

# Social Monitoring Report

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Bi-Annual Report  
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## GEO: East-West Highway (Shorapani–Argveta Section) Improvement Project

Prepared by Construction Supervision Consultant for the Roads Department of the Ministry of Regional Development and Infrastructure of Georgia and the Asian Development Bank.

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## Abbreviations

ADB	Asian Development Bank
AIDS	Acquired Immune Deficiency Syndrome
AIIB	Asian Infrastructure Investment Bank
AP	Affected Person
AIDS	Acquired Immune Deficiency Syndrome
CR	Compliance Report
CSC	Construction Supervision Consultant
DP	Displaced Person
EBRD	European Bank for Reconstruction and Development
EMC	External Monitoring Consultant
ETCIC	Eurasian Transport Corridor Investment Center
GEL	Georgian Lari
GoG	Government of Georgia
HH	Household
HIV	Human Immunodeficiency Virus
IA	Implementing Agency
IFC	International Finance Corporation
IP	Indigenous People
IR	Involuntary Resettlement
LARF	Land Acquisition and Resettlement Framework
LARP	Land Acquisition and Resettlement Plan
LE	Legal Entity
RDMRDI	Ministry of Regional Development Infrastructure
RD	Road Department
NGOs	Non-Government Organizations
PAM	Project Administration Manual
PCP	Public Communication Policy
PPE	Personal Protection Equipment

## Glossary

**Compensation:** Payment made in cash or kind to the project affected persons/households at replacement cost of the assets acquired for the project, which includes the compensation provided under the Land Code of the Republic of Georgia (GE Rules for Expropriation of Ownership for Necessary Public Need July 23, 1999, Civil Procedural Code of Georgia, November 14, 1997, Public Register (No 820-IIs; December 19, 2008, Recognition of Property Ownership and other subsequent rules that refers stipulated in the Land Acquisition and Resettlement Plan (LARP).

**Cut off Dates:** These are the dates on which censuses of the project-affected persons and their assets to be affected are commenced in a particular area. Assets like houses/ structures and others, which are created after the cut-off dates, and the persons or groups claiming to be affected, become in eligible for compensation and assistance.

**Displaced Person (DP):** Any person who has to involuntarily change his/her place of residence and/or workplace or place of business/livelihood from the current location as result of the project. This may include moving out from his/her land or building.

**Encroacher:** A person who has extended his property into public land; a person who has trespassed on government land, adjacent to his/her own land or asset, to which he/she is not entitled, and derives his/her livelihood or extended his/her property prior to the cutoff date.

**Entitlement:** Refers to mitigation measures, which includes cash payments at replacement cost or through replacement land equal in value/ productivity to the plot lost and at location acceptable to APs where feasible as stipulated in the LARP. Entitlements include compensation for structure (permanent & temporary), crops, trees, business, wage, etc., for which compensation is already paid.

**Household:** A household is a group of persons who commonly live together with common in comes and take their meals from a common kitchen.

**Income Restoration:** Refer store-building the capacity of the project affected household store-establish income sources at least to restore their living standards to the pre-acquisition levels.

**Indigenous Peoples:** Indigenous Peoples are those who are identified in particular geographic areas based on these four characteristics: (i) self-identification as members of a distinct indigenous cultural group and recognition of this identity by others; (ii) collective attachment to geographically distinct habitats or ancestral territories in the project area and to the natural resources in these habitats and territories; (iii) customary cultural, economic, social, or political institutions that are separate from those of the dominant society and culture; and (iv) an indigenous language, often different from the official language of the country or region.

**Involuntary Resettlement:** The unavoidable displacement of people and/or impact on their livelihood, assets, and common property resulting from development projects that create the need for rebuilding their livelihoods, sources of income, and asset bases.

**Legal Entity:** Legally registered enterprise established by two or several individuals or companies vested with its separate property, rights and liability such as a limited liability partnership (LLP), and joint stock company (JSC).

**NGO:** Non-Government Organizations (NGO) are private voluntary organizations registered with Georgian Government. There are number NGOs working in Georgia performing activities to relieve suffering, promote

the interests of the poor, protect the environment, provide basic social services, or undertake community development, etc.

**Participation/Consultation:** Defined as a continuous two-way communication process consisting of: 'feed-forward' the information on the project's goals, objectives, scope and social impact implications to the project beneficiaries, and their 'feed-back' on these issues (and more) to the policy makers and project designers. In addition to seeking feedback on projects specific issues, the participatory planning approach also serves these objectives in all development projects: public relations, information dissemination and conflict resolution.

**Physical Cultural Resources:** Defined as movable or immovable objects, sites, structures, groups of structures, and natural features and landscapes that have archaeological, paleontological, historical, architectural, religious, aesthetic, or other cultural significance. Physical cultural resources may be located in urban or rural settings, and may be above or below ground, or underwater. Physical cultural resources are important as sources of valuable scientific and historical information, as assets for economic and social development, and as integral parts of a people's cultural identity and practices. Their cultural interest may be at the local, provincial or national level, or within the international community.

