the desired effects;
 - iv. Socioeconomic status of affected population against the baseline conditions before the displacement has not been deteriorated as a result of the Project impact;
 - v. GRC was effective and efficient, and
 - vi. Project affected persons were fully aware of GRC availability.
46. These objectives were satisfied by a methodical review of the compensation records and an exacting verification confirming that the actual amounts paid to the APs corresponded with the amounts indicated in the final LARP and the processed AP contracts.

2.2 Methodology for Internal Monitoring

47. As stated above the major purpose of the internal monitoring is to determine whether the LARP compliance indicate that the compensation program had been carried out in accordance with the provisions of the laws of the Republic of Tajikistan, ADB SPS 2009, and to the satisfaction of the APs. In addition, it is important to assess that social impacts are well mitigated through the instruments stipulated under the approved LARP and LARP Addendums undertaken in compliance within the country legislation, social safeguards guidelines and to the extent possible meet the best international practice.
48. Regular communication through telephone and Skype calls has been maintained with national social safeguards specialist and the lead Resettlement Specialist of PIURR during the entire reporting period.
49. The following areas are routinely addressed during the internal monitoring and evaluation of project performance process:
- i. Grievance Redress Mechanism;
 - ii. Unanticipated/temporary impacts or damages;
 - iii. Possible needs for realignment of ROW, design changes;
 - iv. Possible needs for livelihood restoration, provision of mitigation measures, or need for preparation LARP Addendum.
 - v. Listed below are the Instruments and Indicators for Social Impact and Project Performance monitoring and assessment:
 - vi. Assessment of the efficiency of Grievance Redress measures:
 - vii. Frequency and contents of lodged grievances
 - viii. Practice of Grievance redress, timing of collection, review and response time required by GRC
 - ix. Assessment of resolved and rejected grievances.
 - x. Instruments and timing exercised to address any cases of unanticipated impacts
 - xi. Assessment of the effectiveness of provided mitigation measures based on the recipients' feedback
 - xii. Assessment of income restoration of vulnerable and severely affected AHs, and if required, provision of relevant mitigation measures.

2.3 Capacity for Social Monitoring

50. The PMCSC had on board International⁷ and National⁸ Social Safeguards Specialists providing regular assistance to the PIURR in order to accomplish the internal monitoring assignment during the project cycle.
51. The responsible persons for the social safeguards management and monitoring of the project were as follows:

PIURR Safeguards Unit:

- a. Ms. Muhayo Alimshoeva, Chief specialist on Social issues
- b. Ms. Shakirova Sharis, Chief specialist on Environmental issues
- c. Mr. Nodirkhonov Shodikhon, Chief specialist on Resettlement issues

PMCSC: International Social Safeguards Specialist Mrs. Lela Shatirishvili and National Social Safeguards Specialist: Mr. Mahhmad Kholikov .

Contractor: Social Safeguards Specialists of Sinohydro Tajikistan Corporation Limited

52. The PIURR Team is responsible for overall monitoring of infrastructure projects including the given road project.
53. The Lead Resettlement Specialist of the PIU is responsible for day-to-day activities required for planning, implementing and monitoring LAR plans, grievances and social safeguards issues from PIU's side. While Mrs. Lela Shatirishvili is responsible for the preparation of LAR plans, implementing intermittent monitoring, and providing guidance and training to the local counterparts and personnel involved in the day-to-day activities of social monitoring.
54. During this reporting period the International Social Safeguards Specialists of the PMCSC on-distance maintained daily communication with PIURR staff and National Social Safeguards Specialists of the PMCSC.

⁷ Lela Shatirishvili

⁸ Mahhmad Kholikov

III. SOCIAL DUE DILIGENCE

- 55. During the reporting period (July - December 2022) there were no new design changes.
- 56. The activities stipulated under the VO 9 are described in this report in sub-chapters: 4.3 New Activities Proposed under VO 9 and Confirmed Absence of LAR Impacts.
- 57. The detailed information on operating GRM and current status is provided below in sub-chapter 4.4 Grievance Redress Practice.
- 58. In the course of the entire project, most project-related social issues and grievances have been addressed within the reasonable time limits in coordination with Construction Contractor, PIURR team and representatives of GRC, Hukumat and aggrieved APs, per GRM requirements set for the project.

