Social Monitoring Report

Reporting period: January – June 2024
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July 2024

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 – 2024

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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
SSDDR	Social Safeguard Due Diligence Report
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
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.

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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 2024. The report describes the status of project implementation, activities carried out by the contractors 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 P.I.G.'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 (P.I.G.) 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);

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- 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;
- 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.
- Detailed design and construction of a Women's Development Center in the Shohmansur district.

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 procedures 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. For the package CW/AF-05 (Additional financing) The SSDDR was prepared in September 2023, due to the fact that the DVK website was temporarily unavailable, this report was published in December 2023.

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13. And also, for the package CW/AF-02 (LOT 1-2-3) (Additional financing) The SSDDR was prepared in December 2023, and was published in January 2024.

14. And also, for the package CW/AF -03 (Additional financing) the SSDDR was prepared In March 2024, and was published in April 2024

15. 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

16. 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.

17. 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.

18. 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.

19. 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 published in April 2023. For this reporting period, monitoring is being carried out on the implementation of the LARP.

20. At the fifth stage, the project required the preparation of a Social Safeguard Due Diligence Report in connection with the detailed design and construction of a Women's Development Center for the implementation of CW/AF – 05. Subsequently, the SSDDR was prepared, and in December 2023 it was published on the DVK website. For this reporting period, monitoring on the implementation of SSDDR is being carried out.

21. At the sixth stage, the project required the preparation of a Social Safeguard Due Diligence Report in connection with the creation of the DMA and the restoration of secondary and tertiary networks for the implementation of CW/AF – 02 (LOT 1-2-3). Subsequently, the SSDDR was prepared, and in January 2024 it was published on the DVK website. For this reporting period, monitoring on the implementation of SSDDR is being carried out.

22. At the seventh stage, the project required the preparation of SSDDR in connection with the restoration of wastewater collectors of Aini, N. Muhammad and Academician Radjabovs streets for the implementation of CW/AF – 03. Subsequently, the SSDDR was prepared, and in April 2024 it was published on the DVK website.

23. In the eighth stage, the project intends to prepare a LARP in connection with the Rehabilitation of wells, pipelines, pumping stations and reservoirs CW/AF-01, LOT-1

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"Rehabilitation of the eastern part of KAF-1", LOT-2 "Reconstruction of the KAF-2 water intake and power transmission line from the KAF-2 water intake to the KAF-1 water intake", LOT-3 "Replacement and rehabilitation and/or modernization of power transmission lines and water pipelines, Reconstruction of pumping stations and construction and/or rehabilitation of reservoirs and Reconstruction of pumping stations of the 3rd lift" and LOT-4"Construction of a pressure pipeline from the 192nd water pumping station to the new reservoirs of the 9th quarter and from there to the reservoirs of "Zebunisso". Construction of new tanks 2x2000 m3 in the 9th quarter of the Khovaron microdistrict. Reconstruction of the water pumping station of the 3rd issue of the 192nd microdistrict". The update of the DPI and the LARP for LOT 1-2 and 3 of the CW/AF-01 package based on detailed design has been completed and will be submitted to ADB for approval in July 2024. After the approval of the LARP by ADB, it will be implemented. Accordingly, for LOT-4 of the CW/AF-01 package, the update of the DPI and LARP (SSDDR) will be prepared after detailed design and approval, since this LOT is design and construction. Subsequently, the LARP (SSDDR) will be prepared and implemented in the next reporting period.

24. 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 P.I.G. 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-05**	**CW/AF-02 (LOT 1-2-3),**	**CW/AF-03**	**CW/AF-01 (LOT 1-2-3)**	**CW/AF-01 (LOT 4)**
Impact	Yes	Yes	Yes	Yes	No	No	No	Yes	-
Status of designs	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Completed	Not started
Preparation for LARP (SSDDR)	Completed	Completed	Completed	Completed	Completed	Completed	Completed	In process	Not started
Implementation of LARP	Completed	Completed	Completed	Completed	-	-	-	-	-
Monitoring of LARP (SSDDR)	In process	In process	In process	In process	In process	In process	Not started	Not started	Not started
Construction works commencement	3 Dec. 2021	10 Dec. 2021/ 1 Aug 2022	24 Feb. 2021	16 Jan 2023	1 Sep. 2023	19 Apr. 2024	Not started	Not started	Not started

1.4 Public Consultations and Disclosure

25. The consultants of SMEC and P.I.G. conducted community consultation meetings at different stages of LARP preparation monitoring and implementation. This has been confirmed by the P.I.G. 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 P.I.G. specialists conducted 10 individual consultations in the areas of CW-01/02, CW-02, CW-03/04, CW-04/01, CW-04/02, CW/AF-04/01, CW/AF-04/02, CW/AF-05 и CW/AF-02 LOT-1, 2, 3. These consultations were carried out during the construction works These consultations were carried out during the construction work and preparation of the LARP (SSDDR).