**Project-Affected Person/Household/Legal Entities:** Persons/households/Legal Entities whose livelihood and living standards are adversely affected by acquisition of lands, houses, and other assets, loss of income sources and the like, due to undertaking of the project.

**Rehabilitation:** Refers to improving the living standards or at least re-establishing the previous living standards, which may include re-building the income earning capacity, physical relocation, rebuilding the social support and economic networks.

**Relocation:** Moving the project-affected households/Legal Entities to new locations and providing them with housing, water supply and sanitation facilities, lands, schools, and others social and healthcare infrastructure, depending on locations and scale of relocation.

**Replacement Cost:** The Asian Development Bank's Safeguard Policy Statement (SPS) 2009 describes "replacement cost" as the method valuation of assets that helps determine the amounts insufficient replace lost assets and cover transaction costs. In applying this method valuation, depreciation of structures and assets is not taken into account. For losses that cannot easily be valued or compensated for in monetary terms (e.g. access to public services, customers, and suppliers; or to fishing, grazing, or forest areas), attempt share made to establish access to equivalent and culturally acceptable resources and earning opportunities. Where domestic law does not meet the standard of compensation at full replacement cost, compensation under domestic law is supplemented by additional measures necessary to meet the placement cost standard.

**Land Acquisition & Resettlement Plan (LARP):** A time-bound action plan with a budget, setting out resettlement policy, strategy, objectives, options, entitlements, actions, approvals, responsibilities, monitoring, and evaluation.

**Severely Affected Households:** As per SPS 2009 households/ entities losing more than 10% of his/her income/productive assets called severely affected.

**Squatter:** Household or person occupying public lands without legal arrangements with the Government of Georgia or any of its concerned agencies is a squatter to the lands.

**Stakeholder:** Refers to recognizable persons, and formal and informal groups who have direct and indirect stakes in the project, such as affected persons/households, shop owners, traders in roadside markets, squatters, community-based and civil society organizations.

**State Land:** State lands are public lands those are not recorded in the name of any private citizen/entity of the country. Local & Regional Governments of respective region is the custodian of all state lands within their jurisdiction.

**Vulnerable Household:** Households with an average per capita income below poverty line are considered vulnerable and are entitled to get the vulnerability allowance. It includes very poor, women headed household, old aged and handicapped.

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## I. INTRODUCTION

### A. Objective of the Report

1. This semi-annual Social Monitoring Report (SMR) for the East-West Highway F4 (Shorapani-Argveta) road project in Georgia covers the period from January to June 2020. The objective of the report is to provide an overview of the progress made in the implementation of the land acquisition and resettlement (LAR) tasks in the first half of 2020. It provides information on social safeguards activities related to the preparation and implementation of the LAR plans (LARP) as well as safeguards issues raised during construction period and social impact mitigation measures. It describes the project's performance in dealing with community consultation and stakeholders' participation, impacted assets registration/records and compensation processes, and grievances received and redressed. Lessons learned and the recommendations for the implementation of safeguards component of the project in the next stage of the program are summarized at the end of the report.

#### 1. Background Information

2. Georgia, due to its geographic location, provides the shortest transit link between Central Asia and Europe. Transport plays a pivotal role in supporting the national economy, and development of the transport infrastructure is vital to increasing economy of the region through reduced transport costs and increased transit revenue.

3. The Government of Georgia (GOG) has received a loan from the Asian Development Bank (ADB) for implementing the Road Corridors Development Program (the Program) to rehabilitate, improve or construct several roads in various regions of Georgia. The program includes the Khevi – Ubisa – Shorapani - Argveta section (E60 Highway Route) which will be financed under different funds.

4. The LARP for East–West Highway (Shorapani–Argveta Section) Improvement Project was accepted in October 2019.

5. The total length of Section F4 is of 14+747.78 km on the Tbilisi-Argveta carriageway (TA) and of 14+729.87 on the Argveta-Tbilisi carriageway (AT). In FS the length was about 15+800 km.

6. There are 12 bridges for this section and one Underpass. The first, the second and the fourth bridge are Steel bridges with big spans (smallest in 48 m). The first and the second bridges are crossing the turns of the Dzirula River. The fourth steel bridge is crossing Kvirila River. The third, fifth and sixth bridges are not crossing a flowing river but small streams. They are reinforced concrete structures with pre-stressed beams.

7. Overall, the Shorapani-Argveta section represents an important section of the motorway; it is located in a complicated topographic and geological conditions. This section represents the extension of Zestaphoni-Kutaisi motorway. Design section starts at km 185 of Tbilisi-Senaki-Leselidze motorway and ends at km 200 of the same road in Argveta. This section is directly connected to Argveta interchange which is under construction.

8. Road axis has been designed separately for two independent right and left lanes. The axis is located on the outer edge of the paved section (1.0 m) of the central reserve: Tbilisi-Argveta direction TA, Argveta-Tbilisi direction AT.