IV. FINDINGS OF SOCIAL DUE DILIGENCE

4.1 General

59. The Consultant was focused specifically on social safeguards monitoring and effectiveness of grievance redress procedures undertaken during given reporting period with regard to the following indicators:
- i. Awareness on project of population with project influence area;
 - ii. Public consultations and consultations avenues;
 - iii. Grievance redress practice;
 - iv. Cases of unanticipated/temporary impacts or damages;
 - v. Realignment of ROW, design changes;
 - vi. Potential for project related impacts including unforeseen losses and damages that might occur during construction or operation phases, requiring careful monitoring and remedial steps to be taken, as required.

4.2 Status of LARP Addendum No 2 implementation

60. 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.
61. 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.
62. 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 No 2. On January 12, 2021 the detailed list of project affected assets, such as structures, improvements and perennials were provided to the SUE. The SUE officially submitted the Valuation Report on June 1, 2021. Based on the SUE Valuation Report the Consultants finalized and presented the LARP Addendum No 2 on June 26, 2021 for PIU and ADB review.
63. The LARP Addendum No 2 was approved by MOT and ADB on October 4, 2021. Prior to commencement of LARP Addendum No 2 implementation some technical details have been examined.
64. Two (2) locations which were under additional consideration with the objective to find the solution and eliminate potential impact to five (5) APs. During the 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.
65. The PMCSC together with PIURR and Contractor revised the boundaries of realignment and revealed the possibility for impact minimization to assets of 13 AHs (87 APs) included in the LARP Addendum No 2.
66. On July 21th the PIURR issued last compensation payments to the four (4) APs working abroad upon their return to Tajikistan. Therefore, LARP Addendum No 2 is now fully

implemented. LARP Addendum No 2 Compliance Report (Internal Monitoring Report) is prepared by PIURR with the assistance of the Social Safeguards Specialists of the PMCSC. As mentioned above timely clearance of construction sites and handing over to the contractor was carried out as in compliance with the established standards and timelines.

67. The actual disbursement for LARP Addendum No 2 equalled 2,014,288.93 TJS⁹. Issuance of cash compensation was fully completed as described in the External Monitoring Report (EMR) prepared and submitted by the External Monitoring Consultant (EMC). The Final Compliance Report (I.e. External Monitoring Report) was submitted for ADB review and granted ADB conditional No Objection in August 2022. Conditional No Objection considered that three complaints (please see Complaints No 1, No 2 and No 4 given in Annex 4)¹⁰ would have been addressed and closed within the reasonable timeframe. As described in this SASMR all the three complaints have been resolved at the complainants' satisfaction and all three cases are closed by to date. The ADB approved final EMR on November 2, 2022.
68. In order to ensure that road works are kept deferred along these sections, the PMCSC (TL) notified the Contractor alerting to these requirements. The Social Safeguards Specialist, regularly visited the project site to monitor the entire road and check for potential social impacts which might incur during road works; at the same time, site monitoring covered the sections where roadworks were subject to deferment prior to the completion of LARP Addendum No 2 implementation and ADB clearance to External Monitoring Report prepared by EMC engaged by PIURR.
69. A traffic management has been exercised to ensure uninterrupted movement and access of local population and all road users.
70. A Road Safety Plan has been exercised by Contractor and monitored by the PMCSC and PIURR to ensure high level of safety for road users and pedestrians accessing the project area.
71. Relevant visual signage was displayed to permit adequate traffic flow and ensure the safety of local population, vehicle drivers and general road users.
72. No cases of disagreement have been detected among the APs during the preparation of this SASMR.

4.3 New Activities Proposed under VO 9 and Confirmed Absence of LAR Impacts

73. Due to specific technical reasons and request of local population in the course of the project cycle the need for additional efforts being defined and proposed under VO 9 are as follows:

⁹ 86.7% of the total compensation amount was actually disbursed to 59 APs out of initially reported 72 APs. The remaining 13.3 % (310,132 TJS) was the amount saved as a result of design improvement and impact minimization to 13 APs, whose properties were released from project impact and remained under their private possession/use. Source: EMR dated November 2022.

¹⁰ All six complaints including the complaints No 1, No 2 and No 4 are described in sub-chapter 4.4 Grievance redress practice and Annex 1 of this SASMR.

