Social Monitoring Report

Reporting period: January – June 2023
Project Number: 50347-002 and 50347-004
July 2023

Republic of Tajikistan:

Semi-annual Social Safeguard Monitoring Report

G 0612 – TAJ: Dushanbe Urban Water Supply and Sanitation Project and G 0841 – TAJ: Dushanbe Water Supply and Sanitation Project - Additional Financing

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

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Dushanbe – 2023

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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)

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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

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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).

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I. EXECUTIVE SUMMARY

1.1 Introduction

1. This is the Semi-annual Social Monitoring Report prepared for the Dushanbe Water Supply and Sanitation Project and covers the reporting period from January to June 2023. The report describes the status of project implementation, activities carried out by the contractor with regard to social safeguard issues, including grievances raised, resolved and/or rejected, mitigation measures provided during the monitoring period, and the actions planned to accomplish the outstanding issues.

2. 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 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). And also within the framework of this Project, ADB additionally allocated Grant No. 0841-TAJ (SF) in the amount of 38.0 million US dollars. This additional funding is a natural extension of the DWSSP, known as its second phase. The scope of work of the allocated grants 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.

5. 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.

6. The proposed Dushanbe Water Supply and Sanitation Project - Additional Financing intends to:

- Rehabilitation of the water pipeline d-800 mm from the left bank of the Kofarnihon River (KAF-2) to the reservoir of the pumping station on the right bank of the Kofarnihon River (KAF-1);
- Rehabilitation of 10 wells and electrical equipment at the water intake site Kofarnihon-2 (KAF-2);
- Restoration of protective walls at the water intake site, Kofarnihon-1, as well as replacement of destroyed/eroded sections of shore protection structures at KAF-1 and KAF-2;
- Replacement of electrical equipment and restoration of backup power lines at KAF-I and KAF-2, as well as renovation of buildings and structures at Kofarnihon-2;

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- Rehabilitation of main distribution pipelines and installation of water flow meters;
- Restoration of the water distribution network in 12 DMAs and connection to SCADA, with the restoration and replacement of worn-out water pipes, installation of water meters at consumer connection points;
- Reconstruction of pumping and electrical equipment at all pumping stations of the 3rd level (Bakhori, Kamola, Karoteginskaya, 191 microdistrict and 192 microdistrict) in the Shohmansur district
- Restoration of reservoirs of the Academy of Sciences of the Republic of Tajikistan in the Khovaron area;
- Replacement of overloaded and worn-out parts of sewer collectors in the streets: A. Radjabov, N. Muhammad and part of Ayni street, and construction of a new sewer network in Karotegin and Zebunniso mahallas of Shohmansur district;
- Institutional support of State Unitary Enterprise "Dushanbevodokanal" and implementation of the SCADA information system.

7. In the reporting period the project has complied with ADB SPS 2009 social safeguard requirements. This has been managed through regular site visit to the project location, consultations with the project communities, contractor and other project stakeholders on safeguard requirements, GRM prosedures and monitoring of the construction sites to avoid any additional and/or unanticipated impact and providing access to available facilities and ensure undisrupted movement of people in the project sites.

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. 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. Also, LARP, for the package CW/AF -04 (LOT 1-2) (Additional Funding), was prepared in November 2022 and successfully implemented thereafter with the payment of 100% of DPs compensations in January 2023 (that is affirmed by the level of DPs satisfaction). The report on the monitoring of the implementation of the LARP for CW/AF-04 (LOTs 1 - 2) package was published in April 2023.

12. 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

13. 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. During this reporting period, the implementation of the LARP is being monitored.

14. 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, implemented and compliance monitoring report was disclosed in October 2021. During this reporting period the implementation of the LARP is being monitored

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15. 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 and implemented. The LARP implementation compliance monitoring report was prepared and disclosed in July 2022. During this reporting period the implementation of the LARP is being monitored.

