Social Monitoring Report

Semi-Annual Social Safeguard Monitoring Report
Reporting period: January - June 2022
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Tajikistan: Dushanbe Water Supply and Sanitation Project

Prepared by State Unitary Enterprise Dushanbe Vodokanal (DVK) for the Republic of Tajikistan and the Asian Development Bank.

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ABBREVIATIONS AND ACRONYMS

ADB	Asian Development Bank
DMS	Detailed measurement survey
DP	Displaced person
AH	Affected household
SUE DVK	State Unitary Enterprise Dushanbevodokanal
EA	Executing agency
FP	Focal person
GRC	Grievance redress committee
GRM	Grievance redress mechanism
HH	Household
IR	Involuntary resettlement
PIG	Project Implementation Group
LAR	Land acquisition and resettlement
LARP	Land Acquisition and Resettlement Plan
TRTA	Transaction Technical Assistance
RT	Republic of Tajikistan
SPS	Safeguard Policy Statement
TJS	Tajikistani Somoni (currency)

GLOSSARY

Displaced Persons (DP)	'In the context of involuntary resettlement, displaced persons are those who are physically displaced (relocation, loss of residential land, or loss of shelter) and/or economically displaced (loss of land, assets, access to assets, income sources, or means of livelihoods) as a result of (i) involuntary acquisition of land, or (ii) involuntary restrictions on land use or on access to legally designated parks and protected areas.' (ADB SPS 2009)
Detailed Measurement Survey (DMS)	With the aid of the approved detailed engineering design, this activity involves the finalization and/or validation of the results of the inventory of losses (IOL), severity of impacts, and list of DPs. The final cost of resettlement can be determined following completion of the DMS.
Compensation	Payment in cash or in kind to replace losses of lands, housing, income and other assets caused by the Project. All compensation is based on the principle of replacement cost, which is a method of valuing assets to replace the loss at current market rates, plus any transaction costs such as administrative charges, taxes, registration and titling costs.
Cut-off Date	The date after which people will not be considered eligible for compensation.
Dekhan Farm	Mid-size land, which is legally and physically distinct from household plots, for which full land use rights, but not ownership, is allocated to either individuals or groups. Regulations concerning dekhan farms in Tajikistan are laid out in Law No. 48 on Dekhan Farms, from 2002.
Encroachers	People who have trespassed onto private/government/community land for which they are not authorized to use. If such people arrived before the cut-off-date, they are eligible for compensation for any affected structures, crops or land improvements.
Entitlements	The range of measures comprising cash or in-kind compensation, relocation cost, income rehabilitation assistance, transfer assistance, income substitution/business restoration, which are due to DPs, depending on the type, extent and nature of their losses, and which suffice to restore their social and economic base.
Eligibility	Any person who resided in the Project area before the cut-off date that suffers from (i) loss of house, (ii) loss of assets or ability to access such assets, permanently or temporarily, or (iii) loss of income sources or livelihood, will be entitled to compensation and/or assistance.
Household	All persons living under one roof or occupying a separate housing unit, having either direct access to the outside (or to a public area) or a separate cooking facility. Where the members of a household are related by blood or law, they constitute a family. http://www.businessdictionary.com/definition/household.html
Hukumat	District administration in Tajikistan
Income restoration	This is the re-establishment of sources of income and livelihood of the affected households.
Income Restoration Program	A program designed with various activities that aim to support displaced persons to recover their income / livelihood to the pre-Project levels. The program is designed to address the specific needs of the affected persons based on the Socioeconomic (SES) survey and consultations.
Inventory of Losses (IOL)	This is a process in which all fixed assets (i.e. lands used for residence, commerce, agriculture; houses; kiosks, stalls and shops; ancillary structures, such as fences, gates, paved areas and wells, affected trees and crops etc.) with commercial value and sources of income and livelihood inside the Project right-of-way (Project area) are identified, measured, their owners identified, their exact location determined, and their replacement costs calculated.
Jamoat	A sub-district level administration

Land Acquisition	Refers to the process whereby an individual, household, firm or private institution is compelled by a public agency to alienate all or part of the land/assets for public purposes in return for in-kind replacement or compensation at replacement costs.
Land Acquisition and Resettlement Plan (LARP)	A time-bound action plan with budget setting out compensation for affected land/assets and resettlement strategies, objectives, entitlement, actions, responsibilities, monitoring and evaluation.
Non-titled	Means those who have no recognizable rights or claims to the land that they are occupying.
Poor	The poor are persons registered by the Hukumats as poor. The 'poorness' is based on the total score of points assigned for income of each household member, home condition, number of household's members, number and type of belongings such as a car and agricultural machinery, possession of animal livestock as the main poverty indicators.
Presidential Land	Means land for which use rights have been allocated by a Presidential Decree, but ownership remains with the state.
Rehabilitation	This refers to additional support provided to DPs losing productive assets, income, employment or sources of living, to supplement payment of compensation for acquired assets, in order to achieve, at a minimum, full restoration of living standards and quality of life.
Replacement cost	The calculation of full replacement cost will be based on the following elements: (i) fair market value; (ii) transaction costs; (iii) interest accrued, (iv) transitional and restoration costs; and (v) other applicable payments, if any.
Reserve Fund Land	Means land owned by the state and controlled by the district administration that may be rented, mainly for agricultural use.
Resettlement	This includes all measures taken to mitigate all adverse impacts of the Project on DP's property and/or livelihood. It includes compensation, relocation (where relevant), and rehabilitation as needed.
Severely Affected	This refers to affected households who will (i) lose 10% or more of their total productive land and/or assets, (ii) have to relocate; and/or (iii) lose 10% or more of their total income sources due to the Project.
Sharecropper	A person who cultivates land s/he does not own for an agreed proportion of the crop or harvest.
Significant impact	Means 200 or more people will experience major impacts, which are defined as; (i) being physically relocated from a house, or (ii) losing 10% or more of their income generating assets.
Vulnerable	Anyone who might suffer disproportionately or face the risk of being marginalized from the effects of resettlement and includes; (i) female-headed households with dependents; (ii) disabled heads of household; (iii) poor households; (iv) landless; (v) elderly households with no means of support; (vi) households without security of tenure; (vii) ethnic minorities; and (viii) small farmers (with landholdings of two hectares or less).