- i. Construction of cofferdam at Bridge 14a
 - ii. Chorbog Road repairs at Km 64+300 LHS
 - iii. Compensation for subgrade filling, capping layer and subbase 's transportation costs
 - iv. Stone backfill (quantities beyond VO3)
 - v. Public facilities displacement costs beyond BoQ
 - vi. Paving of median with concrete block pavers
74. The draft confirmatory SDDR for VO 9 is being revised and submitted to MOT and ADB for further review early January 2023. The draft SDDR provides the description of proposed activities and social impact assessment results that confirmed complete absence of any new social or LAR impacts.
75. During the preparation of the SDDR National Social Safeguards Specialist together with PIURR lead Specialists full social impact and involuntary resettlement assessment was conducted.
76. Desk review and field surveys conducted by Social Safeguards Specialist of Kocks Consult GmbH in coordination with the design company and PIURR covered the area of project impact for all six (6) proposed items.
77. The results of title search and onsite examinations conducted based on the preliminary and final design of proposed activities confirmed complete absence of LAR impacts and correspondingly no need for LARP Addendum Preparation. The SDDR describes specific social safeguards requirements for Construction Contractor to adhere and ensure safety of local population and address all possible temporary disturbance during civil works.
78. The studies and examinations, undertaken by the Contractor during preparation design of proposed activities and in the process of developing this SDDR the social impact assessment of the proposed activities conducted based on the approved design confirmed complete absence of LAR impact. Therefore no LARP was required for implementation of the proposed civil works.
79. No cases of physical resettlement or economic displacement is expected within the scope of the VO 9 of this project. No permanent and or temporary impact on solid structures used as commercial facilities, residential dwellings, or private improvements, annual and perennial crops are expected. Neither any cash compensation is required for temporary or permanent stoppage of any business or salaries or wages.
80. Considering the high level awareness of local population on project progress and the nature of the activities proposed under VO 9 no additional public consultations were conducted, however when required additional consultations and information disclosure will be carried out to the project communities and stakeholders.

4.4 Grievance redress practice

81. 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.

82. 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 PIURR puts efforts to resolve the case in reasonably short period, some of the grievances take longer time to be resolved.
83. 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 PMCSC's Social Safeguards Specialist and/or Construction Contractor for immediate actions.
84. 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.
85. In general, 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.
86. As observed in practice, the GRC requires maximum three weeks to review lodged claims or grievances, and provide feedback to claimants. Even though some time delays could not be avoided, and timing for review, assessment, approval or rejection, and provision of relevant feedback to claimants has been effective and efficient.
87. During the reporting period six (6) complaints were submitted and processed. The details of the complaints filed and grievance redress process is described below:
88. No. 1: Local resident verbally requested to consider provision of additional access road to the residential house. The engineer and Safeguards Specialist of PMCSC conducted onsite examination in presence of the owner and verified that during road construction works the existing access road to the residential house was not damaged and there was no need to provide additional access road. The decision not to construct additional access road was communicated with claimant who agreed to close to case.
89. No 2: Chairperson of Jamoat S. Aini verbally requested to apply asphalt cover to the road nearby the public school damaged during road works and drainage prevent seasonal flooding. The PMCSC instructed contractor to repair damaged road. nearby school. The Contractor within reasonable time period completed road renovation, organized required drainage and applied asphalt cover as required. Correspondingly the case was resolved and closed.
90. No 3: Written claim regarding the provision of concrete trays to ensure pedestrians have access to the seasonal market shed and reconstruction (restoration) of concrete side-drain was submitted directly to PIURR. The request was considered by PIURR and PMCSC and confirmed the eligibility of request. The cost calculation was prepared and agreed with PIURR. PMCSC issued the letter No 2047 on 03.11.2022 and submitted to PIURR for review and approval of construction of the concrete side drain. Contractor has already provided concrete tray so that pedestrians have access to the seasonal market shed. As per the reconstruction of concrete side drain, the letter No 2047 of the Engineer (Kocks) dated 03.11.2022 was submitted to PIU on approval of construction works. The

Contractor will resume civil works once the weather conditions improve and plans to complete works the latest by end of March 2023.

