Project Number: 52286-001
Semestral Report January–June 2023
June 2023

Kazakhstan: Central Asia Regional Economic Cooperation Corridors 1 and 6 Connector Road (Aktobe–Kandyagash) Reconstruction Project


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5th SEMI-ANNUAL REPORT
SOCIAL SAFEGUARD MEASURES
Internal monitoring

Loan: 3829-KAZ
Reconstruction Project of Aktobe - Kandyagash road connecting CAREC Corridors 1 and 6
Section km 11-52
Section km 52-100
Internal Monitoring Report of Social Safeguard Measures

Project No. 3829-KAZ
Reporting period: January - June 2023

REPUBLIC OF KAZAKHSTAN: Reconstruction of Aktobe-Kandyagash road connecting CAREC Corridors 1 & 6
Section km 11-52, Section km 52-100
Funded by ASIAN DEVELOPMENT BANK

Prepared by Construction Supervision Consultant: Dongsung Engineering CO, LTD / M50 Consulting Group LLP

For the Committee of Roads of the Ministry of Industry and Infrastructure Development of the Republic of Kazakhstan; Project Management Consultant: PMC (JSC NC KazAvtoZhol)

Approved: ___________________________ PMC JSC “NC “KazAvtoZhol”
(name of PMC personnel) and signature, date of submission of the report

Employer: JSC NC KazAvtoZhol
Funding: Asian Development Bank
Loan: 3829-KAZ

Consulting and supervising support: Dongsung Engineering LLP / M50 Consulting Group LLP
Seoul, Korea / Astana, Kazakhstan

General Contractors:
Lot 1, km 11-52 - JV “LLP SP SineMidasStroy” и Todini Constructions Generali
Lot 2, km 52-100 - JV “AkZhol Kurylys” – AzVirt LLC – Assan DorStroy LLP”
Prepared: Social Safeguard Specialist
Dongsung Engineering / M50 Consulting
Group”
Osin K.V.

Approved Team Leader / Resident Engineer
Jeong Rolk In

June 2023
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<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>RK</td>
<td>The Republic of Kazakhstan</td>
</tr>
<tr>
<td>MIIR</td>
<td>Ministry of Industry and Infrastructure Development</td>
</tr>
<tr>
<td>CoR</td>
<td>Committee for Roads</td>
</tr>
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<td>ADB</td>
<td>Asian Development Bank</td>
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<tr>
<td>CAREC</td>
<td>Central Asia Regional Economic Cooperation</td>
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<tr>
<td>PMC</td>
<td>Project Management Consultant</td>
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<tr>
<td>DED</td>
<td>Design and Estimate Documentation</td>
</tr>
<tr>
<td>CSP</td>
<td>Crushing and Screening Plant</td>
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<tr>
<td>CMP</td>
<td>Concrete Mixing Plant</td>
</tr>
<tr>
<td>ACP</td>
<td>Asphalt Concrete Plant</td>
</tr>
<tr>
<td>CSC</td>
<td>Construction Supervision Consultant</td>
</tr>
<tr>
<td>RPUS</td>
<td>Republican Public Utility Service</td>
</tr>
<tr>
<td>LLP</td>
<td>Limited Liability Partnership</td>
</tr>
<tr>
<td>OJSC</td>
<td>Open Joint Stock Company</td>
</tr>
<tr>
<td>EP</td>
<td>Environmental Protection</td>
</tr>
<tr>
<td>OHS</td>
<td>Occupational Health &amp; Safety</td>
</tr>
<tr>
<td>RS</td>
<td>Road Safety</td>
</tr>
<tr>
<td>PHP</td>
<td>Public Health Protection</td>
</tr>
<tr>
<td>GRM</td>
<td>Grievance Redress Mechanism</td>
</tr>
<tr>
<td>PP</td>
<td>Project Person</td>
</tr>
<tr>
<td>PAP</td>
<td>Project Affected Person</td>
</tr>
<tr>
<td>LARFD</td>
<td>Land Acquisition and Resettlement Framework Document</td>
</tr>
<tr>
<td>SLR</td>
<td>State Land Reserves</td>
</tr>
<tr>
<td>CAP</td>
<td>Corrective Action Plan</td>
</tr>
</tbody>
</table>
GLOSSARY

Recovery of income - restoring income sources and livelihoods of displaced persons to their previous levels prior to the start of the Project.

COVID-19 - acute respiratory viral infection

Persons whose interests are significantly affected - persons who: (i) lose 10% or more of their productive assets; and/or (ii) physically move out of their housing.

COVID-19 pandemic - the current pandemic of coronavirus infection caused by the coronavirus SARS-CoV-2

Displaced persons - individuals, households, collective owners or other entities that are physically displaced (displacement, loss of residential land or housing) and/or economically (loss of land, property, access to property, sources of income or livelihood) as a result of (i) compulsory land acquisition; or (ii) compulsory restrictions on land use or access to legally approved nature reserves and protected areas, regardless of their legal rights to affected lands.

Displacement - physical relocation of DPs from their former place of residence and/or business prior to the commencement of the Project.

Resettlement - all measures taken to mitigate any and all adverse effects of the Project implementation on the property and livelihoods of DPs, including compensation, relocation (where applicable) and rehabilitation.

Grievance redress procedure - a process established by law, local regulations, or administrative decisions that provides owners or other DPs with an opportunity to address issues relating to buyout, compensation, or other aspects of resettlement.

Stakeholders - project stakeholders – legal entities and individuals who have influence or may be affected by the progress of the project.

Vulnerable household - Households that may be unequally affected or at risk of further exclusion from the impacts of resettlement, and in particular households living below the poverty line, large households with 4 or more children under 18, households with members with disabilities, households headed by women, and the elderly without family support.
I. Introduction

1. The Government of Kazakhstan (GK) has decided to upgrade the Aktobe-Makat road (km 11-160) to improve national and regional transport connectivity. Initially, it was considered for financing by the Islamic Development Bank (IDB). Following the cancellation of loan negotiations in August/September 2018, the GK decided to finance the reconstruction of the Aktobe-Makat road km 100-160 with public funds and applied to ADB for financing the remaining 11-100 km of this road (Aktobe-Kandyagash Road Reconstruction Project (hereinafter -Project) The final working design of the Aktobe-Kandyagash road was prepared and finalized in 2015 by consultants of Astana Engineering Center LLP, Gazdorproekt LLP and Kustanaidorproekt LLP.

2. The new road will be constructed in accordance with the standards for a 4-lane road with an estimated speed of 120 km/h, excluding the section passing through the settlement (km 26+391 - km 29+40) of Bestamak, where the speed will be 60 km/h, an additional temporary road will be built. The working design of the road was approved by the National State Expertise. The Project is final and no further changes are expected in it.

3. Social expertise was carried out in August-November 2018 for the section of the Aktobe-Kandyagash road from km 11 to km 100, proposed for ADB financing, and for the section from km 100 to km 160, which will be financed by the GK, as a related facility, to review the right of way for any past, present and future impacts and recommend an involuntary resettlement project classification, assess the Executing Agency (EA) capacity and propose a draft social safeguard agreement.

4. The following activities were carried out during the due diligence: site visits to the proposed project sites in August and November 2018; meetings with representatives of local authorities (akimats of the Aktobe region, Alga and Mugalzhar districts), the Committee of Roads, JSC NC "Kazavtozhol", including the Aktobe regional branch, LLP "Geoservice-2005", "Aktobe regional branch of NJSC "State Corporation" Government for Citizens"; telephone conversations with 14 families, out of 15 affected persons in the past; verification of documentation provided by various stakeholders, public consultations in affected communities, information boards installed prior to consultations, local authorities capacity building in relation to GRM.

5. The connecting road Aktobe - Kandyagash is located in the city of Aktobe, Alga and Mugalzhar districts of Aktobe region. Most of the project passes through a semi-desert zone. During the field visits conducted in August-November 2018, no land use was observed on the allocated land. In order to avoid impacts in the settlements of Alga and Kandyagash, two bypasses have been developed. Only it was not possible to bypass the village of Beshtamak (km 26+391 - km 29+40) because of the river on one side and the railway on the other side of the village. The section of the road in the village of Bestamak is located in close proximity to residential buildings, with a large number of utilities and networks, as well as adjoining minor roads.

6. In preparation for financing from the Islamic Development Bank, the Committee of Roads initiated land allotment as well as land acquisition processes (through buyouts and donations) for government use and cleared the site in 2016-2017. All processes were carried out in accordance with local legislation. In total, 15 households, 3 legal entities and 3 state-owned companies were affected. 14 households out of 15 were interviewed. None of the interviewed households were registered in the state system of targeted social assistance at the time of preparation of the verification report in November 2019.

7. The continuation of the Aktobe-Kandyagash road section with a length of 100-160 km will be reconstructed at the expense of the state budget. According to the land use plan, the road passes through the lands of Mugalzhar and Temir districts of Aktobe region. In accordance with the decrees of Mugalzharsky and Temirsky districts on the allocation of land plots for state needs, in 2015, respectively 204.7 hectares and 361.53 hectares of land were allocated for the road, and there was not a single private land plot or building on the allocated land. Prior to the adoption of the decree, 5
leased land plots were donated/returned to the state. As of November 2018, there are no outstanding complaints in this area, according to local authorities and the EA.

8. In August 2015, in Aktobe and Atyrau regions, as part of the pre-project preparation, public hearings on the proposed project were held to provide key information about the proposed project with a particular focus on impacts and land acquisition issues. On November 8-9, 2018, additional significant public consultations were held in 4 settlements.

9. A two-level grievance redress mechanism (GRM) was developed for the project. It will be fully commissioned before the start of the project. In November 2018, the review team, together with local authorities, carried out capacity building activities on the grievance redress mechanism. The GRM was presented in detail during the public consultation held in November 2018 and issued to local authorities and community members in a public information brochure.

10. JSC NC "KazAvtoZhol" (Kazavtozhol) will be the executing agency (EA) of the project with overall responsibility for project implementation. Central KazAvtoZhol currently has a specialist responsible for the implementation of safeguards in transport projects financed by ADB. KazAvtoZhol will designate a Project Implementation Unit (PIU) and assign one Social Safeguard Specialist specifically for this project to the PIU. The local KazAvtoZhol will appoint a project manager who will be responsible for social and environmental issues. The Construction Supervision Consultant will ensure continuous improvement of the competence of the social safeguard specialists of the central and local KazAvtoZhol, as well as the relevant specialists of the PIU and the contractor, including the GRM.

11. KazAutoZhol, with the assistance of local authorities, supervision consultants, and the contractor, will prepare semi-annual social safeguard monitoring reports and submit to ADB for review and approval by July 31 and January 31 of each year during the project implementation stage. Corrective actions outlined in the reports, if any, will be communicated to the relevant individuals and local communities.