I. EXECUTIVE SUMMARY

1.1 Introduction

1. This Semi-annual Social Monitoring Report prepared for the Dushanbe Water Supply and Sanitation Project and covers the reporting period from January to July 2022. The report describes the status of project implementation, activities carried out by the contractor with regard to social safeguard compliance including social safeguard implementation, issues, grievances raised and resolved, mitigation measures provided during the monitoring period, and the actions planned to accomplish any outstanding social issues.

2. To prepare this report, the SMEC's and PIG's social safeguard specialists used a combination of several actions to collect primary and secondary data. The primary data were collected during interviews with displaced persons (DPs), discussions with the Project Implementation Group (PIG) and direct observations on the ground.

3. In addition, the report provides suggestions for social impact management, checklist for monthly reporting, actions planned for the next reporting period.

1.2 Project background

4. The water supply and sanitation systems in Dushanbe have deteriorated over the years due to a combination of age, lack of continued capital investments and lack of proper operation and maintenance. The water supply system is characterized by intermittent operation, high non-revenue water (NRW), low water pressures and low energy efficiency. The expanding urban areas, particularly in the eastern part of the city, are not connected to the water and sewerage system. The lack of public understanding to conserve water as a natural resource combined with low tariffs has led to uncontrolled consumption and wastage of water.

5. The sanitation infrastructure provides only limited coverage within the city and the peri-urban areas. The existing network is in a generally poor condition resulting in potential groundwater pollution and overflows to water bodies and to land. In particular, the south collector sewer is dysfunctional being partly blocked due to poor design and construction leading to critical adverse sanitary and environmental conditions in large areas of the south-eastern part of Dushanbe.

6. The Asian Development Bank (ADB) allocated Grant No. 0612-TAJ in the amount of US $ 41.18 million in accordance with the Financing Agreement for the Dushanbe Water Supply and Sanitation Project (DWSSP). This project is the first ADB-funded project for the SUE "Dushanbevodokanal" (DVK). The scope of work of the allocated grant includes the rehabilitation of water supply, sewerage facilities and the strengthening of the institutional capacity of the SUE "Dushanbevodokanal" to improve its services in the Shohmansur district and the areas located in the south-eastern part of the city.

7. The proposed Dushanbe Water Supply and Sanitation Project will:

- Rehabilitate and expand the Dushanbe water supply system including upgrading the eastern section of the Kafarnigan -1 wellfield, construct 12 km of trunk mains, and construct/upgrade reservoirs and pumping stations supplying Shohmansur District, supply approximately an additional 2,000 households with drinking water, establish 18 district metering areas in Shohmansur District to better control water losses, upgrade the water distribution system in selected DMAs and install a SCADA system.
- Rehabilitate the South Collector sewer to prevent overflows of raw sewage to water bodies and land.
- Develop and pilot test a sustainable business model for SUE-DVK including new network management practices and installation of a smart management system for operator efficiency and asset management.
- Provide capacity develop and institutional strengthening for DVK in areas of operation and maintenance, water quality testing, business planning and financial management.
- Provide project implementation support for project management, design and construction supervision.

8. Monitoring confirms that the LARP for the CW-03 package was prepared in October 2019, and was implemented satisfactorily with the payment of 100% of DPs compensations in November 2020 (that is affirmed by the level of DPs satisfaction). The report on the monitoring of the implementation of the LARP for CW-03 package was published in December 2020.

9. The LARP for CW-01 package (LOTs 1 - 2), was prepared in March 2021 and successfully implemented thereafter with payment of 100% of DPs compensations in September 2021 (that was affirmed by the level of satisfaction of the APs). The report on the monitoring of the implementation of the LARP for CW-01 was published in October 2021.

10. Also for the packages CW-02 and CW-04 (LOTs 1 - 2), the LARP was prepared in January 2022, and successfully implemented thereafter with the payment of 100% of DPs compensations in June 2022 (that is affirmed by the level of DPs satisfaction). The report on the monitoring of the implementation of the LARP for CW-02 and CW-04 (LOTs 1 - 2) packages was published in July 2022.

11. In general, the project LARP is implemented under the safeguard principles, in accordance with the requirements set out in the ADB's SPS 2009, and with the observance of national laws and regulations. Though, compliance with the requirements should be upkept through effective management of social activities, such as ongoing consultations with communities in the project area, monitoring of the contractor's work and ensuring an effective grievance redress mechanism (GRM) throughout the project duration.

1.3 Scope of Project Impact

12. At the first stage, the Project required land and assets acquisition due to rehabilitation/reconstruction of 9.46 km sewage collector for the implementation of CW-03. In this connection, the safeguards implementation has been under monitoring throughout this reporting period.

13. At the second stage, the Project required land and assets acquisition due to reconstruction of water intake structures and main pipelines for the implementation of CW-01 (LOTs 1 - 2). Subsequently, Land Acquisition and Resettlement Plan (LARP) was prepared during this reporting period.

14. At the third stage, the Project required land and assets acquisition due to construction of reservoirs and pumping stations, along with water distribution networks for the implementation of CW-02 and CW-04 (LOTs 1 - 2). Subsequently, Land Acquisition and Resettlement Plan (LARP) was prepared during this reporting period.