91. No 4: Written complaint regarding the cracks in the walls of the shop caused as a result of road works. The shop is located at km 62+000. The results of onsite examination verified that cracks appeared due to the vibration caused by Contractor during construction of culvert next to the shop. PMCSC requested Contractor to ensure presence of the shop owner, National Safeguards Specialists, representatives of PIURR and local administration in the process of assessment current condition to make necessary agreements in written format. Based on the results of onsite examination the final decision on issuance of cash compensation was agreed with the complainant. The case was closed after issuance of relevant cash compensation at the complainant's satisfaction.
92. No 5: Local resident requested provision of additional 2 meter wide pedestrian crossing at the road level. The ramps initially proposed for PwDs¹¹ for the pedestrian crossing at bridge at km 61+956 were cancelled due to the lack of funds. Local resident requested additional 2 m wide pedestrian crossing at the road level within 30 meters distance from the bridge with the curbs lowered to road level for persons who cannot use the bridge. Similar crossings are available in Dushanbe. Contractor followed the instruction of TL and in coordination with traffic police managed to fix the case in compliance with the paragraphs 7.5 and 7.6 of GCC. The 2 meter wide pedestrian crossing for carts was constructed. The case was resolved at complainant's satisfaction and closed on December 7, 2022.
93. No 6: Gas station owner requested Contractor to apply asphalt layer on top of already constructed concrete entry-exit road to his gas station in order to increase the durability of entry-exit road. The PMCSC in coordination with PIURR reviewed the request and found it reasonable. The PMCSC instructed the Contractor to apply asphalt layer on top of already constructed concrete entry and exit road to satisfy the complainant's request and issued the Letter No 2062 dated 02/12/2022. In accordance with General Contract Conditions (GCC 7.5/7.6) the contractor was instructed to provide asphalt layer as requested by the complainant (length, width, thickness, ground cover, etc.) within 7 days (not later than 17:00 Thursday 8/12/2022). Contractor could not meet the deadline (8/12/2022) due to the weather conditions. However, on February 27, 2023 the contractor in full agreements with the gas station owner applied another concrete layer at the entry and exit of the gas station territory and completely cleaned the area. The complaint is resolved and closed.
94. Out of these six complaints the review and closure of three complaints No: 1, 2 and 4 described above were the subject of ADB conditional No Objection to EMR, which have been resolved within the estimated period. Currently all three complaints (No 1, No 2 and No 4 in Annex 1) are resolved and closed.
95. The only remaining complaint (No 3 in Annex 1) is scheduled to be resolved and closed by the end of March 2023 once the contractor provides concrete drainage at complainant's satisfaction. The PMCSC and PIURR will closely monitor the process to ensure the timeline is met as per schedule. The final result will be reported to relevant MPR and next SASMR.
96. The summary status of Grievance redress for the entire project and for the given reporting period is given below in table 1. The Annex 1 provides the details of the complaints lodged

during this reporting period. The photos provided in Annex 3 are taken at the locations referring to complaints described in this SASMR.

Table 1. 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	Under Consideration
Grievances for the reporting period (July-Dec 2022)	6	4	1	1
Grievances from the beginning of the project through June 2022	61	57	4	0
Total*	67	61	5	1

*Cumulative information collected from all grievance receiving points

4.5 Training and capacity building

97. Daily communication has been maintained on distance to provide guidance to the National Social Safeguards Specialist of the PMCS and ad-hoc consultancy upon request of PIURR safeguards team.
98. Capacity building and more training activities will also be conducted during the remaining period of the project cycle in case any specific need is identified in the course of the project.

V. FINAL CONCLUSIONS AND RECOMMENDATION

5.1 Monitoring Findings

99. GRC is in place, grievances are reviewed and complainants are provided with due feedback on average within a two (2) weeks' time period. However, depending on the specificity of the claim more time has been required in several cases.
100. 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.
101. Under regular communication and guidance of the International Social Safeguards Consultant, the National Social Specialist as part of professional Team of PMCSC, together with the PIURR, undertakes internal monitoring of grievances bi-weekly; visits specific location and reviews the grievance and all supporting materials required to be available in the course of grievance redress procedures and to assess progress.

5.2 Recommendation

102. Considering the recent complaints, it is highly recommended to ensure all complaints especially if any lodged directly to PIU or MOT to be immediately recorded in the Grievance Log and reported to the Safeguards Team of the PIURR and PMCSC to ensure timely application of GRC services and GRM procedures.

5.3 Plans for the Next Reporting Period

103. Maintaining the regular communication, coordination and guidance on project related challenges and routine safeguards activities.
104. Accomplish implementation of ADB approved CAP and preparation of relevant CAP compliance report.
105. Regular monitoring on social safeguards and any possible LAR impacts along the entire road project. Follow up with GRM procedures, other routine tasks, reporting requirements and additional assignments upon request.