16. At the fourth stage, the project required the acquisition of land and assets in connection with the rehabilitation of the Karotegin and Zebunisso sewer networks for the implementation of CW/AF - 04 (LOT 1-2). Subsequently, a Land Acquisition and Resettlement Plan (LARP) was prepared and implemented, and a compliance monitoring report was made public in April 2023. For this reporting period, monitoring is being carried out on the implementation of the LARP

17. At the fifth stage, the project intends to acquire land and assets in connection with the Rehabilitation of water intakes (underground), pipelines of pumping stations and reservoirs CW / AF - 02, LOT-1 "Rehabilitation of water intakes KAF I, KAF II and water supply lines" and LOT-2 " Rehabilitation of water supply lines, pumping stations and reservoirs", the creation of DMAs and the restoration of water distribution networks of the second and third degrees CW / AF - 02, LOT 1 "Creation of DMAs and restoration of water distribution networks of the second and third degrees in zones A-5, A-6, A-7, A-8 and C-9, A-10 (10-1)" and LOT - 2 "Establishment of DMAs and restoration of water distribution networks of the second and third degrees in zones C-11, A-12, A-13, B-16 and C-17", rehabilitation of sewage collectors of Ayni, N.Muhammad and Academician Radjabov CW/AF-03, as well as preparation of detailed design and construction of a Women's Development Center CW/AF-05 (area of 0.33 ha). Update of DMS and LARP for these components is planned in February-June 2023 after design completion and approval. Subsequently, LARP will be preared and implemented in the next reporting period.

18. The project remains in category "B" for involuntary resettlement in accordance with ADB SPS 2009. This internal monitoring is carried out by SMEC resettlement specialists and PIG social safeguard specialist.

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

Description	**Packages (Lots)**					
	CW-01 (LOT 1-2)	**CW-02 / CW-04 (LOT 1-2)**	**CW-03**	**CW/AF -04 (LOT 1-2)**	**CW/AF -02 (LOT 1-2), CW/AF -03 and CW/AF -05**	**CW/AF -01 (LOT 1-2)**
Impact	Yes	Yes	Yes	Yes	Yes	Yes
Status of designs	Completed	Completed	Completed	Completed	In process	In process
Preparation for LARP	Completed	Completed	Completed	Completed	Not started	Not started
Implementation of LARP	Completed	Completed	Completed	Completed	Not started	Not started
Monitoring of LARP	In process	In process	In process	In process	Not started	Not started
Construction works commencement	3 December 2021	10 December 2021/ 1 August 2022	24 February 2021	16 February 2023	Not started	Not started

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1.4 Public Consultations and Disclosure

19. 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. During the current reporting period, SMEC consultants and PIG specialists conducted 11 individual consultations in the areas of CW-01/02, CW-02, CW-03/04, CW-04/02, CW/AF-04/01, CW/AF- 04/02. These consultations were carried out during the construction works.

20. 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 and EA websites;
b. Final LARP for the Project's water supply system component CW-01 (LOTs 1 – 2) in English was uploaded on the ADB and EA websites;
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 and EA websites;
d. Final LARP for the Project's sewage component CW/AF -04 (LOTs 1-2) in English was uploaded on the ADB and EA websites;
e. Copies of the LARPs in the Russian language were distributed in the offices of local authorities;
f. Approved LARPs for the packages CW-03, CW-01 (LOTs 1 – 2), CW-02 and CW-04 (LOTs 1 – 2) as well as for package CW/AF -04 (LOT 1-2) in Russian language were posted on the EA website;
g. Public consultations and informing the population about the construction works were also carried out during the implementation of packages CW-03, CW-01 (LOT 1-2) and CW-04 (LOT 1-2), and also CW/AF-04 (LOTs 1-2)

21. 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 safeguard activities carried out in the reporting period