Table 1: Information on the implementation of social safeguards under Project components

Description	**Packages (Lots)**		
	CW-01 (LOTs 1 - 2)	**CW-02 / CW-04 (LOTs 1 - 2)**	**CW-03**
Impact	Yes	Yes	Yes
Status of designs	Completed	Completed	Completed
Preparation for LARP	Completed	Completed	Completed
Implementation of LARP	Completed	Completed	Completed
LARP implementation compliance monitoring	Completed	Completed	Completed
Construction works commencement	3 December 2021	10 December 2021	24 February 2021

The project remains in category “B” for involuntary resettlement in accordance with ADB SPS 2009. This internal monitoring is carried out by resettlement specialists with the PIG.

1.4 Public Consultations and Disclosure

15. The consultants of SMEC and PIG conducted community consultation meetings at different stages of LARP preparation monitoring and implementation. This has been confirmed by the PIG social safeguard specialist through interviewing randomly selected DPs during the preparation of this semi-annual report. During the consultations, the participants were supportive of the Project, as it will improve living conditions and disease incidence. The participants also expressed their opinions on the disadvantageous consequences of the project, compensations and losses, water quality and water supply regime.

16. The LARP Disclosure was planned and implemented as requested under the approved LARP, please see the table further hereunder. In particular the following activities were undertake:

a. Final LARP for the Project’s sewage component CW-03 in English was uploaded on the ADB website;
b. Final LARP for the Project’s water supply system component CW-01 (LOTs 1 – 2) in English was uploaded on the ADB website;
c. Final LARP for the Project’s water supply system component CW-02 and CW-04 (LOTs 1 – 2) in English was uploaded on the ADB website;
d. Copies of the LARPs in the Russian language were distributed in the offices of local authorities;
e. Approved LARPs for the packages CW-03, CW-01 (LOTs 1 – 2), and CW-02 and CW-04 (LOTs 1 – 2) packages in Russian language was posted on the EA website;
f. Pubic consultations were conducted during the implementation of the LARP for the packages CW-02 and CW-04 (LOTs 1 – 2).

17. A number of LARP-related activities were carried out within the framework of the Project. In general, they comprised of regular community consultations, identification of the impact under the LARP, preparation and implementation of the LARP, and compliance monitoring and reporting. The table below provides more detailed information on social protection measures and the results achieved.

Table 2: Social protection activities carried out in the reporting period

No	Packages	Activity	Period	Results
1.	CW-02 and CW-04 (LOT 1-2)	LARP implementation and monitoring.	from June 2022 till the full completion of construction works.	LARP was successfully implemented, having 100% compensated the affected persons and attained their satisfaction. Monitoring of the activities will continue, up to the completion of construction works, with respect to GRM’s functioning.
2.	CW-02 and CW-04 (LOT 1-2)	The team of social specialists continued consultations with communities in the process of implementing the LARP for the water supply system component of the project.	Duration from March to June 2022	The communities involved in the project are well aware of the works provided for by the Project, of social impacts, of the compensations and benefits, and of the process of administration of complaints connected with the project, etc.

No	Packages	Activity	Period	Results
3.	CW-03, CW-01 (LOT 1-2), CW-02 and CW-04 (LOT 1-2)	Monitoring the functioning of GRM and GRC.	Continuously	The social team helped the PIG to update the Grievance Redress Mechanism on December 30, 2021, due to the changes in GRC membership. Community members were reminded that if they have any problems and/or suggestions, they can register the case in the available GRC by stating their problems (verbally, by phone or in writing in the grievance logs).
	Expected social safeguard actions			
1.	CW/AF-04 (LOT 1-2)	Preparation and implementation of LARP, monitoring and preparation of a compliance report.	August-September 2022	In process

1.5 Institutional Arrangements

18. The core agencies and organizations involved in the LAR process are: ADB, Dushanbevodokanal, Dushanbe City authorities, Ministry of Finance, Ministry of Agriculture, State Committee for Land management and Geodesy (SCLMG), State Unitary Enterprise for Valuation (SUE) 'Narkhguzori', District Authorities, Local Executive Authorities (hukumats), jamoats, LAR Committee, and other state agencies.

1.6 Monitoring and Reporting

18. The implementation of the project is continually monitored to provide the DVK with the necessary support in assessing the resettlement-related issues, if any. Monitoring includes: (i) administrative monitoring to ensure timely implementation and resolution of issues; (ii) socio-economic monitoring right in place and after any resettlement impacts using basic information obtained from the socio-economic study of affected persons conducted during the preparation of the subproject; and (iii) general monitoring to assess the status of affected persons. The expert shall be bound to implement safeguard measures and appropriate protection plans, as provided for in legal agreements, and submit periodic reports on monitoring the effectiveness of their implementation.

19. The implementation of the LARP for the Project's water supply system component of the CW-02 and CW-04 (LOT 1-2) was completed in November 2021, and subsequently a separate implementation monitoring report was prepared, and disclosed in November 2021. Therefore, this report does not contain detailed information on the LARP implementation. Also, it is considered too early for conducting the assessment of the affected persons' livelihoods, and same for the potential impact of land acquisition on their income. Later, after the construction starts, the social team will take the necessary actions regarding the assessment of the living conditions of the DPs and the potential impact from the land acquisition on their income, as, in this connection, the heads of 10 AHs are included in the list of the most vulnerable families, which was given to the Contractor for employment assistance.