Annex 1. Grievances lodged during this reporting period

No	Name of Complainant	Submitted to	KM	Date of Complaint submission	Contact Phone	Nature of Complaint	Date the Grievance was reviewed	Current status /Final Result / Note	Date the Grievance was resolved
1	Sharipov Borbad	PIU	62+200	08. 09. 2022	904-99-99-93	Request to consider additional access road to the residential house	15. 09. 2022	Onsite examination was conducted by specialists of the Engineer (Kocks) specialists and verified that during road construction works the existing access road to the residential house was not damaged and there was no need to provide additional access road. The complainant agreed and the complaint was closed at complainant's satisfaction.	15. 10. 2022 Resolved and closed
2	Chairperson of Jamoat S. Aini	PIU	64+500	08. 09. 2022	550-55-11-12	Asphalt cover of the road nearby the public school damaged during road works was not reinstated. In addition provision of drainage to prevent seasonal flooding.	15. 09. 2022	The Engineer (Kocks) instructed contractor to repair road nearby the school. The Contractor organized drainage and completed road renovation by applying concrete cover as required.	17. 10. 2022 Resolved and closed
3	Rakhimova Saidbi	PIU	52+400	12. 10. 2022	917-45-44-42	(written complaint) Regarding the provision of concrete tray to ensure pedestrians have safe access to the seasonal market shed and reconstruction of concrete side-drain. .	01. 11. 2022	GRC reviewed the case and found the claim eligible. The decision was made to fulfil the grievance case. In the follow up The resolution on reconstruction of concrete side-drain was made by the PMCSC in coordination with PIURR and instructed the contractor. Contractor has already provided concrete tray so that pedestrians have access to the seasonal market shed. As per the reconstruction of concrete side drain, the letter No 2047 of the Engineer (Kocks) as of 03.11.2022 was submitted to PIU on approval of construction of the concrete tray.	Ongoing Completion scheduled by end of March 2023

								Contractor agreed to follow the instruction and complete side-drain repair works by the end of March 2023	
4	Asaduloyev Jamolidin	PIU	62+000	27. 10. 2022	935-38-88-83	(written complaint) Regarding the cracks in the walls of the shop appeared during the road works.	10. 11. 2022	Shop located at km 62+000 The results of onsite examination verified that cracks appeared due to the vibration caused by Contractor during construction of culvert next to the shop. The TL requested Contractor to ensure the presence of shop owner, Contractor, Specialists of the Engineer and local administration and assess the current condition to make necessary agreements in written format. Contractor negotiated with the shop owner the amount of compensation and carried out full payment at complainant's satisfaction. Compensation is paid. The case is closed.	01. 02. 2023 Resolved and closed
5	Naimov Tavakal	PIU	61+956	29. 10. 2022	985-84-29-79	Local resident requested provision of additional 2 m wide pedestrian crossing at the road level.	01. 12. 2022	The ramps initially proposed for PwDs for the pedestrian crossing at bridge at km 61+956 were cancelled due to the lack of funds. Local resident requested additional 2 m wide pedestrian crossing at the road level within 30 meters distance from the bridge with the curbs lowered to road level for persons who cannot use the bridge. Similar crossings are available in Dushanbe. Contractor, under the paragraphs 7.5 and 7.6 of GCC ¹ was instructed to coordinate with the local traffic police and correct the situation in accordance with the proposal of the complainant within 7 days (no later than 17:00 Thursday 8/12/2022).	07. 12. 2022 Resolved and closed

¹ General Conditions of Contract

6	Maskhudov Makhmudjon	PIU	42+400	12. 11. 2022	903-88- 00-09	Gas station owner requested Contractor to apply asphalt layer on top of already constructed concrete entry-exit road.	01. 12. 2022	<p>GRC reviewed the case and found the claim eligible. The decision was made to fulfil the grievance case.</p> <p>The request on applying asphalt layer on top of concrete entry and exit road to the gas station was made by the PMCSC in coordination with PIURR.</p> <p>The Letter No 2062 dated 02/12/2022 was issued by the from Engineer.</p> <p>In accordance with General Contract Conditions (GCC 7.5/7.6) the contractor was instructed to provide asphalt layer as requested by the complainnat (length, width, thickness, ground cover, etc.) within 7 days (not later than 17:00 Thursday 8/12/2022).</p> <p>Contractor could not meet the deadline (8/12/2022) due to the winter weather conditions but on February 27, 2023 managed to apply new concrete layer and cleaned the territory at complainant's full satisfaction .</p>	<p>27.02.2023</p> <p>Resolved and closed</p>
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Annex 2. Template on Safeguard performance for Monthly Progress Report prepared by PMCSC