9. The alignment passes hilly-mountainous relief from km 0+000 to km 1+300, on the left side of the existing road both as exposed road and through two tunnels. The alignment runs in the gorge of the river Dzirula from km 1+300 to km 3+000, crosses the river Dzirula several times. The alignment runs on the left

side of the existing road, crosses the river Borimela, enters the tunnel and joins the existing road in Shorapani from km 3+000 to km 4+300. Design road follows the existing road from km 4+300 to km 5+640.

10. Widening of the road takes place at the expense of cutting into the slope on the left, then the alignment turns to the right, crosses the river Kvirila and the railway two times, then the alignment develops northward of Zestaphoni through three tunnels. From km 9+670 to the end of the route design road bypasses Zestaphoni, joins the interchange under construction at km 14+720 at the village Argveta located on Zestaphoni-Kutaisi motorway.

11. An interchange is a system of interconnecting roadways which consists of a combination of ramps and grade separations at the junction of highway with other roads. Interchanges are utilized to reduce or eliminate traffic conflicts, to improve safety, to increase traffic capacity and most of all to allow the accessibility at the highway. Not only may the topography of the terrain but also the type of traffic classification affects the interchange design. Interchange types are characterized by the shape of ramps such as diamond, loop, hook, directional, or variations of these types.

12. Crossing conflicts at interchanges are eliminated by using different levels for the crossings. Turning conflicts are either eliminated or minimized, depending upon the type of interchange design.

13. Design parameters for interchange ramps are the following:

- (i) **Interchange-1** (Shorapani) This IC 1 is located around ch 3+000 under bridge BRI 4103 TA/AT. Its type is "Diamond" with Roundabouts located on both side of the Highway. These two roundabouts are connected with the existing main road and a Local road. In the area of this IC-1 will be located also the Base camp.
  - (ii) **Interchange-2** (Zestafoni - East) This IC-2 is located around ch 5+800 before BRI 4104 TA/AT. Its type is "Trumpet" with one Roundabout. The Roundabout is on the existing main road and it is connecting the local traffic.
  - (iii) **Interchange-3** (Zestafoni - West) This IC-3 is located around 11+800. Its type is "Diamond" with two Roundabouts. There is an Underpass over the Ramp connected two Roundabouts. These two roundabouts are connected with the existing local roads in these areas.
- Interchange-4 (Argveta) This IC-4 is in the end of F4 section. It is designed by the previous project.

## Project Location Map



## 2. Objective and Coverage of the Monitoring

14. The major objective of this SMR is to analyze the implementation status of the LARP and other associated social safeguards issues.

15. The ultimate objectives of the monitoring report are to:

- verify status of resettlement implementation for the project that complies with the approved LARP;
- verify status of up to date compensation payment to affected persons (APs);
- verify implication of grievance redress mechanism to solve AP 's grievances & status of grievances received from the APs/local people so far; and
- Satisfaction of APs with the process of their compensation & amount of compensated; and other social safeguards issues such as: wage laborers, labor issues, HIV/AIDS, grievances/complains received during construction/resolved etc.

## 3. Methodology Followed under Monitoring Program

16. The monitoring has been conducted mostly rely on the project documents LARP and Semi-annual Social Monitoring Reports, etc. through review and analyze, compilation of necessary data from aforesaid documents. In addition, consultant also had conducted consultations/meetings among the APs and other project stakeholders of the project through regular site visits. Such consultations and meeting conducted with and assistance of the CSC, Contractors, EMC, RD, MRDI and relevant other project stakeholders. The findings from the aforesaid consultations/meetings has been incorporated in this semi-annual SMR document in a cumulative manner.

#### 4. Social Safeguard/Resettlement Categorization

17. Prior to civil works implementation, the projects selected for construction or development to be screened and classified using ADB's classification system as follows:

- Category A: Projects proposed for construction or development, will fall under this category, if, it caused a significant involuntary resettlement impacts with a physical displacement of 200 or more persons from their residences, or 200 or more persons lose 10% or more of their productive or income generating assets, or more persons or 200 or more persons experience a combination of both.
- Category B: Any proposed subproject that includes involuntary resettlement impacts but are not deemed significant considering loss of shelter/houses or productive or income generating assets will be considered for category B.
- Category C: A proposed subproject that has no involuntary resettlement impact.

18. As per ADB Safeguard Policy Statement (SPS) (2009) the East–West Highway F4 (Shorapani-Argveta) Improvement Project falls under **Category A**, considering the significant involuntary resettlement issues.

19. According to ADB SPS (2009) “no indigenous peoples” (IPs), definition have been identified and will not be triggered in this project.

## II. OVERVIEWS OF THE LARP AND ASSOCIATED IMPACTS

### A. LARPs and Allied Documents Preparation

20. The LARP was approved in October 2019. Afterwards, adjustment of the LARP was required due to emergence of some new impacts (to include or exclude) caused due to adjustments of right of way (RoW) through design considerations considering the existing condition.