12. Based on information provided by the EA and local authorities, as well as public consultations with neighboring communities and interviews with affected persons in 2016-2017, and in the absence of any complaints, the project was recommended to be classified as category C with the following additional measures, which should be provided by KazAvtoZhol:

I) prior to commencement of construction works, the contractor and the supervision consultant shall consult with the public;

II) where applicable, provisions for special conditions relating to safeguards should be added to the bidding documents;

III) KazAvtoZhol social and safeguards specialist must be on the project full-time prior to project implementation;

IV) training of personnel on social measures of KazAvtoZhol and the contractor should be carried out by the construction supervision consultant prior to commencement of construction works;

VI) an effective grievance redress mechanism should be in place at all stages of the project;

(vii) KazAvtoZhol shall ensure regular and close monitoring of project activities from project implementation, with semi-annual reporting to ADB and implementation of corrective actions, if necessary;

13. The purpose of this report is to reflect if there are newly discovered circumstances during the implementation of the project that had an impact on people and to reflect the status of the implementation of the grievance redress mechanism.

14. March 1, 2021 was set as the commencement day construction work on the project "Reconstruction of the Aktobe-Kandyagash road", section km 11-52 and section km 52-100. The initial construction time is 930 days for Lot 1 and 990 days for Lot 2.
II. Project summary

15. The reconstructing road is classified as a part of network of republican significance roads (A-27) and is a section of the road connecting the Republic of Kazakhstan with the Russian Federation with an exit to the city of Astrakhan. Administratively, the road is located between Aktobe and Kandyagash, with detour of Alga and Kandyagash. The project consists of 2 sections (Lot 1 and Lot 2), constructing separately.

Table 1. Loan Summary

<table>
<thead>
<tr>
<th>Loan approval date</th>
<th>Loan signing date</th>
<th>Effective date</th>
<th>Initial closing date</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 27, 2019</td>
<td>September 17, 2020</td>
<td>December 14, 2020</td>
<td>January 30, 2025</td>
</tr>
</tbody>
</table>


17. The project provides for: reconstruction of a 28.162 km long section, new construction (detour) 16.134 km long, construction of 2 new bridges, reconstruction - 6 pcs., Construction of transport interchanges in 2 levels with overpasses in the amount of 2 pcs. at the intersection of access roads to settlements, construction of transitional speed lanes to all exits to traffic interchanges, to roadside service facilities, construction of a road construction section RMU-11.

18. There are three large settlements on the survey site: Aktobe, Bestamak and Alga. The road starts from the kilometer column 11/877.

19. The most difficult section of the road runs within the boundaries of the Bestamak village, km 26+391 - km 29+40. It is characterized by its passage in the immediate vicinity of residential buildings, a large number of communications and networks, and adjoining secondary roads and spontaneous ramps characteristic of road settlements. Project "Reconstruction of the republican significance road A-27 "Aktobe - Atyrau - RF border (to Astrakhan)", km 11-52": On the left side of the road there are a large number of shops located at km 27+381, km 27+617, km 27+920, km 28+9, km 28+66. The right side of the buildings in Bestamak, adjacent to the road, also has a large number of roadside service facilities. These include: the service station located at km 27+465, a group of stores located at km 27+499, km 27+692, km 27+933, km 28+366, km 28+583, a mosque at km 27+890 and catering facilities - cafe "Express" (km 27+709), "Urker" (km 28+464), "Karavan" (km 28+484). At km 28+426, the road on the right side intersects with a secondary road leading to a railway crossing and an oil loading station. At km 28+630, the road intersects with the secondary road leading to the "Eset Batyr" mausoleum. This section of the road with a length of 4 km is of great cultural importance for the population; the territory of the necropolis has all the conditions for pilgrimage.

Table 2. Basic technical standards for the design of the Aktobe-Kandyagash road (km 11-100) and for the road passing through the settlement
The project of reconstruction of the "Aktobe - Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023

<table>
<thead>
<tr>
<th>Standards for a road *</th>
<th>Standards for a road passing through a settlement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>km 11+00- km 26+391; km 29+40- km 100+00</td>
</tr>
<tr>
<td>Design category</td>
<td>I-B</td>
</tr>
<tr>
<td>Design speed</td>
<td>120 km/h</td>
</tr>
<tr>
<td>Number of lanes</td>
<td>4</td>
</tr>
<tr>
<td>Lane Width</td>
<td>3.75 m</td>
</tr>
<tr>
<td>Carriageway Width</td>
<td>15 m</td>
</tr>
<tr>
<td>* In accordance with the norms and rules of SNIP RK 3.03-09-2006</td>
<td></td>
</tr>
</tbody>
</table>

**Figure 1. Aktobe-Kandyagash road project with bypasses (km 11-52)**

20. **Section 2:** km 52-100. The actual length of the road is 51.757 km, of which the length of category 1-b is 33.500 km, category II is 18.257 km. The length of the II technical category includes: Bypass of the city of Kandyagash - 15.880 km, Approach to the city of Kandyagash - 2, 377 km.

21. In accordance with the traffic intensity, the road section PK 0+00 - PK 335 with a length of 33.5 km is assigned to the 1-b technical category, the section PK 335 - PK 493+80 with a length of 15.880 km is assigned to the II technical category. The project provides for a bypass of Kandyagash city, which is carried out from the existing PK 85+595 with a two-level interchange, the construction of 3 bridges (PK 124, PK 152, PK 272) and 1 overpass (PK 5 on bypass); construction of 31 round culverts, and 7 pcs. cattle pass 4x2.5m in size;
The project of reconstruction of the "Aktobe - Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023

Figure 2: Aktobe-Kandyagash road project with bypasses (km 52-100)

22. Detailed design for the reconstruction of republican significance road “Aktobe-Atyrau - RF border, to Astrakhan”, km 11-52 and km 52-100 sections, executed on the basis of the technical assignment of the Employer - Aktobe regional branch of JSC "KazAvtoZhol".

23. The reconstructed road is classified as a network of republican significance roads (A-27) and is a section of the road connecting the Republic of Kazakhstan with the Russian Federation with an exit to Astrakhan. Administratively, the road is located in the city of Aktobe, Alga and Mugalzhar districts of Aktobe region. The road to be reconstructed was built in 1976. According to the standards of the III technical category, it has a lightweight surface of cold asphalt concrete, located in flat terrain, in places with unsecured drainage.

24. The beginning of the projected road section is taken as the existing kilometer post of km 11 of the Aktobe-Atyrau-RF border (to Astrakhan) road. End of the section, km 100 of the existing road mileage.

25. The main parties to the contract are:
   - Employer - JSC NC KazAvtoZhol
   - Contractor
     Lot 1 - JV "SP SineMidasStroy LLP and Todini Construzioni Generali", 930 days contract
     Lot 2 – JV "AkZhol Kurylys - AzVirt LLC - AssanaDorStroy LLP", 990 days contract
   - Construction Supervision Consultant: Dongsung Engineering Co., Ltd. (Korea) with LLP "M50 Consulting Group" (Kazakhstan) as a sub-consultant, contract for 33 months and 24 months of defective period

26. The General Conditions of Contract include the Terms for Construction and Engineering Works developed by the Employer (agreed edition, June 2010) prepared by the International Federation of Consulting Engineers (FIDIC).

III. Methodology and Approaches for preparing the report

27. In the process of preparing this report, participatory methodology, tools and approaches were used. The participatory approach consists of site inspections, community meetings and documentation review by the Social Safeguards Specialist of the Construction Supervision Consultant, followed by review by the implementing agency's Social Safeguards Team. The data of the Contractors were also
used. Visits and inspections of construction sites, base camps were carried out thrice (in March, May and June 2023) during the reporting period.

28. To record grievances and suggestions, the Social Safeguards Consultant prepared and implemented a grievances and suggestions recording system. (Annex 1).

29. In order to take into account the complaints and suggestions of workers, the Contractors appointed responsible persons to take into account complaints and suggestions in accordance with the recommended form. Also, boxes for collecting complaints and suggestions were installed in local akimats.

3.1. Objectives of Site Inspection by a Construction Supervision Consultant

30. Mitigation measures are intended to ensure that the project operates in accordance with the laws and regulations of the Republic of Kazakhstan, as well as the environmental and social policy requirements (2009) of ADB. Performance requirements at all relevant stages of project implementation focus on avoiding identified social impacts, where possible, or on measures to minimize impacts or reduce potential impacts to an acceptable level. This project is categorized under involuntary resettlement as category C.

31. According to ADB Aide Memoire dated June 21-25, 2021, it was noted that there are several problems associated with the section of the road passing through the village of Bestamak: (i) ROW problems due to the need to relocate power transmission towers to private land plots; organization of traffic during construction and the necessary temporary fences and barriers; (ii) installation of noise barriers provided by the project, and the associated inconvenience for local residents living on both sides of the road; and (iii) requesting local residents to build an overpass with a lift or an underpass with a ramp for people with disabilities.

32. The Mission asked KazAvtoZhol to make a final decision on whether a new route option would be chosen to bypass the village of Bestamak. According to the decisions taken, there is no plan to bypass the village of Bestamak.

33. During the next ADB Mission to the project from October 7 to October 17, 2022, problematic issues on the road section in the village of Bestamak again became the subject of detailed discussion.

34. The road section passes through the Bestamak (with a population of 4,000 people). The current road design provides for less than 1 m of space between the road shoulder and buildings adjacent to the project road. During the evaluation of the project, several measures were proposed to mitigate the impact of the construction and operation of the road on the environment and the livelihoods of the residents of the Bestamak vill. However, during consultations held between the contractor and the community in 2021, some residents demanded changes to the original design and the construction of additional facilities. The owners of Express Café have expressed concern about the negative impact of the project, as the widening of the road and the construction of sidewalks will make it difficult to access the cafe; and the construction will affect the site currently used as street parking. This may have an impact on loss of income. During a previous mission in June 2022, (i) KAZh proposed to the Contractor to purchase a plot for sale adjacent to an express cafe, register it with the CoR MIIR, and modify the road design to address parking and access issues; and (ii) discuss and agree this proposal with the business owner. However, KAZh took no action.

35. The Mission proposed several options to address noise, vibration, owner income and safety issues; and referred to KAZh to expedite technical decisions based on consultations with the public and allow the contractor to proceed with construction work. The Mission also advised that if KAZh does not make a final design decision by January 15, 2023, ADB may consider excluding the road section in the Bestamak vill. from the project.
36. Thus, JSC NC KAZh and CoR MIIR RK had to make a final decision before January 15, 2023 on the possibility and feasibility of installing elevated or underground pedestrian crossings in the village of Bestamak at the request of local residents, installing noise screens, organizing access to the Express cafe ", as well as a partial change in the design of the project at the site in the village of Bestamak, taking into account the intention to narrow the sidewalks and sections of the local road in order to minimize the negative social impact.

37. During a consultation Mission in March 2023, it was decided that KAZh will: (i) conduct a road safety audit of the revised draft; (ii) prepare a CAP that will include, among other things, the results of the public consultations, the timeline for completion of the planned work, and the grievance redress mechanism; and (iii) update the vibration management plan to provide applicable construction methods, structural reference conditions, and procedures for monitoring and controlling construction vibration.

38. KAZh involve a road safety auditor. The safety audit began on May 19. KAZh submitted a security audit report to ADB by June 15, 2023.