20. The next semi-annual social safeguards monitoring report will cover July-December 2023, and the report is to be submitted to the ADB by January 15, 2022. In the meantime, field monitoring will be carried out on monthly basis. In particular, the main subjects of monitoring will be:

- Functionality of the GRM and increasing its accessibility and efficiency;
- Consultations and disclosure of information to the local community and stakeholders;

• Temporary impacts (if any);
• Providing employment opportunities within the framework of the Project to members of vulnerable families.

II. OBJECTIVES OF SOCIAL SAFEGUARDS MONITORING

2.1 General Aspects

19. As per the approved LARP the implementation of the LARP is subject to internal monitoring as the Project encountered not insignificant number of Project affected persons facing involuntary resettlement. Therefore, internal monitoring of social safeguards has been undertaken on a regular basis by DVK assisted by SMEC's and PIG's social specialists.

20. The PIG's social safeguards specialist and the national social safeguards specialist of the PMDSC are in charge to conduct regular site visits, examine whether there is any impact to local residents, or land users. During these visits the specialist discussed with local residents approximate timeframe for site clearance and further hearings on the construction works.

21. In the process no any social and/or economic impact has occurred and if any social impact is detected. The National Safeguards Specialist of the PMDSC prepares relevant report and submits to the PIG's social safeguards specialist and the head of PIG for keeping them updated, informed, and receive feedback if required. These reports initiate follow up actions to resolve the case(s) and their current status will be reflected in the Monthly Progress Reports.

22. The Construction Supervising Consultant will assist PIG in the process of internal monitoring to effectively detect and address any emerging social safeguards issues during the LARP implementation process and the construction period as well. The key objective of the internal social safeguard monitoring is to thoroughly review the process of the LARP implementation such as the compensation process and grievance redress procedures during the entire project cycle as it has been stated in the approved LARP, which provides the indicators for monitoring of LARP implementation as well as social safeguard issues.

23. The key objective of LARP implementation monitoring is to assess whether the actual impacts of the project were taken into consideration correctly and fully compensated as required by LARP stipulations and budget. In addition, due attention should be paid to the application of grievance redress procedures during the entire project cycle.

a. Compensation payments disbursed
b. Replacement plots allocated (if required)
c. Housing and infrastructure construction completed
d. Resettlement of people completed (if required)
e. Income restoration and development activities initiated (if required)
f. Monitoring and evaluation reports submitted.

24. Social Impact monitoring indicators:
    a. Assessment of GRM application and GRC efficiency through monitoring to determine whether:

        1. All physical inputs committed in the LARP have been delivered and all services provided;
        2. Did mitigation actions prescribed in the LARP have provided the desired effects;
        3. Socioeconomic status of affected population against the baseline conditions before the displacement has not been deteriorated as a result of the Project impact.
        4. GRC was effective and efficient, and
        5. Project affected persons were fully aware of GRC availability.

25. These objectives to be satisfied by a methodical review of the compensation records and an exacting verification confirming that the actual amounts paid to the APs corresponded with the amounts indicated in the final LARP and the processed AP contracts after the project LARP implementation.

2.2 Methodology for Internal Monitoring

26. As stated above the major purpose of the internal monitoring is to determine whether the LARP compliance indicate that the compensation program had been carried out in accordance with the provisions of the laws of the Republic of Tajikistan, ADB SPS 2009, and to the satisfaction of the DPs. In addition, it is important to assess that social impacts are well mitigated through the instruments stipulated under the approved LARP and undertaken in compliance within the country legislation, social safeguards guidelines and to the extent possible meet the best international practice.

27. To meet the requirements the National Consultant initially conducted desk reviews, closely reviewed the approved LARP and Grievance Logbooks.

28. Grievance Redress effectiveness was confirmed through the grievance logbooks available with PIG and jamoats of project affected communities. The PIG's social and gender specialist has been conducting regular project site visits every 2 weeks.

29. In addition, the social and gender specialist conducted several field trips to project site to meet with project stakeholders and to conduct Interviews of Key Informants: village heads, residents of project affected communities and randomly selected households directly affected by the Project whether their enumerated assets are in place.

30. The following areas are routinely addressed during the internal monitoring and evaluation of project performance process:

a. Grievance Redress Mechanism functionality
b. Unanticipated/temporary impacts or damages
c. Possible needs for realignment of ROW, design changes
d. Possible needs for livelihood restoration, provision of mitigation measures, etc.

31. Listed below are the Instruments and Indicators for Social Impact and Project Performance monitoring and assessment:

a. Assessment of the efficiency of Grievance Redress measures:
    1. Frequency and contents of lodged grievances
    2. Practice of Grievance redress: timing of collection, review and response time required by GRC

    Assessment of resolved and rejected grievances
    b. Instruments and timing exercised to address any cases of unanticipated impacts
    c. Assessment of the effectiveness of provided mitigation measures based on the recipients' feedback
    d. Assessment of income restoration of vulnerable and severely affected AHs.

2.3 Capacity for Social Monitoring

32. Initially, it was planned that the Construction Supervision and Project Management Consultant (CSPMC) will mobilize the international social safeguards and resettlement specialists for 3 person-months. However, due to COVID 19 pandemic, and the lack of opportunity to mobilize this specialist, the CSPMC prepared a labour contract option for hiring a local resettlement specialist, hence the inputs of international social safeguards and resettlement specialists were transferred to national social safeguards specialist and resettlement specialists. The international resettlement specialist has not been yet mobilized, while the national resettlement specialists have been mobilized and provide regular assistance to the PIG to fulfill the social safeguards requirements of the project and implementation of LARP. Hence, PIG and DVK have initiated recruitment of another locally selected international consultant who will additionally support PIG on updating the LARP for the CW-01 (LOT 1-2), CW-02, and CW-04 (LOT 1-2). However, it should be emphasized that the PIG needs the CSPMC's social safeguards specialist for additional support for the implementation of the LARP and reporting on the compliance of the project with the requirements of ADB's social safeguards requirements within the framework of additional financing. The CSPMC has mobilized this additional specialist in May 2022.