21. During the implementation of main LARP of Khevi-Argveta F4 several AP expressed their worries about safety of the buildings during construction of the project. LARP team received several calls with concerns and worries. After this LARP and Design team started reviewing buffer again and was decided to include 12 additional residential land plots in resettlement buffer of the project, each case was studied carefully.

22. Main reason to include additional land plots in buffer was distance from buffer, in case of 4 land plot distance of residential buildings from buffer is between 2.1m to 8m, 6 residential lands were included in addendum because they are located above tunnel portal and it's considered that this will worsen their living conditions during and after construction of the road. Example is shown on the figure 1-1 below. Two affected households (AHs) residential land plots are registered in two parts, which causes difference between number of land plots and number of residential buildings.

23. Sectional LARP implementation is followed by preparation of LARP compliance reports (CRs) for each section by an External Monitoring Consultant (EMC), deployed by the RD, MRDI to comply the project policy. During the reporting period, EMC prepared one CR, which is under consideration.

24. In 2020, preparation of an addendum for the LARP was required due to emergence of some new impacts related to access roads.

## 1. Conditions for Project Implementation

25. Based on ADB policy/practice, the approval of project implementation will be based on the following LAR-related conditions:

- (i) **Signing of contract award:** Civil works contract will be awarded after approval of final Land Acquisition and Resettlement Plan.
- (ii) **Notice to proceed to Contractors for any section:** Conditional to the full implementation of East-West Highway F4 LARP applicable to the respective section, (legalization of legalizable owners, and full delivery of compensation and rehabilitation allowances), verified by a compliance report submitted by the External Monitor. Subsections of F4 could be handed over to the contractor based on approved compliance reports.

## 2. Affected Land Plots

26. According to the approved LARP, mentioned road section will affect 609 land plots. From the mentioned 608 land plots, 33 are in state ownership, 575 land plots are in private ownership. 1. Project affected land plots have been grouped in following categories according to ownership types, based on legal right on ownership:

I category: Project affected private land plots, registered in Public Register: 381 with total affected area of 378,749 m<sup>2</sup>.

II category: Legalizable project affected land plots: 194 land plots with affected area of 168,734 m<sup>2</sup>.

III category: Non legalizable; ownership is not subject for legalization- 1 land plot, with total area of 187 m<sup>2</sup>

IV category: State land (is not occupied arbitrarily by population) 32 plots with affected area 95,145 m<sup>2</sup>.

## 3. Impact on Agricultural Crops

27. On the project impact there is arable land plot where populations have planted corn and beans. According to the survey under the project impact zone there is account for 1,003,602 sq. m of corn, bean and other vegetables. Detailed information will be presented in final LARP.

Agricultural Crop	Unit	1 Ha Land Plot	Of Plant Unit, GEL	Crops Harvest per 1 Ha, GEL	Area
Potato	Tons	26	600	15,600	620
Beans	Kg	800	5	4,000	268,496
Garlic	Kg	1,600	5	8,000	1,485
Tomato	Tons	20	800	16,000	1,135
Corn	Kg	5,000	0.8	4,000	275,174
Pumpkin	Piece	1,000	3.5	3,500	224,131
Cucumber	Tons	15	0.7	10,500	650
Strawberry	Kg	4,000	1.3	5,200	30
Onion	Tons	30	0,6	18,000	687
Soybean	Tons	4	550	2,200	226,225
Sunflower	Tons	2	720	1,440	50

<b>Agricultural Crop</b>	<b>Unit</b>	<b>1 Ha Land Plot</b>	<b>Of Plant Unit, GEL</b>	<b>Crops Harvest per 1 Ha, GEL</b>	<b>Area</b>
Eggplant	-	-	-	5,000	400
Herbs	-	-	-	5,000	1,457
Raspberries	-	-	-	104,000	130
Leeks	-	-	-	5,000	490
Other vegetables	-	-	-	5,000	2,442
<b>Total</b>					<b>1,003,602</b>

#### 4. Impact on Trees

28. According to survey impact zone there are 14,552 trees on 301 land plots. The quantity of trees presented in table below is preliminary.

#### 5. Impact on Structures

29. Under the impact of this project there is 166 buildings, which will be demolished during the construction of the road. From this 166 there are 21 residential houses, 115 auxiliary (cattle-sheds, toilet, storage, etc.) and 30 commercial structures.

30. During the construction of the tunnels there is possibility that some of residential houses will be temporary resettled, information will be given as addendum of the final LARP.

#### 6. Impact on Business

31. According to the survey the project impact on 14 business facilities out of which there are 4 restaurants, 2 is little shops and other 8 little factories or other industrial facilities. This means that 41 people will lose their job. The difference between the number of affected commercial building shown in table 2-4 above and number business affected is due to fact that some of affected commercial buildings are abandoned. Project also will affect 5 street vendors who are selling ceramics.