39. Based on progress, the Mission requested and KAZh agreed that KAZh would submit the CAP in two phases; first, KAZh will submit a CAP that includes the latest revised design, all results of past public consultations (minutes of meetings, lists of participants, etc.), copies of minutes signed by households, and any other information as needed by May 19, 2023. KAZh will then re-submit the CAP including the results of the safety audit by June 25, 2023. If the safety audit requires additional changes to the design, the CAP should reflect the changes. If such further design changes cause land acquisition and resettlement (LAR) impacts, the necessary surveys (for example census, loss inventory, socio-economic survey), assessment of the affected assets and public consultations will need to be conducted. Even without expected impacts from further design changes, if such changes could cause concern and/or inconvenience to businesses and households in the area (for example parking spaces, access, security, etc.), additional public consultation will be required.

40. Any work, including the relocation of power line supports and water pipelines, will not commence on the 400m section in Bestamak village until ADB approves the CAP. The Mission requested a CAP progress report from KAZh once construction on the 400m section is fully completed to confirm that there are no outstanding issues in that section.

41. The CAP, taking into account the road safety audit proposals, was updated in June and approved in July by ADB. The Contractor started the transfer of utilities in the village of Bestamak in July 2023.

IV. Social Impact Assessment and Due Diligence Report

42. Grievance Redress Mechanism (GRM). The GRM was prepared for the project as part of the Environmental Management Plan and integrated with the GRM on Safeguards in Cases of Involuntary Resettlement. Grievances received from the local population are in the process of being resolved under the established GRM.

43. In total, as of June 2023, 19 complaints and requests were registered, which is reflected in the semi-annual reports for January-June and June-December 2022. As of June 30, 2023, only one question out of 19 requests remains in abeyance.

44. Including the Consultant on social safeguard measures, developed and implemented a system for registering complaints and proposals, on an ongoing basis (every two weeks) an audit of appeals and complaints is carried out from the beginning of the project. Regular visual inspection of project sites enables the Social Safeguards Consultant to prepare, implement and update Social Mitigation Plans.
45. According to the register of complaints and suggestions, during the reporting period since the beginning of the project, 19 appeals and complaints were received, of which 18 were fully satisfied and 1 issue is at the stage of resolution and/or search for solutions. 2 questions related to the settlement of Bestamak. These appeals are under the control of JV "LLP SP SINE MIDAS STROY & TODINI COSTRUZIONI GENERALI S.P.A." are currently closed, as according to these appeals, design solutions were prepared, which were reported to 28 subjects of legal entities and DPs through individual public consultations held on April 3-10, 2023. According to these consultations, there are signed Protocols. The new design solutions are reflected in the CAP, which was approved by ADB. As a result of the implementation, a monitoring report on the implementation of the planned measures and any comments will be prepared.

46. One issue is related to the construction of the exit to the "Tayburyl" farm, this issue is under the control of the JV "AkZhol Kurylys - AzVirt LLC - Assan DorStroy LLP". The register of complaints is presented in Appendix 1 to this report.

47. In February - March 2023, the Employer and the Contractor prepared final decisions in response to requests from local residents and business entities in the settlement of Bestamak, which entailed a change in the project from PK 169+00 to PK 173+00 as presented in Table 3.

Table 3. Proposed solutions in response to requests from local residents and businesses

<table>
<thead>
<tr>
<th>Names of changes</th>
<th>Original solutions</th>
<th>Changes to the project, taking into account the opinion of residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sidewalk Width</td>
<td>1.5 m all over the road section</td>
<td>Reduction to 1 m, in the section PK 169+00 - PK 173+00</td>
</tr>
<tr>
<td>Local road width</td>
<td>4.5 meters all over the road section</td>
<td>Reduction to 4 m on the section PK 169+00 - PK 173+00</td>
</tr>
<tr>
<td>Pedestrian crossings with traffic lights</td>
<td>3 pcs</td>
<td>4 pieces (a crossing is added at the Eset-Ata intersection)</td>
</tr>
<tr>
<td>Cameras (speed recorders)</td>
<td>Not provided for</td>
<td>Preliminary 4 pieces at the request of residents</td>
</tr>
<tr>
<td>Parking spaces near business facilities</td>
<td>Not provided for</td>
<td>Parking spaces will be organized according to the scheme (sidewalk section will be merged with the local road) PK 169+50 - Tire service, Shop &quot;27 km&quot; PK 172 - cafe &quot;Express&quot;; PK 180 - cafe &quot;Urker&quot; and &quot;Caravan&quot;</td>
</tr>
<tr>
<td>Bus stops</td>
<td>4 pcs on the main road</td>
<td>4 pcs on the main road at the beginning and end of the settlement. Additionally 4 stop parking pockets on the local road</td>
</tr>
<tr>
<td>Secondary road section</td>
<td>Street Dead end</td>
<td>Extension of the secondary road approximately 150-200 meters to the new sports complex</td>
</tr>
<tr>
<td>Workout- and playgrounds in agreement with the akimat of the village of Bestamak</td>
<td>Not provided for</td>
<td>3 grounds will be installed on public lands, without additional land allotment in agreement with local authorities PK 168 (right), PK 179 (right) PK 185 (left) at the request of residents</td>
</tr>
</tbody>
</table>

48. On April 3-10, 2023, individual consultations were held by representatives of the Employer, Contractor, CSC, government agencies, specialists involved in the project with the DPs. During the consultations, the final version of the project changes from PK 169+00 to PK 173+00 in Bestamak was presented.

49. 28 persons took part in individual consultations, including 4 legal entities (Express cafe, Urker cafe, Karvan cafe and 27 km service station\Shop, as well as 24 private households.
50. At the request of local residents, workout- and play-grounds will be organized in agreement with the Akimat of the settlement of Bestamak in the amount of 3 pcs. on state lands, without additional land allotment in agreement with local authorities.

51. Some business entities (PK 169+50 - Tire service, Shop "27 km", PK 172 - cafe "Express"; PK 180 - cafe "Urker" and "Caravan") voiced a request to remove noise barriers if possible. Business owners are worried that noise barriers can cause problems with the visual perception of their objects. Noise barriers do not represent any physical restrictions on access to these business entities.

52. The installation of noise barriers is an EIA requirement and design decisions. There is also a request from local residents living near business entities not to remove noise barriers.

53. On this section, in the village of Bestamak, a Road Safety Audit was carried out on the section of the road A27 through the village of Bestamak. The audit was conducted in June 2023 by ICG Company.

54. Based on the results of the audit, given the high traffic intensity on the section of the highway along the settlement of Bestamak, the consultant strongly recommends setting the maximum allowed speed at 50 km/h, which, if the speed limit is exceeded, will reduce the braking distance to 45 m and stop on time. Thus, significantly reduce the likelihood of a fatal accidents for a pedestrian, even not at a regulated pedestrian crossing or conditions when traffic lights and speedometers will not function.

55. According to the project, traffic lights are provided with sensor devices for calling a traffic signal at PK 168+80, PK 175+70, PK 179+10. In places where pedestrians cross the roadway, one combined time countdown device with an animated walking person is installed on cantilever supports and transport racks. Linear type speedometers - registering violations in speed and lanes. Traffic at the intersection is organized according to the principle of "straight and right" from all approaches.

56. According to the ADB Aid Memo dated June 21-25, 2021, it was noted that there are several issues related to the arrangement of the road section passing through the Bestamak village, in particular, the installation of noise barriers.

57. This issue was worked out by the CSC together with KAZh, during which the opinions of the population were taken into account, especially the commercial sector of the Bestamak settlement, whose livelihood is associated with the provision of food, recreation and repair of vehicles.

58. The main agreement reached is the installation of noise barriers with transparent panels, which will ensure the visibility of advertising signs of commercial points (cafes, service stations, etc.). The estimated volume of noise barriers is about 3 057 l.m.

59. However, the proposed scheme for installing noise barriers does not represent the possibility of achieving the required level of visibility at intersections and junctions. So, according to TMP 503-0-51.89-19 "Intersections and junctions of roads at the same level" at the speed limit of 60 km/h provided for by the project, the minimum visibility distance for stopping is 85 meters from the edge of a secondary road. Taking this calculation, the design solution does not provide 50% of the established visibility requirements, which may lead to a traffic accident.

60. The Audit Consultant recommends reducing the established maximum speed limit to 50 km/h, which, according to TMP 503-0-51.89-19 "Intersections and junctions of roads at the same level", will reduce the required visibility distance for stopping to 75 meters from the edge of a secondary road. However, this measure will not fully ensure the achievement of the required level of visibility.

61. Thus, in order to reduce deviations from regulatory requirements, the consultant also recommends that a number of sections of the noise barrier be eliminated while retaining the guard rails, relying on buildings along the intersections and junctions on the site.
62. The Road Furniture Plan provides for an junction at PK 175+68, however, the Audit Consultant recommends (i) to exclude the possibility of a vehicle exiting the adjacent road onto the main carriageway, (ii) to leave the junction only to a secondary (local) road running along the main carriageway, (iii) provide a continuous installation of a noise barrier and a guard rails, (iv) with the installation of a pedestrian traffic light and horizontal marking of a pedestrian crossing. These measures will eliminate the additional risk of a side collision of a local and transit vehicle, rupture of drainage trays and will narrow the gaps of the guard rails and noise screen.

63. At the same time, taking into account the consultant's recommendation, there is a need for additional installation of a noise barrier, as well as a guard rails and a drainage tray.

64. **Impact of vibration and construction work.** The Environmental Management Plan indicates that about 46 structures adjacent to the project road in Bestamak are likely to be affected during the operation of the compactor and suggests alternative methods to reduce vibration impact. In August-September 2023 (prior to commencement of civil works), the Contractor and the Consultant are required to (i) conduct a joint survey of the condition of all buildings and or update data, (ii) develop a safer construction method, and (iii) prepare a Structural Vibration Management Plan with detailed description of vibration monitoring and control procedures.

65. At the moment, no additional land will be required to relocate power line towers in Bestamak village. The Supervision Consultant conducts regular assessments to determine if changes can be made to the project to avoid the acquisition of private land. In the event of unforeseen impacts or changes in the technical design of the project that will cause adverse impacts on land acquisition and resettlement: (i) the involuntary resettlement project category will be upgraded; (ii) a land acquisition and resettlement plan (LARP) and a corrective action plan will be prepared in accordance with the ADB Safeguards Manual (2009); and (iii) the LARP and corrective action plan will be implemented prior to commencement of civil works in areas affected by land acquisition and resettlement. Once final decisions are made, a due diligence report or LARP will be prepared and submitted to ADB.

66. **Social Safeguard Measures.** The project is classified as Category C in terms of involuntary resettlement interests of indigenous peoples. The Social Due Diligence Report (SDDR) for the project was prepared in 2019. KAZh, the contractors and the consultant held public consultations prior to commencement of construction works. Detailed information on social issues was presented and covered in the semi-annual social safeguard monitoring reports up to 31 July 2022.

67. **Gender Issues.** The project is categorized as effective gender mainstreaming (EGM). New PMC Gender Specialist appointed in September 2022. The implementation of the Gender Action Plan (GAP) is generally under implementation. Some GPA activities are linked to the construction cycle, but there are other activities (such as trainings for women and road safety awareness campaigns). The new PMC Gender Specialist completed an introductory course and related training. The GAP was discussed extensively and detailed actions were agreed with specific timelines. The PMU Gender Specialist will report monthly on the progress of the action plan.