33. The responsible persons for the social safeguards management and monitoring of the project were as follows:

a. **PIG**: Social and Gender Specialist
b. **CSPMC**: Engineer, International and National Social Safeguards Specialists
c. **Contractor**: Social Safeguards Specialist has not been mobilized (and the civil and erection works are not commented on).

III. FINDINGS OF THE INTERNAL MONITORING

3.1 General

34. Since the PIG was focused specifically on social safeguards monitoring, implementing the LARPs for the CW-03, CW-01 (LOT 1 - 2), along with preparation of the LARP for CW-02 and CW-04 (LOT 1 - 2) for water supply components, and on the effectiveness of grievance redress procedures undertaken during given reporting period, the assessment was undertaken in regard with following indicators:

a. Awareness on project of population within project impact area
b. Frequency and DPs coverage of public hearings
c. Grievance redress practice
d. Potential for project related impacts including unforeseen losses and damages that might occur during construction or operation phases, requiring careful monitoring and remedial steps to be taken, as required
e. The LARP program for CW03 implemented, and the DPs satisfied with compensations
f. The LARP program for CW-01 (LOT 1 - 2) implemented, and the DPs satisfied with compensations
g. The LARP program for CW-02 and CW-04 (LOT 1 - 2) implemented, and the DPs satisfied with compensations.

35. The implemented LARPs of the all mentioned packages contain five recommendations for improving the safeguards compliance of the project. The status of implementation of the recommendations concerning social safeguards shown in table 3 below:

Table 3. Status of implementation of the recommendations given in the LARP in the period before/during construction (CW-03), CW-01 (LOT 1 - 2), CW-02, and CW-04 (LOT 1-2)

Subject	***Recommendations in the LARP***	***Actions taken towards implementation***	***Actions required and target dates to compass the implementation***
1. Identify impacts along the pedestrian paths leading to business units and people in settlements, particularly the points where the walkways interfere with construction works, and take control over them.	a. the duration of the restrictions in the movement must be as short as possible b. contractor must provide; safe and adequate access for pedestrians and vehicles to: fire cocks, houses, commercial and industrial enterprises, schools, parking lots, service stations, hotels, fire and police stations, hospitals and institutions.	The Traffic Management Plan (TMP) is developed by Contractors and must be endorsed by the local authorities and the road department. The Contractor of the sewage component has developed an H&SMP, which specifies safety measures in construction. The Contractor of the water supply component is developing an H&SMP, which shall embrace safety measures in construction.	The Traffic Management Plan for the sewage component under CW-03 has been developed and endorsed by the local authorities and the road department. H&SMP has already been approved by the local authorities on February 23, 2021. On the basis of the decree of the Mayor of Dushanbe dated June 7, 2021, No.336, a TMP was received. A Traffic Management Plan is being developed for the CW-01 (LOT 1-2) water supply component and will be submitted in Q3 2022, for the CW-02

Subject	*Recommendations in the LARP*	*Actions taken towards implementation*	*Actions required and target dates to compass the implementation*
			and CW-04 LOT 1-2 in Q4 2022.
2. The PIG for the DWSSP should ensure effective functioning of the GRM	a. Increasing the number of ways to file grievances. b. Register all grievances received, regardless of the form, place and date of their submission; c. update the GRC at the city level; d. Conduct a mini-training for the Contractor's personnel on social safeguards in accordance with the ADB's policy and the legislation of Tajikistan. e. GRC members should be trained in complaint management.	DVK issued an order to update the committee, concerning the representatives at the city level, representatives of the Contractors and the Engineers Team. In particular, the focal employees (resident engineers, H&S specialists, etc.) should participate in this training. The main focus of this training shall be among other things on the principles and policies related to involuntary resettlement, (IR), complaints administration, public consultations/hearings;	The PIG identified GRC's contact persons in two jamoats and informed the local authorities together with the HHs of the project on November 12, 2020. The registration logbooks were delivered to contact persons on December 3, 2020. The GRC was updated two times: on November 20, 2020 and on December 30, 2021. The PIG and the IRS conducted training for the Contractor's personnel on November 29 and 30, 2021, plus on 5-6 December 2021. On December 30, 2021 and on May 10, 2022, the PIG campaign held a training meeting with GRC members.
3. Continue public consultations/hearings throughout the construction period.	During the consultations, inform people about the project activities, ask about their concerns and discuss the temporary negative impacts associated with the project.	The frequency of these consultations is be agreed between the PIG and the Contractor.	The PIG agreed with Contractors to hold consultation meetings (public hearings) at the beginning of each quarter. Moreover, the social issues are to be discussed in every monthly meetings. The consultation meetings were held on 11, 12 and 13 Junaury 2022, then also on 11, 12 and 13 April 2022.
4. Conduct a purposeful study to identify members of	The study should be carried out with the support of local authorities and jamoats.	The PIG conducted a pointed survey with the coordination of jamoats	The survey for the sewage component was conducted on