#### 7. Impact on Common Property

32. Project will not impact on the objects of public or cultural importance.

#### 8. Impact on Vulnerable Households

<b>Vulnerability Category</b>	<b>Number of HH</b>
Women Headed HH	14
Group of disabilities	12
Below poverty line	4
Internally displaced people	5
Other vulnerabilities	5

## 9. Summary of Impacts

No.	Impacts	Unit	
<b>Land Tenure Patterns</b>			
1.	Total Land parcels affected	№	608
2.	Total land Area to be acquired	sq.m	642,825
3.	Category 1. Private Registered Plots	№	381
		sq.m	378,749
4.	Category 3. Private Legalizable	№	194
		sq.m	168,734
5.	Category 4. State Owned Illegally Used by Private Users (Non-legalizable)	№	1
		sq.m	187
6.	Category 5. State Owned (Not Used by Private Users)	№	32
		sq.m	95,145
<b>Land Use and Compensation Categories</b>			
7.	Land plots with frontal towards Tbilisi-Senaki motorway- 30 GEL	sq.m	62,105
8.	Land plots with commercial / industrial and homestead purpose - 20 GEL	№	54
		sq.m	71,846
9.	Residential land plot near Puti village, without buildings - 15 GEL	№	33
		sq.m	17,487
10.	Residential Lend Plots in Dzirula-Zestaphoni villages - 15 GEL	№	76
		sq.m	58,772
11.	Agricultural Land plots in Kvemo Sakara-Argveta - 8 GEL	№	40
		sq.m	42,564
12.	Agricultural Lend Plots in in Kvemo Sakara-Argveta - 6 GEL	№	312
		sq.m	294,709
13.	State Owned and Non Legalizable land plots – 0 GEL	№	33
		sq.m	94,342
<b>Agricultural Patterns</b>			
14.	Potato	sq.m	620
15.	Beans	sq.m	268,496
16.	Garlic	sq.m	1,485
17.	Tomato	sq.m	1,135
18.	Corn	sq.m	275,174
19.	Pumpkin	sq.m	224,131
20.	Cucumber	sq.m	650
21.	Strawberry	sq.m	30
22.	Onion	sq.m	687
23.	Soybean	sq.m	226,225
24.	Sunflower	sq.m	50
25.	Eggplant	sq.m	400
26.	Herbs	sq.m	1,457
27.	Raspberries	sq.m	130
28.	Leeks	sq.m	490
29.	Other vegetables	sq.m	2,442
30.	Affected Trees	№	14,552
<b>Affected Structures</b>			
31.	Residential houses	№	21
32.	Commercial buildings	№	30
33.	Auxelary buildings	№	115
34.	Gates and Fences	№	277
<b>Affected Businesses</b>			
35.	Restaurants	№	4
36.	Shop	№	2
37.	Factories and other industrial facilities	№	8

No.	Impacts	Unit	
Affected Households			
38.	Severely affected households	No	379 <sup>2</sup>
39.	Vulnerable households	No	36
40.	Resettled households	No	21
41.	AHs losing non-legalizable land plots	No	1
42.	AH losing jobs	No	43
43.	Total AHs	No	455
44.	Total APs	No	2,047

### III. LARP IMPLEMENTATION

#### A. General

33. RD signed the contract between the contractor (Guizhou Highway Engineering Group Co. Ltd. and China National Technical Import & Export Corporation Joint Venture) on 16 January 2020, but the physical construction activities of the Shorapani-Argveta F4 Section is suspended, because of COVID-19 pandemic.

Total number of land plots - 746	100%
Acquired - 702	94.1
To be acquired - 44	5.9

**Table: Status of Claimed Grievances Issues Identified and Current Status of Shorapani-Argveta (F4) Section (January-June 2020)**

Complaint Category	Quantity	Status
Compensation Rate	4	Closed / Accepted
		Open
		Open
		Open
Inclusion in LARP	7	Open
		Closed / Rejected
		Closed / Accepted
		Closed / Partially Accepted/Rejected

### IV. GRIEVANCE REDRESS MECHANISM & GRIEVANCE REDRESS STATUS

#### A. Formation of Grievance Redress Committee

34. A grievance redress mechanism (GRM) will be available to allow an AP appealing any decision on which they disagree, practice or activity arising from land or other assets compensation. APs will be fully informed of their rights and of the procedures for addressing complaints whether verbally or in writing during consultation, survey, and time of compensation. Care will always be taken to prevent grievances rather than going through a redress process. This can be obtained through careful LAR design and implementation, by

ensuring full participation and consultation with the APs, and by establishing extensive communication and coordination between the affected communities, the EA, and local governments in general. Complaint and grievances will be addressed through the process described below.

35. The GRM consist of project-specific systems established at the municipal level and regular system established at RDMRDI. Grievance Redress Committee (GRCE) established at municipal level as a project-specific instrument, functional for the whole period of the project implementation. Grievance Redress Commission (GRCN) is formed as an informal structure within the RDMRDI to ensure grievance review, resolution, and record.