68. The construction of the road under the existing design solution will be organized in two stages so as not to create problems for the existing traffic. First, one side of the road will be organized (constructed), which will then become accessible for traffic, then the second side of the road. At the same time, it is important to ensure strict adherence to safety regulations, road signs, speed limits and significant dust suppression. It is clear that significant noise, dust, vibration and night-shift light complaints are expected on this section during the construction period. At the same time, increased vibrations can lead to cracks in houses and glass. It is recommended that before starting work, a census, revision and photo recording of all residential and commercial buildings along the construction line for defects be carried out in order to avoid further unfounded claims from local residents.
69. Through the grievance redress mechanism, in 2021, requests were received from three Tayburyl, Smagul and Aktobe Agro farms on construction of exits to the owners’ territory.

70. On December 22, 2021, a meeting was held with these owners, at which decisions were made: (1) All representatives who filed complaints on social issues were informed about the work of the grievance redress mechanism, about the procedure for handling complaints, and were also familiarized with ADB Safeguard Policy. Provides comprehensive information about the project. The appeals received were considered on their merits. (2) The request of the owner of the farm “Smagul” was carefully considered. Despite the fact that this owner applied to the GRC several times, earlier the owner planned to build a large roadside service facility in the roadside of the road under construction, and, accordingly, it was not possible to promptly consider his request due to the uncertainty of the owner himself regarding his plans for the future expansion of his farm. At the meeting, the owner notified of his final decision - the refusal to build a roadside service facility, also asked to arrange a simple exit to his farm area, and was satisfied with the proposed option for placing a ordinary standard exit to his territory on the section of the road under construction requested by him. The appeal was closed in the complaints registration system. (3) Despite the fact that the owner of farm “Aktobe Agro” (Nurgaliyeva L.) was unable to personally attend the Meeting due to her departure, nevertheless, the members of the GRC considered the appeal filed earlier, according to which there was a decision on the possibility of organizing an ordinary standard exit, which will provide access for the “Aktobe Agro” farm and additionally for a fish farm.

71. The representative of Tayburyl farm was informed that the Project is ready to arrange an exit to the territory of this owner, however, upon detailed study of the territories for the proposed exit, it was found that there is a high-pressure gas pipeline along the project road, which is an obstacle to the organization of the exit, since the passage heavy vehicles is prohibited through the gas pipeline without carrying out appropriate work to protect it. In particular, it is necessary to organize a protective case for the section of the gas pipeline through which it is planned to pass heavy vehicles. This work is expensive and cannot be covered by the project. At the same time, the specialists offered the owner to organize the protection of the gas pipeline by installing a slab on supports, but in this case, passage for heavy vehicles would be prohibited. At the moment, the owner does not need the arrival of heavy vehicles, but in the future, according to the representative of the Tayburyl farm, it is planned to build a poultry farm. During the construction period and in the process of further operation of the poultry farm, the passage of heavy vehicles will be required. Accordingly, the proposed option is not suitable for the Tayburyl farm in terms of expansion. Alternative options for access to the farm territory are not possible. The nearest exit is located at a distance of about 6 km, but this exit also cannot be used due to the presence of the riverbed and ravine. During the reporting period, it was established that the owner of the Tayburyl farm completed the official procedure for agreeing on a technical solution in authorized state bodies, including covering the high-pressure gas pipeline with a slab and receiving the appropriate approval. However, KAZh sent to the owner of the Tayburyl farm its disagreement with the work carried out and considers that they do not meet the regulatory requirements. The owner must confirm in writing from APF KazTransGas Aimak JSC the Certificate of Compliance. As soon as all the documents are received, a final decision will be made on the possibility of exit construction.

72. Inspection of base caps for reporting period

| Lot 1 – General contractor - JV "LLP Sine Midas Stroy" - "Todini Costruzioni Generali S.p.A" |
|---|---|
| **Problems previously identified** | **Status on reporting period** |
| It is necessary to provide workers with proper and hygienic showers and toilets. It is necessary to maintain the temperature regime and ensure the availability of hot water for sanitary procedures. At the same time, showers must have curtains. | Corrected |
Placement of the number of people in one room must comply with sanitary standards.

<table>
<thead>
<tr>
<th>Additional dormitories have been built. Workers are accommodated in accordance with sanitary standards.</th>
</tr>
</thead>
</table>

The canteen should be provided with sinks for washing hands in accordance with sanitary standards.

<table>
<thead>
<tr>
<th>Corrected</th>
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</thead>
</table>

Provide a break room for workers where they can watch TV and/or hold informal meetings.

<table>
<thead>
<tr>
<th>There are rest rooms in the dormitory for foreign personnel. Given the expansion of dormitories for local staff, the Contractor promises to organize a recreation room until August 1, 2022</th>
</tr>
</thead>
</table>

Ensure that laundry facilities are available on campus.

<table>
<thead>
<tr>
<th>Partially corrected</th>
</tr>
</thead>
</table>

Workers have the right to file complaints, including anonymously, for these purposes, in the canteen, medical center, office, it is necessary to install boxes for collecting complaints and suggestions, as well as indicate an e-mail address to which workers can send their complaints and suggestions electronically. All complaints must be strictly taken into account, duly considered, and decisions on them must be brought to the attention of the complainant. If the complaint is submitted anonymously, the response must be printed out and posted on information boards.

<table>
<thead>
<tr>
<th>Corrected. However, during the reporting period, the Contractor did not have a specialist responsible or authorized to deal with complaints and other social issues.</th>
</tr>
</thead>
</table>

Providing PPE to workers

<table>
<thead>
<tr>
<th>Corrected. The contractor purchased PPE.</th>
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</table>

Provision of living rooms, dining rooms and offices with air conditioning systems.

<table>
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<tr>
<th>Corrected</th>
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</thead>
</table>

Lot 2 – General Contractor - JV "Akzhol Kurylys - AzVirt - Assana DorStroy"

<table>
<thead>
<tr>
<th>Problems previously identified</th>
<th>Status on reporting period</th>
</tr>
</thead>
<tbody>
<tr>
<td>The temperature in the showers is not respected. Workers complain about cold showers and no hot water. Some workers reported that people became ill and there are several cases where several workers were taken to the hospital with a high fever due to colds. At the same time, the workers noted that not all shower cabins are equipped with individual cabins or curtains. What creates no convenience.</td>
<td>Corrected</td>
</tr>
<tr>
<td>The workers noted that there is no rest room on the territory where they could watch TV and hold non-formal conversations in their free time.</td>
<td>Corrected</td>
</tr>
<tr>
<td>An important issue the workers identified was the lack of a laundry on the camp. Workers are forced to wash their own clothes in showers and sinks that are not designed for this purpose.</td>
<td>Corrected</td>
</tr>
</tbody>
</table>
### V. Grievance redress mechanism

73. Project-related grievance redress procedures are designed to provide an effective and systematic mechanism for Projects to respond to questions, provide feedback and address grievances from affected individuals, as well as other stakeholders and the public.

74. Guidance on the Grievance Redress Mechanism for Environmental and Social Safeguards in Road Sector Projects was developed and approved by the CoR in August 2014. The Grievance Redress Mechanism aims to:

- reduction of conflicts, the risk of unjustified delays and complications in the implementation of the project;
- improving the quality of project activities and results;
- ensuring that the rights of persons affected by the Project's activities are respected;
- identifying and responding to the unforeseen effects of projects on individuals;
- maximizing participation, providing support and benefits for local communities.

75. Provides two levels of grievance resolution for road sector projects implemented under the leadership of the CoR: Grievance Redress Committee (GRC) at the regional (region) and central (Astana) levels, in accordance with the GRM Guidelines. The GRC consists of members appointed from the CoR, akimats, JSC NC "Kazavtozhol", PMC, CSC and Contractors. The GRCs at the regional and central levels are chaired by the leaders responsible for the overall operation of the GRM and its effective and timely implementation, while the coordinators are responsible for engaging the relevant parties and coordinating the work of the GRC at the regional/central levels.

76. Project-affected persons, as well as other interested parties, can visit, call or send a letter or fax to the GRC at the regional level in Aktobe region. Detailed information on the composition of the GRC is presented in Table 4.

77. The proposed GRM does not replace the public mechanisms for resolving complaints and conflicts provided for by the legal system of the Republic of Kazakhstan, but tries to minimize its use to the extent possible. The overall responsibility for the timely implementation of the GRM rests with the CoD and ARB of JSC "NC "KazAvtoZhol" with the support of project consultants such as PMC, CSC.
involved in the management and supervision of construction works. Construction contractors directly carry out construction work. Relevant region, district and settlement akimats authorized by law to carry out tasks related to handling complaints and intermediaries/non-governmental organizations that are involved in assisting in conflict-free resolution of complaints should also be included in the GRM.

78. All construction sites (camps) have boxes for complaints and suggestions, which are checked monthly. During the reporting period, there were changes in the composition of the GRC. Since July 2023, Sara Iskakova, a specialist in social and environmental safeguards, has been included in the GRC from the PMC.

79. Guidelines for the Environmental and Social Safeguard Grievance Redress Mechanism for Lot 1 and Lot 2 were formed at the start of the project, but finalized in July 2021, updated in July 2022 and July 2023.

- The overall responsibility for the timely implementation of the GRM lies with: the regional branch of JSC NC KazAvtoZhol, Aktobe, Astana district, st. Mareseva, 82, Tel: 8-7132-546571, E-mail: aktobe.info@qaj.kz

Table 4. List of members of the GRC

<table>
<thead>
<tr>
<th>Members of the Regional GRC:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Head of the GRC:</strong> Urazgaliev Rinat Kalmuratovich</td>
</tr>
<tr>
<td>Kushabaev Seidakhmet</td>
</tr>
<tr>
<td>Temur Buniyami</td>
</tr>
<tr>
<td>Tolesin Aibek Zhumabekuly</td>
</tr>
<tr>
<td>Kirill Osin</td>
</tr>
<tr>
<td>Sara Iskakova</td>
</tr>
<tr>
<td>Azizakhan Temirbek</td>
</tr>
</tbody>
</table>
Key persons of the GRM at the central level:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of GRM</td>
<td>Kalymov E. - Director of external loans department of JSC &quot;NC &quot;KazAvtoZhol&quot;</td>
</tr>
<tr>
<td>Coordinator GRM</td>
<td>A. Tashkenbaev, - road engineer of JSC &quot;NC &quot;KazAvtoZhol&quot;</td>
</tr>
</tbody>
</table>
VI. Conclusions and recommendations

80. Careful documentation of all public communication processes, including with key stakeholders, is required. For these purposes, a system for registering complaints and suggestions, as well as a recording system, has been introduced.

81. The prepared design solutions and enshrined in the CAP for the settlement of Bestamak require full implementation and careful monitoring. Including the preparation of a report on the results of the implementation of the CAP.

82. Regular monitoring of workers’ complaints in construction camps should be carried out. Any identified inconsistencies in social and living conditions must be immediately eliminated.

83. A system of complaints and suggestions has been formed. The Social Safeguards Consultant will keep a record, registration and properly resolve all inquiries and complaints.