No	Packages	Activity	Period	Results
1.	CW-03	LARP monitoring.	from 24 of February 2021 till the full completion of construction works in this reporting period.	Monitoring of the activities will continue, up to the completion of construction works, with respect to GRM's functioning.
2.	CW-01 (LOT 1-2)	LARP monitoring.	from 03 of December 2021 till the full completion of construction works.	Monitoring of the activities will continue, up to the completion of construction works, with respect to GRM's functioning.
3.	CW-02 и CW-04 (LOT 1-2)	LARP monitoring.	from 10 of December 2021 and from 01 of August 2022 till the full completion of construction works.	Monitoring of the activities will continue, up to the completion of construction works, with respect to GRM's functioning.
4.	CW/AF-04 (LOT 1-2)	Preparation of the final LARP.	From 16 of January 2023 till the full completion of	Monitoring of the activities will continue, up to the completion of construction

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No	Packages	Activity	Period	Results
			construction works.	works, with respect to GRM's functioning.
5.	CW-03, CW-01 (LOT 1-2), CW-02 and CW-04 (LOT 1-2), CW/AF-04 (LOT 1-2)	Monitor the work of the GRM and GRC.	Continuously	The grievance mechanism is in place, but due to new contractors under the CW/AF-04 package (LOT 1-2), there will be a change in the number of GRC members, so GRM was updated in the February of 2023. Community members were reminded that if they have any concerns and/or suggestions, they can file a case with the accessible GRC by registering their concerns (verbally, by phone, or in writing in the complaint logs).
	Expected social safeguard activities in the next reporting period			
1.	CW/AF-02 (LOT 1-2) CW/AF-03 and CW/AF-05	Implementation of LARP, monitoring and preparation of a compliance report.	August-October 2023	Not started
2.	CW/AF -01 (LOT 1-2)	Preparation and implementation of LARP, monitoring and preparation of a compliance report.	July – September 2023	Not started

1.5 Institutional Arrangements

22. The core agencies and organizations involved in the LARP 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

23. 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.

24. The current semi-annual monitoring of social safeguard requirements implementation covers January-June 2023, and the report will be submitted to ADB by end of July 2023. Field monitoring of the contruction sites was carried out monthly. In particular, the main areas of monitoring are:

- Functionality of the GRM and increasing its accessibility and efficiency;

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- 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

25. As per the approved LARPs, the project is subject to internal monitoring as the Project encountered 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.

26. 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.

27. In the process no any social and/or economic impact has occurred. 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 when required. These reports initiate follow up actions to resolve the case(s) and their current status will be reflected in the Monthly Progress Reports.

28. The Construction Supervising Consultant has assisted PIG in the process of internal monitoring to effectively detect and address any emerging social safeguards issues in 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 social safeguards implementation as per the project requirements, specifically 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.

29. The key objective of the perioding social safeguard monitoring and reporting is to assess whether the has complied with the ADB SPS 2009 requirements and National Laws provisions. Gauge the project APs satisfaction, monitor if actual impacts of the project were taken into consideration correctly and fully compensated as required by LARP stipulations and budget, if there is any additional and/or unanticipated impact that need to be documented and compensated prior to actual impact. In addition, due attention has been paid to the application of grievance redress procedures during the reporting period and entire project cycle. These are not limited to and include the following indicators:

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.

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

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

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31. 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

32. 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.

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

34. 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.

35. 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.

36. 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.

37. 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:
    i. Frequency and contents of lodged grievances
    ii. 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

38. There are two national social and gender specialists under CSPMC supporting PIG and DVK on social safeguards implementation, specially in the process of LARP preparations and perioding social safeguard monitoring and reporting activities. This has been arranged by the CSPMC as per request of the PIG 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. Also, an individual international consultant was selected to prepare and update the LARP for packages CW/AF-02 (LOT 1-2), CW/AF-03, CW/AF-05 and CW/AF-01 (LOT 1-2) at the local level, which will additionally support the PIG.

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

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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

40. As the PIG was focused specifically on social safeguards monitoring, implementation of LARP CW-03, CW-01 (LOT 1-2), CW-02 and CW-04 (LOT 1-2) and CW/AF-04 (LOT 1 -2) and the effectiveness of the complaints handling procedures undertaken during this reporting period, the evaluation was carried out in relation to the 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.
h. The LARP program for CW/AF-04 (LOT 1-2) has been implemented and the DP satisfies the compensation.