36. GRCN is formed by the order of the Head of RDMRDI as a permanently functional informal structure, engaging personnel of RDMRDI from all departments having regard to the LAR issues and complaint resolution. This includes top management, Safeguard or LAR Units, Legal Departments, PR department and other relevant departments (depending on specific structure of the Implementing Agency - IA). The GRCN is involved at the Stage 2 of grievance resolution process. The Order shall also state that, if necessary, representative of local authorities, NGOs, auditors, APs and any other persons or entities can be included in the commission as its members.

37. GRCE is an informal, project-specific grievance redress mechanism, established to administer the grievances at Stage 1. This informal body will be established at community level in each affected Municipality (village/community authority). The GRCE shall include representatives of Municipal LAR Teams and local communities. The RD representative in the Municipal LAR Team shall coordinate the GRCE formation. He/she will then be responsible for the coordination of GRC activities and organizing meetings (Convener).

38. If considered necessary, GRCEs will be established at the community level with an office order from the RD with provision of 7 members of following composition: 1. Representative of Resettlement Unit of IA: Convener; Contact Person 2. Representative Rayon LAR team: Member Secretary 3. Representative of the Municipality Mayor in the administrative unit: Member 4. Representative of APs: Member 5. Representative of NGO: Member 89 6. Representative of Civil Works Contractor: Member 7. LAR Specialist of Supervision Consultants: Member.

39. Representative of the Resettlement Unit of IA is coordinating the work of the Committee and at the same time he/she is nominated as a contact person for collecting the grievances and handling grievance log. The local authorities at the municipal level, civil works Contractor, Supervising Company (Engineer), as well as APs (through informal meetings) are informed about the contact person and his contact details are available in offices of all mentioned stakeholders.

40. The Contact Person collects and records the grievances, informs all members of the Committee and the management of RD regarding the essence of the problem, engages the relevant stakeholders in discussions with the applicant of grievance, handles the process of negotiation with AP at the stage 1 of the grievance resolution. The Contact Person prepares the minutes of meetings and ensures signatures. In case the grievance is resolved at the stage 1, the Contact Person records the fact of closing the grievance in his log and informs RDMRDI management about this in written. If the complainants are not satisfied with the GRC decisions, they can always use the procedures of Stage 2 of grievance resolution process. In that case the Contact Person helps the AP in lodging an official complaint (the complainant should be informed of his/her rights and obligations, rules and procedures of making a complaint, format of complaint, terms of complaint submission, etc.).

41. The APs should be informed about the available GRM. This could be achieved through implementing information campaigns, distributing brochures (e.g. Communication Plan), Keeping all focal points up-to-

date and maintaining regular communication with them, allowing multiple entry points for complaints, introducing forms for ease of reporting complaints.

### Grievance Resolution Process

Steps	Action Level	Process
<b>Step1</b>	Negotiations with APs	The complaint is informally reviewed by the grievance redress committee (GRC), which takes all necessary measures to resolve the dispute amicably.
<b>Step2</b>	GRC Resolution	If the grievance is not solved during the negotiations, the GRC will assist the aggrieved APs to formally lodge the grievances to the GRC. The aggrieved APs shall submit their complaints to the GRC within 1 week after completion of the negotiations at the village level. The aggrieved AP shall produce documents supporting his/her claim. The GRC member secretary will review the complaint and prepare a Case File for GRC hearing and resolution. A formal hearing will be held with the GRC at a date fixed by the GRC member secretary in consultation with Convener and the aggrieved APs. On the date of hearing, the aggrieved AP will appear before the GRC at the Representative of the Municipality Mayor in the administrative unit for consideration of grievance. The member secretary will note down the statements of the complainant and document all details of the claim. Response time for the GRC to acknowledge receipt is 14 days and after date of hearing for Respond/resolve maximum time is 10 days. The decisions from majority of the members will be considered final from the GRC at Stage 1 and will be issued by the Convener and signed by other members of the GRC. The case record will be updated and the decision will be communicated to the complainant AP.
<b>Step3</b>	Decision from central RDMRDI	If any aggrieved AP is unsatisfied with the GRC decision, the next option will be to lodge grievances to the RDMRDI at the national level. The RDMRDI shall review the complaint in compliance with the procedures specified in the Administrative Code of Georgia. Response time according the Administrative Code of Georgia is 30 days, but Internally, according the RD's internal electronic correspondence system, the mandated time for response is 10 days). GRC should assist the complainant in lodging an official complaint (the complainant should be informed of his/her rights and obligations, rules and procedures of making a complaint, format of complaint, terms of complaint submission, etc.). The complainant shall be informed of the decision.
<b>Step4</b>	Court decision	If the RDMRDI decision fails to satisfy the aggrieved APs, they can pursue further action by submitting their case to the appropriate court of law (Rayon Court) without any reprisal. The aggrieved AP can take a legal action not only about the amount of compensation but also any other issues, e.g. occupation of their land by the contractor without their consent, damage or loss of their property, restrictions on the use of land/assets, etc.