84. Within the framework of paragraph 19 of the CAREC Manual No. 4 “Pedestrian Safety” and iRAP modeling, in order to achieve 4 stars, it is recommended to reduce the speed limit from 60 to 50 km/h from PK 163 to PK

85. At 3 intersections, traffic light objects with a vehicle motion sensor system (for a secondary road at intersections and junctions) to reduce the risk of traffic jams for vehicles moving along the main carriageway. Supplement traffic lights with the FRED system, which forces speeding drivers to stop and reminds them of speed limits.

86. It is recommended to increase the pavement width on the secondary road from 4.0 to 5.7 m between PK 168+90 to PK 184+00 by changing the details of guard rails, lighting poles, drainage tray and noise screen.

87. In order to reduce traffic at the X-intersection PK 168+76, provide an additional exit to the right with one-way traffic at PK 164. Also exclude the possibility of vehicles leaving at the T-intersection PK 175+68, keeping the pedestrian crossing. Thereby reducing the risk of side collision of local and transit vehicles.

88. It is recommended to divide the pedestrian crossing between T-crossings at PK178+96.29 (left) and PK179+38.38 (right) and place them on each side of the exit. It was also proposed to move the pedestrian crossing from PK 182 between bus stops to the X-crossroads to PK 181 equipped with a traffic light.

89. At 2 X-crossings PK 168+95 and PK 181+40, install sign 3.10 “Pedestrian traffic is prohibited” on both sides of the road.

90. Reducing the set speed to 50 km/h will reduce the required visibility distance for stopping from 85 meters to 75 meters from the edge of the secondary road. Due to which, in local areas, the total length of the installation of the noise barrier will be reduced by 321 linear meters. (from 3057 l.m. to about 2736 l.m.) without damage to the local population. Subject to the preservation of the barrier fence in these places.

91. To improve the safety of metal fences, it is proposed to use end and side damping devices in accordance with ST RK EN 1317-4-2014 at 4 local points at the approaches to Bestamak settlement.
92. The remaining barrier fences inside the settlement of Bestamak according to paragraph 246 of the CAREC Manual No. 3 "Roadside hazard Management" of the "fishtail" type in sections with a speed of less than 80 km/h are proposed to be left, marking them with chevrons.
## ANNEX 1. Grievances register

<table>
<thead>
<tr>
<th>No.</th>
<th>Date</th>
<th>Name of PP</th>
<th>Received by</th>
<th>Subject</th>
<th>Section and km</th>
<th>Impact on the project</th>
<th>Consideration date</th>
<th>Mitigation measures</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>18.03.2021</td>
<td>“Smagul” farm, Setkamalov N.N.</td>
<td>Appeal of PP was sent to the Chamber of Entrepreneurs in 2019; Then the Appeal was re-submitted to GRM KazAvtoZhol in March 2021</td>
<td>Historical purchase of land. When designing the road, the congress to this farm was not taken into account. The PP asks to consider the possibility of constructing access roads.</td>
<td>between the village of Elek and the city of Kandyagash</td>
<td>Average. Accessibility issues for farms</td>
<td>21.12.2021</td>
<td>The long term for consideration of the appeal was associated with a delay on the part of the owner, who was offered alternative options for organizing the access road. At the meeting of the GRC, the PP decided on the access road. A regular exit will be constructed.</td>
<td>Closed</td>
</tr>
<tr>
<td>2</td>
<td>30.04.2021</td>
<td>“Aktobe Agro” farm, Nurgalieva L.M., 877726086</td>
<td>The appeal of the PP was sent to KazAvtoZhol, then by letter ref. No. 19-1/19-3/730-I of 06.05.2021 was sent to the CSC</td>
<td>The PP requests to arrange an exit to her farm complex on the “Aktobe - Alg” section of the road in the interval of 15-20 km, Kumsay bridge area</td>
<td>Km 15-20</td>
<td>Average. Accessibility issues for farms</td>
<td>21.12.2021</td>
<td>The exit will be constructed</td>
<td>Closed</td>
</tr>
<tr>
<td>3</td>
<td>01.06.2021</td>
<td>Group of residents</td>
<td>The request of the residents were noted in the rural akimat</td>
<td>A group of residents of the village of Bestamak appealed to the akim of the village with a request that the interests of residents be taken into account during the construction of the road for pedestrian passage within the village across the road</td>
<td>Bestamak vill.</td>
<td>High</td>
<td>22.10.2021</td>
<td>On October 22, 2021, Public consultations were held. Residents were provided with information about the planned work. The contractor has changed the axis of the road, some fences will not be affected. But some owners will still be affected. At the same time, the level of the road will change in the future, which will lead to the problem of opening the gates for all owners along the road. At the moment, KAZh and CoR are considering the possibility of changing the project on this section with the possibility of organizing ground pedestrian crossings. The fences of 7 houses will be subject to physical relocation. The mitigation measure is to reduce the width of the sidewalk.</td>
<td>Closed</td>
</tr>
<tr>
<td>4</td>
<td>06.05.2021</td>
<td>Akim of Akkemir rural district</td>
<td>Construction of a cattle pass at km 72</td>
<td>Akkemir, km 72</td>
<td>High</td>
<td>5/26/2021</td>
<td>5/26/2021</td>
<td>At 69 km, a cattle drive is provided, while at 73 km it is organized for agricultural machinery, which will be suitable for driving cattle</td>
<td>Closed</td>
</tr>
<tr>
<td>No.</td>
<td>Date</td>
<td>Name</td>
<td>Link</td>
<td>Description</td>
<td>Status</td>
<td>Priority</td>
<td>Action Date</td>
<td>Notes</td>
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<td>-----------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>29.06.2021</td>
<td>Akim of Akkemer rural district on behalf of 10 PPs</td>
<td><a href="https://www.facebook.com/kirill.ossin/posts/2979025939481565">Link</a></td>
<td>The 72nd km of the old railway crossing is proposed to be moved to the back of the road for the unhindered passage of livestock and to build a crossing 2.5 meters high and 4 meters wide for the villagers. I ask you to help find a positive solution to the problem. Appeal from residents is attached.</td>
<td>Closed</td>
<td>High</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>6</td>
<td>12.07.2021</td>
<td>Timur Azhigaliev</td>
<td>[Link](<a href="https://www.facebook.com/ki">https://www.facebook.com/ki</a> rill.ossin/posts/2979025939481565)</td>
<td>The FB user asked the question: From what time and to what time will the construction work be carried out?</td>
<td>n/d</td>
<td>Low</td>
<td>13.07.2021</td>
<td>In the form of a commentary on the FB, information was provided on the timing of the project</td>
<td>Closed</td>
</tr>
<tr>
<td>7</td>
<td>12.07.2021</td>
<td>Kanatov Baktygul</td>
<td><a href="https://www.facebook.com/groups/1617211775161363/user/100001268870207">Link</a></td>
<td>At least 5 underground passages (tunnels) in the village of Bestamak are needed, the pedestrian crossing is not suitable, useless ... and also, please pay attention, the road is very narrow, apparently does not meet the standard.</td>
<td>n/d</td>
<td>Low</td>
<td>13.07.2021</td>
<td>In the form of a comment on the FB, information was provided on the timing of the project</td>
<td>Closed</td>
</tr>
<tr>
<td>8</td>
<td>13.07.2021</td>
<td>Askhat Sailybaev</td>
<td><a href="https://www.facebook.com/groups/1617211775161363/user/100028596990408">Link</a></td>
<td>The FB user asked the question: From what time and to what time will the construction work be carried out?</td>
<td>n/d</td>
<td>Low</td>
<td>13.07.2021</td>
<td>In the form of a commentary on the FB, information was provided on the timing of the project</td>
<td>Closed</td>
</tr>
<tr>
<td>No.</td>
<td>Date</td>
<td>From</td>
<td>Request</td>
<td>Location</td>
<td>Status</td>
<td>Resolution</td>
<td></td>
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<td>---------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>27.08.2021</td>
<td>Association of Gardeners of Alga, Shoikhet V.I. on behalf of 17 dacha groups</td>
<td>Received via complaints box in Alga</td>
<td>PK 375</td>
<td>High</td>
<td>21.12.2021</td>
<td>According to the reply of LLP &quot;Engineering Center &quot;Astana&quot; at PK 385, it is recommended to fill large-block rocky soil, then fill it with ordinary soil in order to solve the problem of flooding of railway tracks. At the same time, this structure can be a driveway for summer cottages, which meets the request of the Applicant</td>
<td>Closed</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>20.09.2021</td>
<td>Collective appeal from residents of the village of Beskospa</td>
<td>Received through the complaint box in the village of Bestamak</td>
<td>Beskospa vill.</td>
<td>Average</td>
<td></td>
<td>Reply from KAZh. This road is local. It is not possible to construct unpaved road within the framework of the project. The applicants have been informed.</td>
<td>Closed</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>26.10.2021</td>
<td>Appeal of the akim of the Akkemer district</td>
<td>Letter from Akim to KAZh</td>
<td>Akkemer vill.</td>
<td>Average</td>
<td>21.12.2021</td>
<td>When arranging the exit to relocate the stele, large earthworks will be required</td>
<td>Closed</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>29.10.2021</td>
<td>Appeal of the akim of the Akkemer district</td>
<td>Letter from Akim to KAZh</td>
<td>Akkemer vill.</td>
<td>Average</td>
<td></td>
<td>The contractor is ready to transfer the decommissioned material and satisfy the request of the akim. Akim verbally informed</td>
<td>Closed</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>29.10.2021</td>
<td>Collective letter of entrepreneurs from Bestamak</td>
<td>Meeting of Entrepreneurs</td>
<td>Bestam vill.</td>
<td>High</td>
<td></td>
<td>The contractor changed the axis of the road. Lay-out is available</td>
<td>Closed</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>12.11.2021</td>
<td>Letter from NCE Atamken and KAZh</td>
<td>Letter from NCE Atamken and KAZh</td>
<td>Km 65-66</td>
<td>High</td>
<td>21.12.2021 12.10.2022</td>
<td>The Project is ready to organize an exit. However, there is an obstacle in the form of a high-pressure main gas pipe. The owner was offered options for organizing the exit. The owner asked for more time to make a decision.</td>
<td>In progress</td>
<td></td>
</tr>
<tr>
<td>#</td>
<td>Date</td>
<td>Sender</td>
<td>Subject</td>
<td>Location</td>
<td>Priority</td>
<td>Date</td>
<td>Details</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----</td>
<td>-----------</td>
<td>-------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>--------------</td>
<td>----------</td>
<td>------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>16.11.2021</td>
<td>Letter from the Alga Gardeners Association</td>
<td>An appeal from the association</td>
<td>Alga city</td>
<td>High</td>
<td>21.12.2021</td>
<td>A field meeting of the PMC, KAZh, CSC, Contractor was held. Works on deepening the soil for flood control have been carried out. The pipes will be removed. The contractor will monitor the flood.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>18.05.2022</td>
<td>Appeal from the governor of the Alginsky district A. Istegulova</td>
<td>Appeal from the governor of the Alginsky district A. Istegulova</td>
<td>Bestamak vill.</td>
<td>Average</td>
<td></td>
<td>The governor draws attention to the condition of 2.5 km of the highway, which is on the balance sheet of the GNPS &quot;Aktobemunaigas&quot;. Currently, SINE MIDAS STROY transports crushed stone along this route by 30-35-ton trucks. Due to the traffic of heavy vehicles, the condition of this road is deteriorating every day, and there is a risk that in the future it will become completely unusable. Therefore, residents are worried about who will carry out the restoration of the road and when.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>17.03.2022</td>
<td>Appeal of the Alga district maslikhat</td>
<td>The letter was sent to the branch of KAZH</td>
<td>Bestamak vill.</td>
<td>High</td>
<td></td>
<td>Deputies of the district maslikhat pay attention to the safety for pedestrians during construction work on this section of the road in the village of Bestamak, which divides the village into two parts, where there are social facilities such as a kindergarten, school, mosque, madrasah and others. The governors ask to organize additional elevated crossings.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>18.05.2022</td>
<td>Appeal from the Gardeners of Alga</td>
<td>Letter to the branch of KAZH</td>
<td>Alga city</td>
<td>High</td>
<td></td>
<td>Restriction in travel and crossing in the area of &quot;cattle pass&quot; dam embankment water destruction</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