41. 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) and CW/AF-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.	Based on the order of the mayor of Dushanbe city dated February 7, 2023, No. 43, a Traffic Management Plan for the sewerage component CW / AF-04, LOT 1-2 was developed and approved. It should be noted that for the rest of the packages, also on the basis of the order of the Mayor of Dushanbe, a Traffic Management Plan was developed and approved, except for the

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Subject	*Recommendations in the LARP*	*Actions taken towards implementation*	*Actions required and target dates to compass the implementation*
			package CW-01, LOT-1, since the object is located on the territory of SUE "DVK". In addition, the following security measures were implemented in all facilities: Signs have been put up; Protective nets; Ribbons; Passage bridges over trenches.
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 GRC was updated twice on November 20, 2020 and December 30, 2021 and 23 February 2023. If the composition of the GRC changes, as well as if the composition of the GRC is added due to new contracts, the GRM will be updated until the end of December 2024 Registration books were delivered to contact persons on December 3, 2020, January 5-6, 2022, July 27-28, 2022 and January 14-15,2023 The PIG and CSPMC conducted training for the Contractors' personnel on November 29 and 30, 2021, December 5-6, 2021, July 27-28, 2022 and January 14-15 2023 On December 30, 2021,

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Subject	*Recommendations in the LARP*	*Actions taken towards implementation*	*Actions required and target dates to compass the implementation*
			May 10, 2022, September 5-6 2022 and February 20-21, 2023 PIG 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.	PIG and CSPMC hold consultations at the beginning of each quarter with contractors. Social issues has also been discussed at each monthly meeting.
4. Conduct a purposeful study to identify members of vulnerable families who are interested in and can be occupied in suitable jobs during the construction of sewage collector and water supply component.	The study should be carried out with the support of local authorities and jamoats. 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;	The PIG conducted a pointed survey with the coordination of jamoats 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.	The survey for the sewerage component CW/AF-04, LOT 1-2 was conducted in May-April 2022, and was also re-conducted in September-November 2022. The list includes 13 people (7 men and 6 women) and chapter 6 of the AP from vulnerable families interested in employment. The Contractor informed the PIG about the Vacancies from the specified list at the end of the first quarter of 2023. But from the list of vulnerable families, no one wanted to work, but the contractor recruited a total of 14-16 people (14 men and 2 women) from among the local residents.

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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.	In January-June 2023, 2 consultations were held with communities (March 22 and May 11, 2023) and 11 individual consultations, in which 29 people participated, of which 8 were men and 21 were women (without double counting). It is also planned during the preparation of the LARP for packages CW/AF-01 LOT 1-2, CW/AF-02 LOT 1-2, CW/AF 03 and CW/AF 05 in August-October 2023, to conduct public and individual consultations.

3.2 Awareness of population of project area

42. 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.

43. 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.

44. 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.

45. During the project site visits conducted in May and June 2023 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.

3.3 Consultation meetings (public hearings)

46. The PIG and social monitoring consultants continued consulting activities during the implementation of LARP packages CW-03/2, CW-03/4, CW-01 (LOT 1-2), CW-02 and CW-04 (LOT

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1-2) through individual meetings with each affected person in January-June 2023. As well as public and individual consultations were held in the CW / AF - 04 zone (LOT 1-2). In particular, consultations were held with the population and the nearest institutions, explanatory work on construction (pipe installation). During the current reporting period, SMEC specialists and the PIG conducted 11 individual consultations on social and gender issues, in which 29 people participated (21 women and 8 men participated).

47. 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

48. 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.

49. 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.

50. 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.

51. 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.