## Minutes of Meetings

### KHEVI-UBISA-SHORAPANI-ARGVETA SECTION (E60 HIGHWAY ROUTE)

**Zestaphoni City**

**20.12.2017**

Chairman of the meeting: Zura Mgaloblishvili, Director of Gamma Consulting Ltd

Secretary of the meeting: Elene Mgaloblishvili, Social Specialist of Gamma Consulting Ltd

**Attendees:**

Representatives of Roads Department of Georgia, Medea Kvakhadze and Vasil Bazadze (Kutaisi Office), representative of Zestaphoni municipality, representatives of the affected villages and APs, representative of IRD (Lorenzo Carapellese), representatives of Gamma Consulting Ltd (Zurab Mgaloblishvili, Elene Mgaloblishvili). List of attendees is enclosed

**Agenda:**

1. Information about the project mean RoW
2. Land registration and legalization process
3. Entitlements of APs
4. Discussion with Stakeholders.

Mr. Zura Mgaloblishvili introduce to the attendees information about project and companies and institutions that are responsible for design and implementation.

Mr. Lorenzo Carapellese described the aliment and main difficulties to avoid natural and cultural important premise. He also underlined the cooperation of the local people to our team and workers all along the RoW.

Ms. Elene Mgaloblishvili represented movies about the project and commented it. After presentation of the project the desiccation was open, quotation and comments are shown below.

During the discussion the official of the Road Departments from Kutaisi intervned giving explanation and suggestion on the legalization process and technical procedures, also providing assistance on registration of their land plots.

During the consultations to attendees was given Information leaflets describing private ownership legalization process in Georgia and Information about project impact



## Minutes of Meeting

### KHEVI-UBISA-SHORAPANI-ARGVETA SECTION (E60 HIGHWAY ROUTE)

Zestaphoni City

24.01.2017

Chairman of the meeting: Lorenzo Carapellese, IRD

Secretary of the meeting: Elene Mgaloblishvili, Gamma Consulting Ltd

Attendees:

Representatives of Roads Department of Georgia, Medea Kvakhadze and Vasil Bazadze (Kutaisi Office), representative of Zestaphoni municipality, representatives of the affected villages and APs, representative of IRD (Lorenzo Carapellese), representatives of Gamma Consulting Ltd (Zurab Mgaloblishvili, Elene Mgaloblishvili). List of attendees is enclosed. Ms. Elene Mgaloblishvili introduce to the attendees information about project and companies and institutions that are responsible for design, implementation and execution.

Mr. Lorenzo Carapellese described the RoW and main difficulties to avoid natural and cultural important premise. He also underlined the cooperation of the local people to our team and workers all along the RoW. He also talked about the purpose of the meeting.

Ms. Elene Mgaloblishvili represented movies and drawings of project commented it. After presentation of the project the desiccation was open, quotation and comments are shown below.

During the consultations to attendees was given Information leaflets describing private ownership legalization process in Georgia and Information about project impact.





42. Individual consultation meetings were held on 25th and 26th of January 2020 by representatives of Gamma Consulting. Questions from stakeholders as asked during the consultations are given below, as well as photos taken at the meetings. For APs who did not attend the Public Consultation meeting and were not visited individually because of their absence at location, information leaflets and contact information were left for them at the Zestaphoni City Hall Building.

43. Representative of the Resettlement Division of IA is coordinating the work of the Committee and at the same time he/she is nominated as a contact person for collecting the grievances and handling grievance log. The local authorities at the municipal level, civil works Contractor, Supervising Company (Engineer), as well as APs (through informal meetings) are informed about the contact person and his contact details are available in offices of all mentioned stakeholders.

44. The contact person collects and records the grievances, informs all members of the Committee and the management of RD regarding the essence of the problem, engages the relevant stakeholders in discussions with the applicant of grievance, handles the process of negotiation with AP at the stage 1 of the grievance resolution. The Contact Person prepares the minutes of meetings and ensures signatures. In case the grievance is resolved at the stage 1, the Contact Person records the fact of closing the grievance in his log and informs RDMRDI management about this in written. If the complainants are not satisfied with the GRC decisions, they can always use the procedures of Stage 2 of grievance resolution process. In that case the Contact Person helps the AP in lodging an official complaint (the plaintiff should be informed of his/her rights and obligations, rules and procedures of making a complaint, format of complaint, terms of complaint submission, etc.).

45. The APs should be informed about the available GRM. This could be achieved through implementing information campaigns, distributing brochures (e.g. Communication Plan), Keeping all focal points up-to-date and maintaining regular communication with them, allowing multiple entry points for complaints, introducing forms for ease of reporting complaints.