27
<p>| | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>29.05.2022</td>
<td>Appeal from residents of Bestamak village</td>
<td>Via Complaint Boxes</td>
<td>Residents demand to construct a road bypassing the village of Bestamak.</td>
<td>Bestamak vi.</td>
<td>High</td>
</tr>
</tbody>
</table>
# Social Safeguard Internal Monitoring Report

The project of reconstruction of the "Aktobe - Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023

## GRIEVANCE REGISTRATION FORM

### CONTACT INFORMATION

<table>
<thead>
<tr>
<th>Name:</th>
<th>Sex: □ Male / □ Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Rural district:</td>
<td>Phone:</td>
</tr>
<tr>
<td>District and region:</td>
<td>E-mail:</td>
</tr>
<tr>
<td>Anonymous complaint: □ Yes / □ No</td>
<td>Preferred communication method for maintaining feedback: □ mail / □ phone / □ e-mail</td>
</tr>
</tbody>
</table>

### DESCRIPTION OF THE GRIEVANCE / PROPOSAL / QUESTION

Please provide details of the complaint (who, what, where, when)

If any action was taken by the complaining party, please provide details of the previous action (if any):

Please provide details of your suggestions for resolving the complaint:

### COMPLAINT REGISTRATION DETAILS

<table>
<thead>
<tr>
<th>Name of the person who registered the complaint:</th>
<th>Organization:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position:</td>
<td></td>
</tr>
<tr>
<td>How the complaint was filed: □ in person / □ mail / □ e-mail / □ telephone / □ fax / □ _______</td>
<td>Complaint type: □ type A / □ type B / □ type C</td>
</tr>
</tbody>
</table>
| Attached documents: | The complaint relates to the project: □ Yes / □ No  
if “No” then it was redirected to: |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
<td></td>
</tr>
<tr>
<td>Signature of the person who registered the complaint:</td>
<td>Date of registration of the complaint:</td>
</tr>
</tbody>
</table>
### FORM OF GRIEVANCE REDRESS PROTOCOL

#### FORM OF GRIEVANCE REDRESS PROTOCOL GRM

- **COMPLAINT DETAILS**
  - Anonymous complaint: □ Yes / □ No
  - Name of Complainant:
  - Date of complaint:
  - Registration date:
  - Name of the person who registered the complaint:
  - Brief description of the complaint:

- **Ref. number of the complaint in log:**
- **Complaint ref.number in the database:**
- **Confirmation provided:** □ Yes / □ No
- **Confirmation by:** □ mail / □ telephone / □ e-mail / □ on site
- **Date of confirmation receiving:**

#### MEETING DETAILS: GRM AT THE REGIONAL LEVEL

- **Meeting date:**
- **Decision taken:** □ Yes / □ No
- **GRM stakeholders and names:**
  - □ Kazavtozhol
  - □ Akims
  - □ PMC
  - □ CSC
  - □ JV

- **Brief description of the proposed solution / recommendation:**

- **Parties invited and names:**
  - □ Complainant
  - □ RA / mediator
  - □ Other

- **Feedback provided:** □ Yes / □ No
  - **by:** □ mail / □ telephone / □ e-mail, □ indicated on the information board
### MEETING DETAILS: GRM AT THE CENTRAL LEVEL

<table>
<thead>
<tr>
<th>Attached documents:</th>
<th>Date of feedback:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Meeting date:</strong></td>
<td>Decision taken: □ Yes / □ No</td>
</tr>
<tr>
<td>GRM stakeholders and names:</td>
<td>Brief description of the proposed solution / recommendation:</td>
</tr>
<tr>
<td>□ Kazavtozhol</td>
<td></td>
</tr>
<tr>
<td></td>
<td>□ CoR</td>
</tr>
<tr>
<td></td>
<td>□ RA / mediator</td>
</tr>
<tr>
<td></td>
<td>□ Other</td>
</tr>
<tr>
<td>Parties invited and names:</td>
<td>Feedback provided: □ Yes / □ No</td>
</tr>
<tr>
<td>□ Complainant</td>
<td>by: □ mail / □ telephone / □ e-mail, □ indicated on the information board</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Attached documents:</td>
<td>Date of feedback:</td>
</tr>
</tbody>
</table>

**To be used by the GRM coordinator / person preparing the protocol:**

**Comments:**

| Name and signature of the person who made the protocol: | Date of drawing up the protocol: |
## COMPLAINT RESOLUTION MONITORING FORM

### COMPLAINING PARTY DETAILS:

<table>
<thead>
<tr>
<th>Name of Complainant:</th>
<th>Gender: □ Male / □ Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>Telephone:</td>
</tr>
<tr>
<td>Date of complaint:</td>
<td>Email:</td>
</tr>
<tr>
<td>Anonymous complaint: □ Yes / □ No</td>
<td>Preferred communication method for maintaining feedback: □ mail / □ telephone / □ e-mail</td>
</tr>
</tbody>
</table>

### COMPLAINT REGISTRATION DETAILS:

<table>
<thead>
<tr>
<th>Name of the person who registered the complaint:</th>
<th>Confirmation provided: □ Yes / □ No by: □ mail / □ telephone / □ e-mail / □ on site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration date:</td>
<td></td>
</tr>
<tr>
<td>Ref. number of the complaint in the log:</td>
<td>Date of confirmation receiving:</td>
</tr>
<tr>
<td>Complaint ref. number in the database:</td>
<td></td>
</tr>
</tbody>
</table>

| Brief description of the complaint |

### CONSIDERATION OF GRM AT THE REGIONAL LEVEL

<table>
<thead>
<tr>
<th>Meeting date:</th>
<th>Feedback provided: □ Yes / □ No by: □ mail / □ telephone / □ e-mail, □ indicated on the information board</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of drawing up the protocol:</td>
<td>Date of confirmation receiving:</td>
</tr>
<tr>
<td>Decision taken: □ Yes / □ No</td>
<td>The party submitting the complaint is satisfied</td>
</tr>
<tr>
<td></td>
<td>□ Yes / □ No / □ not applicable</td>
</tr>
</tbody>
</table>

| Brief description of the proposed solution / recommendation: |

### CONSIDERATION OF GRM AT THE CENTRAL LEVEL

<table>
<thead>
<tr>
<th>Meeting date:</th>
<th>Feedback provided: □ Yes / □ No</th>
</tr>
</thead>
</table>
### SOCIAL SAFEGUARD INTERNAL MONITORING REPORT

**The project of reconstruction of the "Aktobe - Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023**

<table>
<thead>
<tr>
<th>by: □ mail / □ telephone / □ e-mail, □ indicated on the information board</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of drawing up the protocol:</td>
</tr>
<tr>
<td>Decision taken: □ Yes / □ No</td>
</tr>
<tr>
<td>Brief description of the proposed solution / recommendation</td>
</tr>
</tbody>
</table>

### STATUS UPDATE NOTES

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2</th>
<th>Step 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Description:</td>
<td>Action Description:</td>
<td>Action Description:</td>
</tr>
<tr>
<td>Responsible party:</td>
<td>Responsible party:</td>
<td>Responsible party:</td>
</tr>
<tr>
<td>Name of the person in charge:</td>
<td>Name of the person in charge:</td>
<td>Name of the person in charge:</td>
</tr>
<tr>
<td>The date:</td>
<td>The date:</td>
<td>The date:</td>
</tr>
<tr>
<td>Brief description of the result:</td>
<td>Brief description of the result:</td>
<td>Brief description of the result:</td>
</tr>
</tbody>
</table>

### FINAL SOLUTION:

<table>
<thead>
<tr>
<th>Case resolved □</th>
<th>Case closed / rejected □</th>
<th>Case brought to court □</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Name and signature of the GRM coordinator who completed the monitoring form: | The date: |
Протокол
выездного совещания
Заместителя Акима Актюбинской области
Е. Кенжеханулы

Алгинский район
Актюбинской области
п. Бестамак

15 октября 2022 года

Председательствовал:
Заместитель Акима
Актюбинской области - Е. Кенжеханулы

Присутствовали:
И.о. директора Актюбинского ОФ
АО «НК «КазАвтоЖол» - Данагул А.Д.

Заместитель Резидента Инженера
М50 Консалтинг Групп – Ибрайханов С.Б.

Начальник отдела геодезии
ТОО «Сине Мидас Строй» - Токлу Озжан

Повестка дня:
Строительство автомобильной дороги I технической категории по поселку Бестамак.

В ходе совещания были проведены работы по разъяснению жителям живущих вдоль строящейся автомобильной дороги о преимуществах новой дороги I технической категории. Также были выслушаны жалобы и предложения жителей.

По результатам совещания было решено Решение:

1) Для удобства жителей, проживающих вдоль строящейся дороги, уменьшить ширину тротуаров с 1,5 м до 1 м и ширину местной дороги с 4,5 м до 4 м с обеих сторон с ПК 164 по ПК 173.
2) В районе мечети предусмотреть подземный пешеходный переход.
3) Рассмотреть вопрос устройства заездов для объектов бизнеса.
4) Перед кафе «Экспресс» тротуар предусмотреть на одном уровне с местной дороги для удобства подъезда и парковки автомашин.
5) Рассмотреть возможность устройства игровых площадок для детей

Заместитель Акима
Актюбинской области

Е. Кенжеханулы
The project of reconstruction of the "Aktobe - Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023
1. Нысаннын атауы: «Актау-Атырау-Ресей шекарасы (Астрахань)» 52-100 км республиканын маңызы бар А-27 автомобиль жолынунуу ПК133+65

1.1. Мекен-жайы: Казахстан Республикасы, Актобе обл., Мугалжар ауд., Аккемер а.о., 496 ст-е

1.2. Орналасу координааттары

Белдик: 49,712048635227
Узактык: 57,308185100555

2. Кысруу нүктеси:

2.1. Жер асты орнундаумен тососон жогары кысымылы көлдөөсүңүз газ күбүркүү мен кылышкан өкмөө күчү, сокпос тетіктер мен жер күзу құмдарының жүрғізуі екіншідегі шағырумен газ күбіркі шығаған диаметрі – Ду 160 мм.

Газ қысымы – Р(ж) = 6,0 кг/см², г(ж) = 3,0 кг. кшт/см².