52. 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.49 dated February 23, 2023 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
Qalandarov S.	SUE DVK Chief Engineer	93-421-04-44
Haqnazarova M.	Chief of the department for security and civil defense	918 92-96-96
Saidzoda U.	Chief of dispatch services	902 22 66-05
Davlatova Sh.	DVK President of the Profsojuz Committee	93-560-56-22
Hafizov J.	PIG DVK social specialist	900-00-18-86

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Grjegorts Rokitski	Engineer's (PMDSC) representative	111-44-21-21
Otambekova Z.	PMDSC social specialist	93-572-25-55
Qosimov F.	Representative of LLC "Kangurt-2" (CW-03/2)	918-46-26-00
Tuhtaev B.	Representative of OJSK "TGEM" and LLC "AZ-Kompozit" (CW-03/4)	005-22-28-68
Boboev I.	Representative of OJSK "TGEM" (CW-01, Lot-1)	93-413-11-00
Sodiqov A.	Representative of OJSK "TGEM" and LLC "AZ-Kompozit" (CW-01, Lot-2)	887-00-60-55
Firuzi Nigmatullo	Representative of OJSK "Tojik SGEM" (CW-02)	98-999-10-64
Tagoimurodov KH.	Representative of LLC "Stroy-Centr" (CW-04, Lot-1)	93-108-88-88
Umarzoda S.	Representative of Company "Blue Star Group" and LLC "Joint venture Ittihod inshoot and Zumrut" (CW-04, Lot-2)	009-55-75-59
Kholov Sh.	Representative of Consortium between OJSK "TGEM", LLC "AZ-Kompozit" and LLC "Stroy-Centr" (CW-04/AF, Lot 1-2)	98-999-23-79
Sharipov H	Head of Engineering communal department of Shohmansur district	907- 84-82-55
Roziqov S.	Chief Engineer of the State Institution "Department of Work with Mahallas and Services of the Housing and communal fund under the Executive Bodies of Shohmansur district"	918-25-64-89

53. 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.

54. 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.

55. 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.

56. During the reporting period, Social Safeguards Specialists visited some of the settlements and took copies of the complaint logs (see Table 5). In addition, an interview with the PIG for DWSSP was conducted on this topic. As a result, it was revealed that during the construction works, the Project received seventeen complaints from residents and these complaints were resolved positively. There are no outstanding grievances at the end of this reporting period.

57. It should be noted that all complaints are mostly advisory. Due to the fact that construction work is being carried out on the territory of the city, mostly residents ask to quickly close the trenches or that they also be provided with water at the end of construction work. At the moment, basically all

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sections of the road where construction work was carried out have been returned to their original position. Where asphalt was asphalted, and in areas where there were paving stones, it was again restored with paving stones. There were no further questions from the communities and complaints were closed (see photos).