Subject	*Recommendations in the LARP*	*Actions taken towards implementation*	*Actions required and target dates to compass the implementation*
vulnerable families who are interested in and can be occupied in suitable jobs during the construction of sewage collector and water supply component.	Thereafter, the list of identified persons, should be discussed and agreed with the Contractor. The employment opportunities provided by the Contractor to vulnerable DPs, not only guarantee a stable income for the recovery and improvement of pre-project living conditions, but also a chance offered to acquire non-agricultural skills without leaving the locality. The Contractor must provide on-the-job training to the DPs who will be offered the job within the framework of the Project, with the consideration of occupational health and safety issues;	and heads of microdistricts and made a list of persons from vulnerable families, who expressed interest and were able to work. The list of persons who expressed interest and were able to work is being considered and discussed with the Contractor to see what employment opportunities can be given. The Contractor agreed to regard the employability of the listed DPs as a priority, and will develop a special training program for local employees.	December 3-5, 2020. The list names 32 people (13 men and 19 women) from vulnerable families, who are interested in employment. The Contractor informed the PIG about vacancies for the listed people at the end of the Q2 in 2021. But no one from the list of the members of vulnerable families wanted to work in the proposed jobs. Yet, 3 people (2 men and 1 woman) from among local residents were hired by the Contractor. The survey for the water supply component was conducted on December 6-7, 2021, and on May 10-11, 2022. In the list comprised of 41 people (13 men and 28 women) (CW-01 LOT 1-2) and the heads of 10 AHs from vulnerable families interested in employment. The Contractor informed the PIG about vacancies for the people from the list at the end of the Q1 of 2022. But no one from the list of the members of vulnerable families wanted to work in the proposed jobs. Yet, some 10-12 people (5 men and 7 woman) from among local residents were hired by the Contractor.

Subject	*Recommendations in the LARP*	*Actions taken towards implementation*	*Actions required and target dates to compass the implementation*
5. Give attention to gender mainstreaming in participation of the targeted communities in consultations/public hearings and related events	Maximize women's participation in public consultations/ or separate meetings should be held with women during construction period. However, it is necessary to continue interaction even after the LARP implementation, in order to identify problems concerning women and children, and at the same time, using this opportunity, to broaden the role of women in solving issues concerning the communities.	The PIG has coordinated its actions with the jamoats to identify an active group of women in the targeted villages and ensure their participation in consultation meetings together with the DPs.	Several consultation meetings were already held. On October 13, 15, 18, 29 and November 25, 2021 in the Zebunniso mahalla, in the premise of the Shohmansur Hukumat and in DVK. The consultation meetings were also held on 4, 5 of April in the mahalla 1-May.

3.2 Awareness of population of project area

36. In order to deliver relevant project information to project affected people and other stakeholders, the PIG staff pursue Stakeholder Communication Strategy through regular public consultations. They regularly conduct field trips to visit project sites, meet KIIs and the local population residing within the project area. The objective of these activities is to communicate with all stakeholders in a culturally appropriate, gender-sensitive and timely address all complaints and concerns associated with the project.

37. Public Consultation has been a widely utilized mechanism to interact with the project affected people as well as those not affected by the project but residing/working within the project affected area.

38. Representatives from the local authorities and government jointly conduct public consultations, as required. During the given reporting period there were some major issues in connection only with the construction of the south sewage collector, due to the fact that the main contractor of this facility did not want to continue construction works. For other packages there were no major issues, requiring public consultations. However, keeping public informed is an ongoing process and public consultations will be continued at all phases of the project cycle, as required.

39. During the project site visits conducted in April and May 2022 for the purposes of preparation of this semi-annual social monitoring report, all DPs randomly selected for face-to-face interviewed confirmed that at least one member of their family attended public consultation meetings conducted during LARP preparation periods.

40. In addition, in May - June 2022, in parallel to payment of compensations under the package CW-02 and CW-04 (LOT 1 - 2), 2 public hearings and 21 individual consultation meetings were held. Further, it is planned to conduct site specific public consultations with communities.

3.3 Consultation meetings (public hearings)

42. Several public hearings / consultations and individual meetings were held during the implementation of the LARP for CW-02 and CW-04 (LOT 1 - 2).

43. The PIG and the consultants for social monitoring continued their consulting activities during the implementation of LARP of the CW -03 through individual meetings with each affected person in between March - May 2022. Also, consultations were held during the implementation of the LARPs of the CW-01 (LOT 1-2), CW-02, and CW-04 (LOT 1-2). The purpose of meetings was to inform the affected persons about the exact amount of their compensations and to sign related agreements. The agreements specify the results of measurements of the affected assets and the estimated compensations. After that, the representatives of the DVK, the PIG and the local authorities met individually with each affected person and delivered over compensations through banking systems. In addition to paying compensations, the PIG also informed the affected persons about the separate GRC under the project and shared information about the preliminary schedule of planned construction works.

45. To sum up, the affected persons and other stakeholders are now informed about the project progress, among other things about the negative and positive consequences, the rights to compensation, the grievance mechanism, and the contacts of the project coordinators. The information was provided during public hearings, and also through individual consultation meetings, discussions in focus groups and distribution of project documents to affected persons and local authorities.

3.4 Grievance Redress Practice

41. Grievance redress procedures are established and exercised in the process of project implementation cycle. The GRM is available to allow GRC to provide effective and systematic mechanism in responding to queries, grievances and complaints from APs and stakeholders.

42. The PIG social specialists asked several interviewees to assess public awareness regarding the GRM and existence of GRC. All interviewed persons knew that in case of any claim or complaint they could apply to GRC and file the grievance with GRC at the local level.

43. The time period required for the GRC to review submitted claims or grievances is 14 calendar days, which is considered a reasonably efficient process for review, assessment, approval or rejection, and the provision of relevant feedback to claimants. If the case is complex or requires more detailed investigation (e.g. inspection by technical experts or legal opinion from the state or certified private entities) the complaint review period may be extended to 30 calendar days or more, if necessary. In such cases, written notification should be sent to the complainant explaining the reasons for extension, describing the process and indicating the expected dates for the delivery of the results of the revision.