3. Жоба да жараштырылысын:

3.1. КР КН 4.03-01-2011 сақсысе төңөл, коллекторларда газ күбіркілі жөндөмөс ізденің жақын берилмейді;

3.2. Газ күбіркілі (футляр) мен иңгізелік-техникалық камтамасыз ету етудің жер асты орнундатуу құрылымдарының арқылы жатпайтыннан нормаларга сақсыс кабылдай көмектес.

Жер асты газ күбіркілілінің артықшатын жарасы коммуникациялық коллекторлар және арналар аралығы, каналдар және жылғы келишерлермен кысымы, тепе-тоққа қатысты, бекітулер құралылығын, топтамалардың тәріздісімен, тәріздісі бекітулары,
3.3. The project of reconstruction of the "Aktobe-Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023

3.4. The completion of the project of reconstruction of the "Aktobe-Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023.

3.10. Технические условия выдаются на нормативный период проектирования и строительства.

3.11. Подключение объекта будет произведено в соответствии с Законом Республики Казахстан «О газе и газоснабжении», «О естественных монополиях», «Об архитектурной, градостроительной и строительной деятельности» и «О государственной регистрации прав на недвижимое имущество».

«КазТрансГаз Аймақ» АК АОФ
директорыниң бириші орнынбасары
Первый заместитель директора
АОФ АО «КазТрансГаз Аймақ»

Сипаттамалар:
- газ құрылысының ортақтық жерін анықтау және саясатының үшін әрқаша өз құрылысын анықтау өкілін жұмыс істеуге қатысты электрондық арнайы айтарлап беру (RFID) орнамына қатысатыңыз;
- Құрылыстың бейімділігін «КТГА» АҚ ОТД-тен, ежедневно бейімді және басқа да мүдделі ұйымдармен көліктейіңіз;
- Жеке тұрған жайға қылмыту құралдарына қатысу.

Рекомендации:
- для определения местонахождения и идентификации подземных газопроводов взамен медной проволоки предусмотреть установку электронных маркеров с функциями самонавигации в RFID технологии;
- отдельные разделы разработанного проекта согласовать с ПТО АО «КТГА», отделом Архитектуры, с др. заинтересованными организациями;
- Отопительный котёл устанавливать в отдельно стоящем помещении;
- Контроль за строительством объекта, осуществлять лицами, имеющими аттестат эксперта, оказывающего экспертные работы и инженерно-технические услуги или силами АО «КТГА».
Акт освидетельствования скрытых работ.

25.04.2022
Мугальжарский район Аккемирский с.о.496ст-е

Укладка бетонной плиты перекрытия переезда грунтовой дороги, выполненных в Мугальжарском районе, Аккемирский с.о.496ст-е

Комиссия в составе:
авторского надзора
ТОО «Integral AG LTD»

Председателя комиссии-
ИП Елеуов Т.С.
представителя заказчика
КХ «Тайбурыл-О»

Технического надзора
Карагулов М.С.

Генеральный подрядчик
ТОО «Integral AG LTD»

Произвела осмотр работ, выполненных TOO Integral AG LTD и составила настоящий акт о нижеследующем:

К освидетельствованию и приемке предъявлены следующие работы:
1. Укладка бетонной плиты перекрытия переезда грунтовой дороги, выполненных в Мугальжарском районе, Аккемирский с.о. 496ст-е

2. Работы выполнены по проекту TOO «Integral AG LTD»

3. Дата начала работ 25.04.2022г.

4. Дата окончания работ 25.04.2022г.
АКТ
приемки законченного строительством объекта
gазораспределительной системы

Перекрытие подземного газопровода высокого давления.
Мугалжарский р-н, Аккемерский с.о., 496 ст.-е
/ наименование и адрес объекта /

г. Актауб
«_» 2022 г.
Приемочная комиссия в составе председателя комиссии — представителя заказчика
Елеев Т. С.
/ фамилия, имя, отчество /

членов комиссии — представителей: TOO «Integral AG LTD» — Жельдибаев М.
проектной организации
/ фамилия, имя, отчество /
эксплуатационной организации АПФ АО «Каз Транс Газ Аймақ» Ержанов Ш. А.
органа Госгортехнадзора Казахстана
/ фамилия, имя, отчество /

УСТАНОВКИ:

1. Генеральным подрядчиком TOO «Integral AG LTD»
/ наименование организации /
предъявлен к приемке законченный строительством
Перекрытие подземного газопровода высокого давления.
/ наименование объекта /
На законченном строительстве объекте; Мугалжарский р-н, Аккемерский с.о., 496 ст.-е
Наружный газопровод высокого давления
/ наименование объекта /

/ наименование организации /
sубподрядными организациями
выполнены следующие работы — монтаж наружного газопровода

2. Проект № С В разработан TOO «Integral AG LTD»
/ наименование организации /

3. Строительство системы газоснабжения осуществлялось в сроки:
начало работ 25.04.2022 г., окончание работ 25.04.2022 г.,
/ месяц, год /

4. Документация на законченный строительством объект предъявлена в объеме,
предусмотренным МСН 4.03-01-2003 СН ПК 4.03-12-2002г СН ПК 4.03-01-2011 или
территориальных строительных норм по приемке. Приемочная комиссия рассмотрела
представленную документацию, произвела внешний осмотр системы газоснабжения,
определен в соответствие выполненных строительно - монтажных работ проекту, провела,
при необходимости, дополнительные испытания / / кроме зафиксированных в
исполнительной документации/
Решение приемочной комиссии:
1. Строительно-монтажные работы выполнены в полном объеме в соответствии с проектом и требованиями МСН 4.03-01-2003 СН РК 4.03-12-2002г СН РК 4.03-01-2011
2. Представлен к приемке объект считать принятным заказчиком вместе с прилагаемой исполнительной документацией с «_»_2022 г.

ОБЪЕКТ ПРИНЯТ

Представитель комиссии

Елеов Т. С.

/подпись/

Представитель проектной организации

Жельдибаев М.

/подпись/

Представитель эксплуатационной организации

Ержанов Ш. А.

/подпись/

Технический надзор

Карагулов М. С.

/подпись/ 

ОБЪЕКТ СОПРЯЖЕНИЙ

Представитель генерального подрядчика

Жельдибаев М.

/Ф.И.О. должность, подпись/
The project of reconstruction of the "Aktobe - Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023
Приложение к письму исх. № 19-01/19-03/949-И от 12.10.2022 г.

Актюбинский ОФ АО «НК «КазАвтоЖол» (далее филиал) рассмотрев ваше заявление касательно устройства съезда к крестьянскому хозяйству (далее к/х) сообщает, что на совещении в филиале 22 декабря 2021 года представитель к/х был проинформирован о том, что филиал готов организовать съезд (аналогично съезду на ПК 129+73 (съезд в поле)) на территорию к/х (примыкание съезда на ПК 133+65 с правой стороны по ходу вниз). В частности, необходимо организовать устройство защиты футирова для участка газопровода высокого давления (так как данный вид работ является дорогостоящей и не может быть покрыта проектом), по которому планируется проезд большегрузного автотранспорта. Со слов вашего представителя к/х, вами планируется строительство птицефермы. От себя хотел добавить, что защита газопровода на съезде ПК 133+65 должна быть не менее ширины земляного полотна (ширина проезжей части 6 м., ширина земляного полотна 10 м.). Также установленная вами защита газопровода плитой перекрытия выполнена не на всю ширину земляного полотна съезда. Установлено не на предполагаемом съезде. (к/х выполнил защиту газопровода на ПК 134+04, примыкание съезда находится ПК 133+65 (39 м.)). При защите газопровода путем установки плитой перекрытия (ПП 11-8 3000х1500х150 мм.) проезд для большегрузных машин будет запрещен. В период строительства и в процессе дальнейшей эксплуатации птицефермы потребуется проезд большегрузных машин. Соответственно, предлагаемый вариант (плита перекрытия) не подходит для защиты газопровода.

Филиал совместно с инженерной службой и подрядной организацией осмотрев участок не согласен с тем, что защита газопровода выполнена согласно выданным техническим условиям и защита газопровода плитой перекрытия (ПП 11-8 3000х1500х150 мм.) не обеспечивает ее полноценную защиту.

Так как представитель АПФ АО «КазТрансГаз Аймак» согласно Акта приёмки законченного строительства перекрытия подземного газопровода принял объект и считает защиту газопровода выполнена согласно техническим условиям, филиал запросил у АПФ АО «КазТрансГаз Аймак» подтверждение выполнения работ (ответ сообщим дополнительно).

На основании вышеизложенного Актюбинский ОФ АО «НК «КазАвтоЖол» не сможет устроить съезд к территории к/х пока не будет устроена защита газопровода высокого давления.
Social Safeguard Internal Monitoring Report The project of reconstruction of the "Aktobe - Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023

Создан 17.03.2022 жылы № 02-6/36 шығыс хатынызға.

«ҚазАвтоЖол» УК АҚ Актобе облұстық филиалы келесіні
хабарлайды:
1. Бестамак ауылында 3 жер үсті аспалы жаяу жүргіншілер өткелін ерноту
бойынша 2021 жылын 22 қазаң айында Бестамак ауылында өткен
қоғамдық қенесте қотерілген болатын. Бестамак ауылы құрығындағы
өтінішін қарастьру мақсатында областық филиалдан «ҚазАвтоЖол»
УК АҚ өрталақ аппаратына қат жоғараны.
Қазірғі уақытта аталған сурақ қарастьрылуы, толық қауіпсіз
уақытта қосымша жауап беретін болмасы.
2. Бестамак ауылындағы Бекенбай көшесінің жолын жөндөң құмыстағы
жөбөлік-сметалық құжаттамада қарастьрылғанын қабарлаймыз.

Директор

М. Махамбетов

003002
The project of reconstruction of the "Aktobe - Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023

QAJ
QazAvtoJol
«QazAvtoJol» Ulttyq kompaniasy
aksionerlik qoşunynyn
Aqtobe obilistyq filialy

030019, Aqtobe qalasy, Maresov koshes, 89
Tel.: 8 (7132) 546-571, faks: 8 (7132) 546-571

Алға аудандық
мәсилхатының депутаты
А. Истегуловға


Сіз қоғамға қатысты көрсеткіш графикалық мақсатын ғойынша, мәрдігер мекеме құрылыс мерзімі біткенең жалауын құтіп ұстау шараларын толықтырып қоңырыға алады. Және дейін, құрылыс мерзімі біткенден кейін, атақтан жолды қалпына келтіреді.


Директор

М. Махамбетов

Исп. Исмаилов К.А.
Тел. 8 (7132) 54-77-32
За адрес: kurnangau.ismailov@qaj.kz

003103
Акиму Актюбинской области
Господину Уразалину О.С
от жителей п.Бестамак
Алгинского района

Заявление

Убедительно просим Вас разобрать наше заявление в котором излагаем нижеследующие.