Crossing Nazarshoev Street with Rudaki

Before construction works

After construction works

Nazarshoev street
Before construction works

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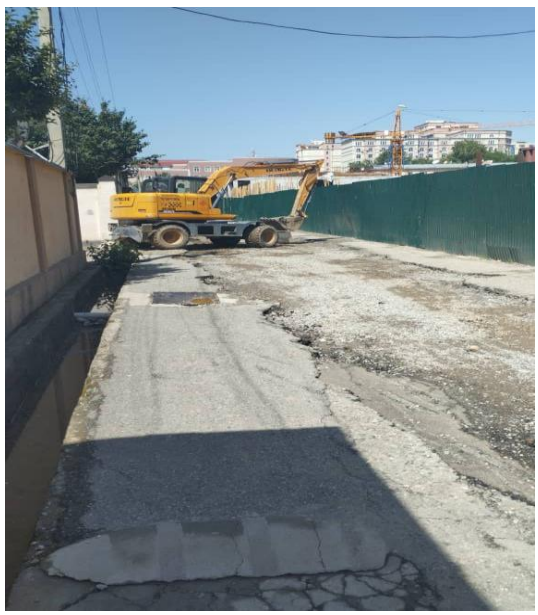
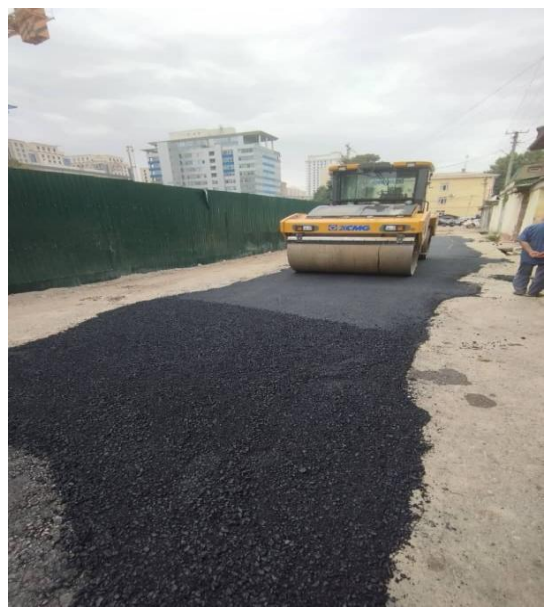
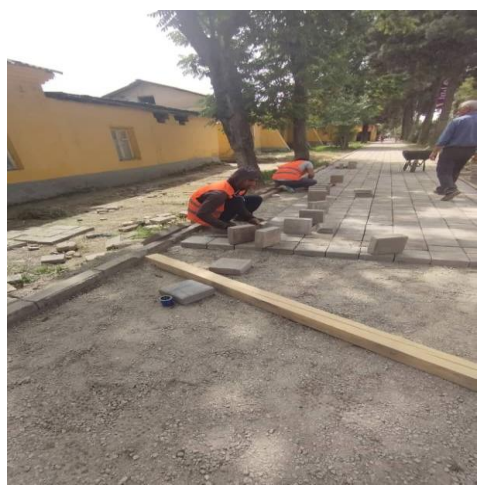
After construction works

Samo street
During and after construction works





N.Muhammad street
During and after construction works



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A.Donish street
During and after construction works

58. It should be noted that all arable land under the packages CW-03 (Mahalla 1-May) and CW-01, LOT-2 (Mahalla Sohibkoron) were 100% restored by contractors before the end of last year to their original state and landowners are already using their land for the purpose. Additional consultations were held with farmers to discuss the quality of land already returned, and farmers are satisfied with the quality of returned land.

59. The "Conclusions and Recommendations" section contains recommendations for possible 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.	Resolved on 04.10.2021
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.	Resolved on 04.10.2021
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.	Resolved on 04.10.2021
4.	Akhmadaliev Nematullo	The pipe that supplies irrigation water to the	20/10/2021	The Contractor reinstalled the irrigation	Resolved on 26.10.2021

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		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.		pipe as the complainant requested it. In addition, the tray were cleared of stones and rubble.	
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.	Resolved on 17.01.2022
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.	Resolved on 10.02.2022
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.	Resolved on 06.03.2022
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.	Resolved on 07.04.2022
9	Bozorov Abdukahor	During construction work, a small part of the roof was broken. CW-01/02	28/06/2022	The contractors apologized for the inconvenience and promised to fix the roof	The problem was solved by contractors within two days
10	Atoev Qiyomiddin	According to the project, the designer had to use 15 m of land, but in the end, more than half of the site was covered. CW-01/02	08/2022	After discussing the problem with contractors, the issue was resolved. Contractors paid additional damages to the owner and reinstated the land.	Resolved
11	Komiljonov Sodiqjon	During construction work, the contractors	16/08/2022	Contractors left the field untouched and	Resolved in two days