44. If the complaint is not resolved within the set timeframe, or the complainant is not satisfied with the GRC decision, s/he can appeal at the Dushanbe City level GRM. The Dushanbe City level GRC focal person will register the complaint/appeal, issue a written note with information on the timeframe for grievance resolution (14 to 30 days, depending on the complexity of the case) and initiate a review of the complaint. The focal person should initiate the grievance review and convene the GRC meeting no later than 5 days since the complaint was registered as eligible for the GRM. All supporting documents – photo and video materials, required certificates, legal opinions, technical expert opinions if practicable – should be prepared prior to the meeting. The minutes of each meeting should be agreed and signed by all members of the GRC no later than 3 days following the gathering.

45. All enquiries/grievances related to the Project will be addressed with the participation of the PIG. The GRM covers issues related to social, environmental and other safeguard issues under the ADB SPS 2009 and applicable laws of Tajikistan. In accordance with the updated DVK decree No.462 dated December 30, 2021 the following are the designated members of the GRC at the Project level:

Table 4: Grievance Redress Committee at the Project Level

Name	Position	Telephone
Barotov Sharofiddin	SUE DVK Chief Engineer	985-83-83
Hajibaev Kurbonazar	Chief of the department for security and civil defense	918 92-96
Holikov Karomatullo	Chief of dispatch services	902 22 66-05
Davlatova Shahlo	DVK President of the Profsojuz Committee	93-560-56-22
Jaloliddin Hafizov	PIG DVK social specialist	93-580-57-35
Sharipov H	Head of Engineering communal department of Shohmansur district	907- 84-82-55
Biloli Haidar	Chief Engineer of Department for work with residents and maintenance of the housing and communal fund at Shohmansur district	918-83-83
Karimov Sh	Administrator of Rossia jamoat	
Tohirov H	Deputy head of Juliston jamoat	901-10-21-06
Vahang Nahapetyan	Contractor's representative	93 300 11 28
Grzegorz ROKICKI	Engineer's (PMDSC) representative	
Abdurahimov Sadi	Representative of LCC TGEM	987 52 52 39
Firuzi Nematullo	Representative of LCC TGEM	98 999-10 64

46. For GRM proceedings the PIG may need one or more meetings for each complaint and may require field investigations by specific technical or valuation experts. Grievance cases shared by more than one complainant may be held together as a single case.

47. For appeals lodged directly to the DVK, the designated person (social and gender specialist), together with the GRC will review the case and attempt to find a resolution together with the aggrieved person.

48. At each level of appeal, the GRC will be assisted, as required, by the professional capacity needed to solve specific cases. This may include among others:

Jamoat and/or hukumat and mahalla representatives
(i) Related land committee
(ii) Representatives of the State Agency for Architecture
(iii) State Agency for Environment and Forestry
(iv) State Unitary Enterprise for Housing and Communal Services
(v) Technical expertise from professional water and sanitation engineers
(vi) Representatives of displaced persons
(vii) Representatives of Women's Affairs
(viii) Other specialized organizations as necessary
(ix) Representatives of NGOs/CSOs active in the area.

49. During the reporting period, Social Safeguards Specialists visited some of the settlements and took copies of the complaint logs (see Annex 2). In addition, an interview with the PIG for DWSSP was conducted on this topic. As a result, it was revealed that during the construction work on the rehabilitation of the south sewage collector, the Project received eight complaints from residents of the jamoat of Rossiya and these complaints were resolved positively.

50. Mainly due to the stoppage and cessation of work by the contractor - Ludwig Pfeiffer company in the mahallas Sohibkoron and 1-May, where the road and arable land were impacted, therefore local residents and members of the HHs were not satisfied. They wanted the construction work to be completed faster on their site, so that they could move normally on the road and make use of their lands earlier. During the ADB's mission in May with the participation of ADB's representatives, who visited these project sites, the ADB's representatives together with PIG came to the conclusion that in all areas where construction work was not completed, the subcontractor - Kangurt-2 LLC shall complete them. And a corresponding contract was signed with Kangurt-2 LLC to complete construction works

on these sites. At the moment, all the deficiencies have been eliminated by this contractor and no more complaints have been there. For the other sites, since the construction works had just begun and at the starting stage, no complaints were registered yet.

51. The section titled "Conclusions and recommendations" contains recommendations on potential improvements to the Project GRM.

Table 5: Detailed information about registered complaints:

№	Name of the complainants	Claim	Date filed	Measures taken	Current status
1.	Raufov Abdurahmon	Request that the contractor to start work on my site after a week so that I can harvest my crop	30/09/2021	Construction work on this site was carried out after the harvest.	Completed
2.	Mirzoalimov Rahmatjon	Before starting construction work on my site, please notify me in advance so that I can transplant my trees	30/09/2021	Before starting construction work on the mentioned site, the complainant were informed in advance. In addition, during the passage of this section, the contractor promised to help with transplanting the trees.	Completed
3.	Komiljonov Sodiq	Before starting construction work on my site, please notify me in advance so that I can transplant my trees	30/09/2021	Before starting construction work on the mentioned site, the complainant were informed in advance. In addition, during the passage of this section, the contractor promised to help with transplanting the trees.	Completed
4.	Akhmadaliev Nematullo	The pipe that supplies irrigation water to the arable lands after construction work was installed just above the tray; hence, water did not get on the arable lands. In addition, during the construction works the trays, which are located along the road, were filled with stones and rubbles during.	20/10/2021	The Contractor reinstalled the irrigation pipe as the complainant requested it. In addition, the tray were cleared of stones and rubble.	Completed
5	Bekmurodov Abduqqahor	The state of the roads is bad and the people have complaints that their children cannot reach schools. The entire site is full of puddles, mud, many pothholes and etc.	10/01/2022	The roads were improved by filling the potholes, drying the pubbles, washing away the mud and finally laying the crushed stone.	Completed