Мы, ниже подписавшиеся жители, поселка Бестамак после ознакомления населения с проектом участка автодороги Актобе-Кандагач проводящий по территории п.Бестамак Алгинского района, населения поселка пришли к единому соглашению. Мы, согласны с проектом автодороги с четырехполосным движением с учетом ограждения дороги бордюром без шумоизоляционного экрана, а так же светофором, видеонаблюдением, пешеходным переходом, скотопрогоном, лежащими полицейскими и автоповоротом, тратуарами. Мы не согласны с высказыванием некоторых лиц на счет подземных переходов и двухполосным сужением дороги. Во первых не возможно установить подземные переходы, т.к почва песчаная, которая не выдержит многотонных грузов проходящих по дороге, которая приведет не только к осадку и современем может произойти обвал, а также возможно приведет росту преступления и застой талой воды. Во-вторых при двухполосном сужение дороги образуются пробки машин.

Просим Вашего вмешательства и ходатайства о проведении четырехполосной дороги по госпроекту Актобе-Астрахань через поселок Бестамак.

Прилагается списки жителей п.Бестамак в количестве 420 подписей.
Соглашение

Мы жители, поселка Бестамак после ознакомления населения с проектом участка автодороги Актобе-Кандагач проводящий по территории п.Бестамак Алгинского района, населения поселка пришли к единому соглашению. Согласно проекту автодороги с четырехполосным движением с учетом ограждение дороги бордюром без шумоизоляционного экрана, а также светофором, видеонаблюдением, пешеходным переходом, скотопрогоном, лежащими полицейскими и автоповоротом, тротуарами, по выезжая некоторых лиц подземных переходов не возможно установить, т.к почва в поселке песчаная, которая не выдержит многотонных грузов проходящих по дороге, которая приведет не только к осадку и современем может произойти обвал, а также возможно приведет росту преступления и засыпка талой воды. При постройки объездной дороги минуя п.Бестамак, то не только по ней будут ездить грузовые автомашины, но и автобусы, т.к остановка автобусов будет находится приблизительно за водозаборной башни начало дороги за фабрикой бывшего утюго цеха, и поселок останется отделен от всего, не только большая часть населения работают в городе, а также учащиеся студенты. С проектом мы согласны и о чем подтверждаем.

Жители:

1. Бердской
2. Госсоветов
3. Бестамаков
4. Чыныров
5. И. Ш. Кендеров
6. Бердской
7. Чыныров
8. И. Ш. Кендеров
9. И. Ш. Кендеров
10. И. Ш. Кендеров
11. И. Ш. Кендеров
12. И. Ш. Кендеров
13. И. Ш. Кендеров
14. И. Ш. Кендеров
15. И. Ш. Кендеров
Соглашение

Мы жители, поселка Бестамак после ознакомления населения с проектом участка автодороги Актобе-Кандагач проходящей по территории п.Бестамак Алтинского района, населения поселка пришли к единому соглашению. Согласно проекту автодороги с четырехполосным движением с учетом ограждение дороги бордюром без шумоизоляционного экрана, а также светофором, видеонаблюдением, пешеходным переходом, скотопрогоном, лежащими полицейскими и автоповоротом, тратуарами, по высказыванием некоторых лиц подземных переходов не возможно установить, т.k почва в поселке песчанная, которая не выдержит многотонных грузов проходящих по дороге, которая приведет не только к осадку и современем может произойти обвал, а также возможно приведет росту преступления и злостной талой воды. При построении объездной дороги мимо п.Бестамак, то не только по ней будут ездить грузовые автомашины, но и автобусы, т.k остановка автобусов будет находиться приблизительно за водозаборной башни начало дороги за фабрикой бывшего утюгового цеха, и поселок останется отделен от всего, не только большая часть населения работают в городе, а также учатся студенты. С проектом мы согласны и о чем подтверждаем.

Жители:

14. Нарышев К. Е.
15. Нарышев К. Е.
16. Майковцев
17. Мухамет И.
18. Мухамет И.
19. Махабиров А.
20. Худайер И.
21. Жумабаев И.
22. Балабаев И.
23. Имамов А.
24. Имамов А. А.
The project of reconstruction of the "Aktobe - Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023
The project of reconstruction of the "Aktobe - Kandyagash" road Section km 11-52 and Section km 52-100. 5th semi-annual report, June 2023
Minutes of the meeting on internal monitoring of social safeguard measures

Date: February 11, 2022

Meeting Format: meeting in the office of the Aktobe branch of JSC NC “KazAvtoZhol”

Participants:

1. Mambetov Kazbek Ermekovich, Deputy Director of the Aktobe RB of JSC “NC “KazAvtoZhol”
2. Nurlan Bolykbayevich Omirbaev - head of the PMC group
3. Kirill Osin, Social Safeguard Specialist Dongsung Engineering/ZS Engineering, +77014153161, osinkirill@gmail.com
4. Olesya Chubutkina, Social and Environmental Safeguards Consultant, tel. +7 747 450 6309, e-mail: olessya.chubutkina@gmail.com
5. Adil Erekenov, environmentalist of the contractor for the lot 2 - JV Akzhol Kurylys - AzVirt - AssanaDorStroy

Agendas:

Status of implementation of measures taken on previously submitted complaints (according to the Minutes of the GRC online meeting dated 14.12.2021).

Overview of measures and decisions taken:

1. The situation of the farm “Tayburyl” is considered. There is a high-pressure gas pipeline along the project road, which is an obstacle to the construction of the exit, since the passage of heavy vehicles is prohibited through the gas pipeline without carrying out appropriate work to protect it. In particular, it is necessary to organize the transferring of the gas pipeline into a protective case. This work is expensive and cannot be covered by the project. At the same time, experts recommend that the owner organize the protection of the gas pipeline by installing a slab on supports with restrictions on the axle. The Employer recommends that the owner prepare the necessary technical conditions with the authorized state agencies and organizations.

2. The request of the residents of the village of Akkemer regarding the transfer and re-installation of the gazebo and billboard, which have sacred meaning for the religious. This request is successfully resolved. The Contractor of Lot 2 has prepared a sketch of the future transfer and is currently preparing estimates of the scope of work for agreement with the Employer.

3. During the field mission, the work of feedback from the population and employees of the Contractors was checked. Checked boxes for collecting complaints and suggestions. At the time of visiting the sites, no complaints or suggestions were received.

4. Social issues of the village of Bestamak are considered. The register of complaints recorded two appeals from the villagers and a group of entrepreneurs. Residents are asking for a pedestrian overpass in addition to the project’s three regulated overpasses. Entrepreneurs are asked not to install noise screens in front of their business facilities. To resolve these issues, it is necessary to conduct a scientific and technical meeting in the CoR MIIR RK, at which a fundamental decision should be made to change the project or reject the
requests of residents and entrepreneurs. Any change in the project may entail additional physical impact on some owners of land plots and their property in the form of a partial transfer of fences and a minor purchase of their land plots. For these purposes, if such circumstances arise, a LARP will be prepared and implemented. No construction work will commence on this site until all environmental and social impacts have been resolved. The Employer is informed and takes into account that any delay in resolving these issues may lead to a delay in construction on this site up to 12 months or more.

5. At the meeting of the GRC, as a preventive measure, the participants considered the issue of winter maintenance of roads. That winter maintenance work on Lot 1 should be improved to prevent complaints from road users and the local community and to minimize the risk of possible accidents. The Contractor Lot 1 has taken this issue into account.

Signatures of participants from KAZh and consultants:

Mambetov Kazbek Ermekevich ______________________

Нурлан Балыкбаевич Омирбаев ______________________

Kirill Osin ______________________

Olesya Chubutkina ______________________

Adil Erekenov ______________________
Minutes of the meeting on social issues and complaints

Date: December 22, 2021

Meeting Format: personal meeting

Participants:

1. Ismailov Kurmangazy, KAZh, head of department.
2. Rinat Urazgaliev, KAZh, Lot 1
3. Imanalin Bolat, KAZh, Lot 2
4. Nurlan Omirbaev - head of the PMC group
5. Ibraikhanov Sabit - DRE Lot 1
6. Turumov Nurlan – DRE Lot 2
7. Kirill Osin, Social Safeguards Specialist, CSC
8. Serikbolat Toymanov - Representative of the farm "Tayburyl" -
9. Seitkamalov Nurlan - Representative of the farm "Smagul" -

Agenda:

1. Consideration of the appeal of the Tayburyl farm on the construction of the exit to the owner's territory;
2. Consideration of the appeal of the farm "Smagul" on the construction of the exit to the owner's territory;
3. Consideration of the appeal of KH "Aktobe Agro" on the construction of the exit to the owner's territory.

Decision made:

1. All representatives who filed complaints on social issues were informed about the work of the grievance redress mechanism, about the procedure for handling complaints, and were also familiarized with the ADB Policy on Safeguards. Provides comprehensive information about the project. The appeals received were considered on their merits.

2. The representative of Tayburyl farm was informed that the Project is ready to organize an exit to the territory of this owner, however, upon detailed study of the territories for the proposed exit, it was found that there is a high-pressure gas pipeline along the project road, which is an obstacle to the construction of the exit, since the passage heavy vehicles is prohibited through the gas pipeline without carrying out appropriate work to protect it. In particular, it is necessary to organize a protective case for the section of the gas pipeline through which it is planned to pass heavy vehicles. This work is expensive and cannot be covered by the project. At the same time, the specialists offered the owner to organize the protection of the gas pipeline by installing a slab on supports, but in this case, passage for heavy vehicles would be prohibited. At the moment, the owner does not need the arrival of heavy vehicles, but in the future, according to the representative of the Tayburyl farm, it is planned to build a poultry farm. During the construction period and in the process of further operation of the poultry farm, the passage of heavy vehicles will be required. Accordingly, the proposed option is not suitable for the Tayburyl farm in terms of expansion. Alternative options for access to the farm territory are not possible. The nearest exit is located at a distance of about 6 km, but this exit also cannot be used due to the presence of the riverbed and ravine. A farm's representative asked for some time to discuss with the founders some issues of the company's future development and make a final decision. Representatives of the Grievance Redress Commission (GRC) will return to consideration of his appeal later.

3. The request of the owner of the farm "Smagul" was carefully considered. Despite the fact that this owner applied to the GRC several times, earlier the owner planned to build a large roadside service...
facility in the roadside of the road under construction, and, accordingly, it was not possible to promptly consider his request due to the uncertainty of the owner himself regarding his plans for the future expansion of his farm. At the meeting, the owner notified of the final decision - the refusal to build a roadside service facility, also asked to organize a simple exit to his farm site, and was satisfied with the proposed option for placing a ordinary standard exit to his territory on the section of the road under construction requested by him. The appeal was closed in the complaints registration system.

4. Despite the fact that the owner of farm "Aktobe Agro" (Nurgaliyeva L.) could not personally take part in the Meeting due to her departure, nevertheless, the members of the GRC considered the appeal filed earlier, according to which there was a decision on the possibility of organizing an ordinary standard exit, which will provide access for farm "Aktobe Agro" and additionally for a fish farm.

Signatures of participants from KAZh, PMC, CSC and owners:

Kurmanzaz Ismailov __________________________

Nurlan Omirbaev __________________________

Kirill Osin __________________________

The representative of the farm "Tayburyl" - Toymanov Serikbolat ______________

The representative of the farm "Smagul" - Seikamalov Nurlan ______________

Representative of farm "Aktobe Agro" - Nurgalieva Liana ______________