Steps	Process
Step 1	At the negotiation level, if any grievances arise, solutions acceptable to both local's LAR Team and the APs will be sought. If any aggrieved AP is not satisfied with the solutions, the next option will be to lodge grievances to the GRC.
Step 2	<ul style="list-style-type: none"> <li>• If the grievance is not solved at the previous level, the rayon level LAR representative will assist the aggrieved APs to formally lodge the grievances with the respective GRCE at Rayon level. The aggrieved APs will lodge the complaint if there is failure of negotiation at village level and produce documents supporting his/her claim.</li> <li>• The GRCE member secretary will review the complaint and prepare a Case File for GRCE hearing and resolution. A formal hearing will be held with the GRCE at a date fixed by the GRCE member secretary in consultation with Convener and the aggrieved APs.</li> <li>• On the date of hearing, the aggrieved AP will appear before the GRCE at the village office and produce evidence in support of his/her claim. The member secretary will note down the statements of the complainant and document all proof.</li> <li>• The decisions will be issued by the Convener and signed by other members of the GRCE. The case record will be communicated to the complainant AP by the LAR Team at the village level. The grievance redress at this stage shall be completed within 4 weeks</li> </ul>

Steps	Process
Step 3	If any aggrieved AP is unsatisfied with the GRCE decision at Rayon level, the next option will be to lodge grievances to the Grievance Redress Commission (GRCN) at the Resettlement Division at RDMRDI at the national level within 2 weeks after receiving the decision from GRCE. The complainants must produce documents supporting his/her claim. The GRCN will review the GRCE hearing records and convey its decisions to the aggrieved APs within 4 weeks after receiving the complaint.
Step 4	If a grievance redress system fail to satisfy the aggrieved APs, they can pursue further action by submitting their case to the appropriate court of law (Local Court).In case, if the ruling by the court is below the market price assessed through the open market survey earlier, RDMRDI will provide additional funds to ensure that compensation provided reflects full replacement cost.

### 1. Child Labor in the Project Activities

46. During field monitoring period, no child labor (below the age of 18 years) was found engaged in the project works.

### 2. Forced or Compulsory Labor

47. All workers are deployed according to their eligibility and willingness. The female workers who are mostly engaged in cooking and cleaning are also deployed based on their eligibility and willingness.

### 3. Discrimination in Respect to Employment

48. During monitoring, no discrimination identified among the workers in terms of gender, locality, nation or religion, wages/salary.

### 4. Health and Safety and HIV/AIDS Awareness Program

49. The current monitoring also found that the Contractor has arranged a medical office and employed Doctors for the treatments of the staffs/employees of the contractor

50. The Contractor has appointed an accident prevention officer at the Site, who is responsible for maintaining safety and protection against accidents. He was found available on site every day.

51. The Contractor has instructed to comply with the requirements of clause 6.7 of GCC and include an alleviation programmer for Site staff and labor and their families in connection to Sexually Transmitted Infections (STI) and Sexually Transmitted Diseases (STD) including HIV/AIDS under this program for submission under Sub-Clause 8.3.

52. During reporting period, the Contractor's doctor provided information for the workers about HIV/AIDS and Sexually transmitted diseases and the information campaign program as well. Furthermore, Contractor's HSE specialist organized trainings of worker on various issues, such as: use of personal protective equipment, fire emergency, driving safety and first aid.

## **5. Accident Record Log**

53. No physical injuries or incidents were registered during this period on Shorapani-Argveta road section.

## **V. SAFEGUARDS COMPLIANCE STATUS**

### **A. Status of Recruitment/Mobilization of Safeguard Team**

54. CSC has mobilized specialists. They are currently continuing their works and are assisting/supporting RDMRDI with constant monitoring, in connection to resettlement program implementation with other social safeguards issues of the project. The RDMRDI established a Resettlement Division and Resettlement Unit at the PIU level with requisite officers and staff from beginning of the project to carry out & support to implement resettlement and rehabilitation of APs and other safeguards issues of the project covering total project implementation periods.

## **VI. CONCLUSIONS**

55. The East-West Highway F4 (Shorapani-Argveta) project implementation is ongoing, where resettlement and safeguards compliance is an important and highly valued aspect. The beginning of the project's social safeguard aspects started from the feasibility study through conducting necessary census and survey of the project affected people to prepare LARP. Subsequently, LARPs were finalized/updated based on the detailed design covering resettlement and social safeguard issues. A total of two LARPs were prepared for the project, harmonizing ADB's SPS 2009 and GOG policy standards for the land acquisition and resettlement of the APs. The LARPs in due course, was approved. During LARP implementation, preparation of an addendum to LARPs was necessary to make some corrections of inventory of affected properties pertaining to existing condition. The implementation of LARPs and project conditionality is complying with provisions to monitor both internally and externally of the entire resettlement implementation. This is the first semi-annual SMR (covering the period January-June 2020) prepared by the CSC for RDMRDI by the CSC's International Resettlement Specialist. However, monthly progress monitoring report are regularly produced and submitted by the NRS.

56. In sum, it may be concluded that the RDMRDI is working hard to make payment (compensation and other additional grants and benefits) to the APs timely with mitigation of grievances. Till date, the LARP implementation for the partial sections comprises almost of the road ROW completed with required relocation of affected households before handed over to the contractor for construction. It was revealed from the monitoring of LARPs implementation, substantial progress in connection to LARP implementation has been done in compliance to the ADB SPS 2009 and project policy.