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		intend to remove 15 meters of corn field, which will lead to crop loss. CW-03/02		laid pipes on the other side of the field	
12	Rahimov Solm, Nurov Berdi	Our houses are in a state of disrepair, if contractors dig up the road, it will lead to their destruction CW-02	23/08/2022	Problem solved, contractors redid the work manually	Resolved on 06/10/2022
13	Murodov Muhammad	The roads are excavated, cars cannot pass because we are in a blocked area and we have children and elderly people who need to be transported by car. CW-04/02	28/11/2022	Problem solved, contractors filled trenches, provided additional safety measures and restored the road	Resolved in one day
14	Shabnam Khodjaeva	Part of her land (4 of my fruit trees are affected by your project. CW-02	23/12/2022	During the meeting, SMEC specialists and contractors found out that from the citizen side Khodjaeva, fruit trees aged from 6 months to 1 year were planted along the project line. The specialists explained the essence of the project, and according to the that, she was not supposed to fence the territory and plant trees where the construction work would be carried out. As a result, we came to a general agreement and the contractor transplanted thoese trees to another place.	Resolved in one day
15.	Saialiev Amirhamza	He complained about the work of the builders, the roads are all excavated after the rain, it is impossible to walk along the street "CW-04/02	06.01.2023	The trench was backfilled on the contractor's side. If the weather is favorable, all road sections will be returned to their original state.	Resolved 02/06/2023
16.	Murodov Muhammad	Complained through the phone, so that part of the excavated roads along Umed Street would fall asleep. CW-04/01	03.01.2023	The problem is solved, the contractors filled in the trenches, and the cars can pass. In addition, the applicant was explained, according to building codes, the timing of backfilling the	Resolved 09/02/2023

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				trench.	
17.	Huseinov Komron	He complained about the work of the builders, the roads were all excavated after the rain, it was impossible to walk along the street "CW-04/01	15.02.2023	The trench was backfilled by contractor.	Resolved 16/02/2023
18.	Rajabova Parvina	Complained through the phone, so that part of the excavated roads along Umed Street would fall asleep. CW-03/02	09.02.2023	The trench was backfilled by contractor.	Resolved 15/02/2023
19.	Davlatov Hukumatsho	I wanted the cable electricians to run at least a meter further than their walls. (Khovaron 4-quarter) CW-02	20.02.2023	The cables were run a little further than their walls by Contractor.	Resolved 25/02/2023
20.	Mamadkulova Marhamat	The resident of the site said that their sewer pipe passes through the part where construction work is underway, if the builders demolish the pipe, what should they do. CW-03/02	17.03.2023	After the completion of the works, everything was restored and this citizen was grateful by Contractor.	Resolved 21/02/2023
21.	Turakhonova Dilbar	A resident of Umed street 376 was against the installation of a well for water supply next to her house. CW-04/1	01.04.2023	Contractors installed a well further away from her home.	Resolved 03/04/2023
22.	Kholiqov Tillomurod	A resident of the mahalla Sohibkoron asked if it was possible to immediately connect to the sewer network, since he used the old sewer network. CW-03/2	07.04.2023	Explanatory work was carried out by the PIG social specialist. This citizen was explained that the old network was not working. And all the waste fell on arable land. And he can connect to new networks after the commissioning of the facility by the contractor, but for this he must contact the State Unitary Enterprise Dushanbevodokanal.	Resolved 10/04/2023
23.	Mallaev Ramazon	He asked that they also be connected to new networks and that they also be supplied with water meters CW-02	10.05.2023	Contractors have installed additional shields.	Resolved 11/05/2023

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24.	Kosimov Muzaffar	He complained about the fact that the contractor occupies part of his arable land. (Mahalla Sohibkoron 3) CW-03/2	18.05.2023	After meeting with the contractors and the landowner, it turned out that according to the LARP, this resident was compensated. And this resident had no more questions.	Resolved 20/05/2023
25.	Aminova Salimakhon	She asked to be connected to the new networks and they were also supplied with water meters CW-02	22.05.2023	If their site is located in the Project area, then they must be connected and water meters will be installed.	Resolved 22/05/2023
26.	Mahmudov Murod	Complained about the poor condition of the roads (Samo Street) CW-04/01	28.05.2023	The road was paved by the contractor	Resolved 30/05/2023
27.	Artikova Makhfirat Sharipova Nargis Yatimova Sharofat Saadulloev Usmon	Residents of Shodi Street complained about the poor condition of the roads. CW-04/01	01.06.2023	The road was restored by the contractor	Resolved 10/06/2023
28.	Shurishov Sirojiddin	The resident asked the builders to lay pipes not in the middle of his plot, as he plans to build a house (3 Karoteginskaya street, building 79) CW-02	02.06.2023	Representatives of SMEC, PIG and the contractor considered the whole situation and made a decision by laying pipes several meters further from the site. But it should be noted that this legal site does not apply to Shurishov S.	Resolved 12/06/2023
29.	Rahmatulloeva Robiya	The builders did not install water meters near the wall of her house, as this may cause some problems in the future (Karateginskaya street 1, house 48) CW-02	14.06.2023	Representatives of SMEC, PIG, contractor and chairman of the mahalla resolved the issue	Resolved 17/06/2023
30.	Kodirova Sabrina	During construction works, the landing was broken by the contractor and was not restored.	14.06.2023	The contractor restored the landing	Resolved 17/06/2023
31.	XXXX	A resident of the street N. Muhammad asked to replace the old pipe with a new one	09.06.2023	The contractor replaced the old pipe with a new one. But it should be noted that this pipe does not belong to the contractor.	Resolved 17/07/2023