6	Kholiqova Ochilbi	We have no drinking water since the construction works started.	08/02/2022	The PIG through the Contractor has arranged the regular supply of drinking water until the supply line of the complainant was not restored. Now, the complainant has water supply as had before the construction commenced.	Completed
7	Unusov Saidmurod	The roads are muddy, difficult to pass; trays were damaged and water flows on the road.	04/03/2022	The road were cleaned by watering truck. In addition, the trays were reinstated, cleared of stones and rubble, and water is no more flowing on the road.	Completed
8	Mirzoaliev Rahmatulloev	Construction works must be completed as soon as possible. We need pipes to irrigate our land plots.	04/04/2022	The Contractor reinstalled the irrigation pipe as the complainant requested it.	Completed

IV. FINAL CONCLUSIONS

4.1 Monitoring Findings

52. The monitoring for the reporting period found that there no physical and/or economic consequences occurred within this period. The Land acquisition and resettlement plan for water supply component CW-01 (LOT 1 – 2) was implemented: issuance of compensation has been completed, and the construction works under this component have not started yet. At the same time, the PIG's social safeguards specialists managed to complete the preparation of the LARP for the packages CW-02 and CW-04 (LOT 1-2) immediately after the design became available.

53. GRC is in place to review and resolve grievance cases. Totally four complaints were raised in this reporting period. Displaced persons and the population in general, living within project affected area are aware of the existence of GRC and know on how to apply in case if road works cause impact to their assets or access to assets.

4.2 Plans for the Next Reporting Period

54. In January-February 2022 the project is planning to complete the implementation of the LARP for water supply component CW-02 and CW-04 (LOT 1 - 2), together with payment of compensations and submission of a corresponding compliance report. In addition to the above-mentioned planned works, the PIG's social safeguards specialists, together with the social safeguards specialist(s) from the PMDSC team, will continue monitoring the compliance with the requirements of the LARP for packages CW-01 (LOT 1-2) and CW-03 throughout the entire period of construction.

55. Below are listed the activities to be undertaken by additionally recruited social specialist and safeguards specialist of the PMDSC:

a. Review of Grievance record Logbooks, select satisfied and rejected claims and organize the individual meetings with the claimants to assess the efficiency of GRC and level of satisfaction of claimants, after delivery of the compensations to affected persons;
b. Based on the analyses of Grievance Log records identify the major trends of claims, complaints and if necessary conduct public consultation meetings to address sensitive issues;
c. If such need identified, conduct capacity building training for GRC members on local level;
d. Finalization of the implementation of LARP for water supply component of the project, i.e. CW-02 and CW-04 (LOT 1-2) prior to the preparation and submission of the compliance report in coordination with social safeguards specialist of the PIG;
e. Carrying out further monitoring of implementation/compliance in coordination with social safeguards specialist of the PIG.
f. Additional activities will be planned, agreed and implemented based on the initial findings and based on the status of project activities.

56. The following are the activities that should be carried out in parallel to the recruitment of an additional social specialist and a safeguards specialist to the PMDSC:

1.2. Following forms and tools (not limited to) will be used in the process of LARP implementation and project compliance monitoring activities:

1.3. Social Safeguards Monitoring Checklists

Table 6: Checklist for Compensation Payments for the Reporting Period

#	Reporting Period January 1 – June 30, 2022	Compensations			Remaining APs and balance of Compensation		Remarks/ Comments
		No of DPs	Amount Paid (TJS)	Payment Date	Remaining DPs	Balance Amount (TJS)	
1	CW-03 "Rehabilitation of South Sewage Collector"	41	504 716,12	24.09.2020	0	0	None
2	CW-01 "Rehabilitation of Water Supply System in Shomansur district, Phase 1 (LOT-1: Reconstruction of the water intake structure KAF-1; and LOT-2: Construction and rehabilitation of portions of main water pipeline)"	25	359 946,95	30.09.2021	0	0	None
3	CW-02 "Reconstruction of PS Khovaron, construction of Zebunisso reservoir, & replacement of water distribution network in DMAs A14 & AB15" and CW-04 "(LOT-1 "Replacement of water distribution network in DMAs A-1, A-2, A-3 and A4") and (LOT-2 "Installation of measuring devices for DMAs A5, 6, 7, 8, 10, 10-1, 12, 13, C-9, 11, 17 & B-16; & SCADA system for DMA and KAF-1")"	23	383 825,78	29.03.2022	0	0	None
4							
Payment Progress till (date)		89	1 248 488,85	0	0	0	None
% Paid Progress		100%	100%	N/A	N/A	N/A	N/A

Prepared by (position):	Social safeguards and Gender Specialist
Full Name:	Hafizov Jaloliddin
Signature:	_____
Date:	01.08.2022

Table 7: Checklist for the Assessment of GRM efficiency

Reporting Period: January 1 – June 30, 2022	**Project No:**		
GRM cases	**Number**	**%**	**Remarks**
Complaints Registered for the reporting period	8	100	All written and verbal complaints registered
Complaints resolved at the project level	8	100	All complaints resolved and APs satisfactions achieved
Complaints submitted to a court	None	None	None
Complaints resolved by a court	None	None	None
Issues resolved before it became a grievance	None	None	None
DPs satisfied with the GRM procedure	8	100	
Total complaints resolved	8	100	
Issues/complaints registered	8	100	
Issues/complaints resolved	8	100	
Total	8	100	
Prepared by: **Full Name: Hafizov J.** **Social Safeguards Specialist**	**Date:** **01.08.2022**		**Signature:** _____