SAFEGUARD PERFORMANCE

- A. Land Acquisition and Resettlement Plan Status**
(insert narrative consistent with Internal Monitoring Report/External Monitors Report as per the request of LARP/LARF; list Right-of-Way [ROW] handed over to contractors; attach map in Appendix)
- B. Environment Management Plan Status**
(insert updated status of the EMP; insert status of contractor's health and safety compliance; list any major issues and actions to address them)
- C. Gender Action Plan Status**
(insert historical submission and status of GAP)
- D. Grievance Redress Mechanism Status**
(insert updated status as per the project's GRM)
- E. Traffic Safety Management Plan**
(insert narrative on contractor's performance and compliance)
- F. Complaints Management Status**
(list complaints with status of resolution)

Annex 3. Photo Gallery

Photo 1. The complainant agreed that the exiting road was in good shape and there was no need for construction of additional access road.



Photo 2. The Contractor organized drainage and completed road renovation by applying concrete cover as required.

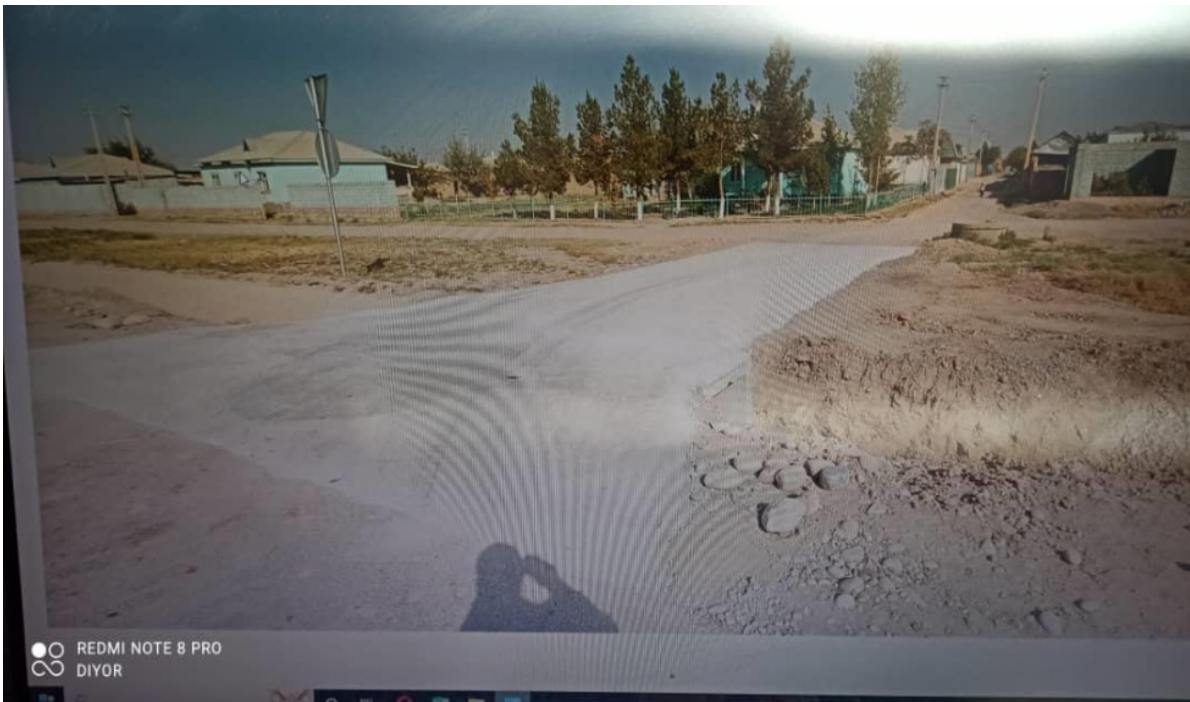


Photo 3. Contractor is instructed to complete repair works the latest by the end of March 2023



Photo 4. Crack in the wall of the shop. Contractor negotiated with the shop owner and paid full amount at complainant's satisfaction.



Photo 5. Newly constructed 2 meter wide pedestrian crossing for carts



Photo 5.1. Completed 2 meter wide pedestrian crossing for carts.



Photo 6. Entry-exit road to gas station under construction in year of 2021



Photo 7. Contractor provided concrete cover to entry and exit road to the gas station. Provision of additional asphalt layer as per the owner's request is scheduled to be completed by the end of March 2023.



Photo 8. Concrete entry and exit road provided to the gas station



Photo 9. Concrete entry and exit road provided to the gas station



Photo 10. Additional concrete layer applied to entry and exit road of gas station at the complainant's full satisfaction