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IV. FINAL CONCLUSIONS

4.1 Monitoring Findings

60. Monitoring results for the reporting period confirmed that no physical and/or economic impacts occurred during this period. At the same time, the PIG social safeguard specialists managed to complete the preparation of the Land Acquisition and Resettlement Plan for the sewerage component CW/AF-04 (LOT 1-2) immediately after the projects became available.

61. GRC is in place to review and resolve grievance cases. Totally six 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

62. In August-October 2023, the PIG social safeguard specialists, together with the social protection specialist(s) from the PMDSC team, will continue to monitor compliance with the LARP requirements for packages CW-01 (LOT 1-2), CW-03, CW-02 and CW-04 (LOT 1-2), as well as for the CW/AF-04 package (LOT 1-2) during the entire construction period. The project plans to update the LARP for packages CW/AF – 01 (LOT 1-2), CW/AF – 02 (LOT 1-2), CW/AF – 03 and CW/AF – 05 in August-October 2023.

63. 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. Complete implementation of the sewerage component for package CW/AF – 04 (LOT 1-2) and submission of a compliance report in coordination with the PIG Social Safeguards Specialist.
e. LARP update for packages CW/AF - 02 (LOT 1-2), CW/AF - 03 and CW/AF - 05, as well as for package CW/AF - 01 (LOT 1-2).
f. Conduct further implementation/compliance monitoring in coordination with the PIG social safeguards specialist.
g. Additional activities will be planned, agreed and implemented based on the initial findings and based on the status of project activities.

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		0	0	None
2	CW-01 “Rehabilitation of Water Supply System in Shomansur	25	359 946,95		0	0	None

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#	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)	
	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)"						
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		0	0	None
4	CW/AF - 04 "Rehabilitation of the Karategin and Zebunisso sewerage network", Lot-1 "Rehabilitation of the Karategin sewerage network" and Lot-2 "Rehabilitation of the Zebunisso sewerage network"	10	59 414,00	0	0	0	
Payment Progress till (date)		0	0	0	0		
% Paid Progress		0%	0%	0	0	0	

Prepared by (position):	Social safeguards Specialist
Full Name:	Hafizov Jaloliddin
Signature:	
Date:	19.07.2023

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Table 7: Checklist for the Assessment of GRM efficiency

Reporting Period: January 1 – June 30, 2023	**Project No:**		
GRM cases	**Number**	**%**	**Remarks**
Complaints Registered for the reporting period	17		
Complaints resolved at the project level	17		
Complaints submitted to a court	0		
Complaints resolved by a court	0		
Issues resolved before it became a grievance	0		
DPs satisfied with the GRM procedure	0		
Total complaints resolved	31		
Issues/complaints registered	31		
Issues/complaints resolved	31		
Outstanding complaints at the end of reporting period	0		
Total			
Prepared by: **Full Name: Hafizov Jaloliddin** **Senior Social Expert**	**Date:** **19.07.2023**		**Signature:** **_____**

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