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26. The disclosure of information on the LARP and SSDDR was planned and implemented in accordance with the requirements of the approved LARP and SSDDR, see the table below. In particular, the following events were held:

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. The final English version of the SSDDR was uploaded on the ADB website for the component of the CW/AF - 05 Women's Development Center.
f. The final English version of the SSDDR was uploaded on the ADB website for the water supply system component of the CW/AF -02 project (LOT 1-2-3).
g. Copies of the LARP and SSDDR in Russian were distributed in the offices of the contractors.
h. The final English version of the SSDDR was uploaded on the ADB website for the component of the CW/AF-03.
i. The approved LARP for packages CW-03, CW-01 (LOT 1-2), CW-02 and CW-04 (LOT 1-2), CW/AF - 04 (LOT 1-2), as well as the approved SSDDR for packages CW/AF - 05 and CW/AF - 02 (LOT 1-2-3) in Russian was posted on the EA website.
j. Public and individual consultations and informing the public about the construction work were carried out during the implementation of packages CW-03, CW-01 (LOT 1-2), CW-02 and CW-04 (LOT 1-2), CW/AF - 04 (LOT 1-2), as well as during the preparation of OKPSG for packages CW/AF - 05 and CW/AF -02 (LOT 1-2-3).

27. Within the framework of the project, a number of activities were carried out on the LARP and SSDDR. In general, these included continuous community consultation, identification of the impact of LARP, preparation of LARP and SSDDR, implementation of LARP, as well as compliance monitoring and reporting. The table below provides more detailed information on social safeguards activities and the results achieved.

No	Packages	Activity	Period	Results
1.	CW-03/4	LARP monitoring.	From February 24, 2021 until the complete completion of construction works.	Monitoring of activities will continue until the completion of construction work in relation to the functioning of the GRM.
2.	CW-01 (ЛОТ 1-2)	LARP monitoring.	From December 3, 2021 until the complete completion of construction works.	Monitoring of activities will continue until the completion of construction work in relation to the functioning of the GRM.
3.	CW-02 и CW-04 (ЛОТ 1-2)	LARP monitoring.	From December 10, 2021 and from August 1, 2022 until the complete completion of construction works.	Monitoring of activities will continue until the completion of construction work in relation to the functioning of the GRM.
4.	CW/AF-04 (ЛОТ 1-2)	LARP monitoring.	From January 16, 2023 until the complete completion of construction works	Monitoring of activities will continue until the completion of construction work in relation to the functioning of the GRM.
5.	CW/AF-05	SSDDR monitoring	From 1 September 2023 until the complete completion of construction works	Monitoring of activities will be carried out from the beginning to the end of construction work in relation to the functioning of the GRM.

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6.	CW/AF-02 (ЛОТ 1-2-3)	SSDDR monitoring	From 19 April 2024 until the complete completion of construction works	Monitoring of activities will be carried out from the beginning to the end of construction work in relation to the functioning of the GRM.
7.	CW/AF-03	Construction work is not started	From the beginning of construction work until complete completion	Monitoring of activities will be carried out from the beginning to the end of construction work in relation to the functioning of the GRM.
8.	CW-03/4, CW-01 (ЛОТ 1-2), CW-02 и CW-04 (ЛОТ 1-2), CW/AF-04 (ЛОТ 1-2), CW/AF-05, CW/AF-02 (ЛОТ 1-2-3)	Monitor GRM and GRC's work	Continuously	The Grievance Redress Mechanism has been updated several times due to the addition of new contractors. The GRM was last updated on February 23, 2023, and is valid. But due to the new contractors for the CW/AF-05, CW/AF-04 (LOT 1-2-3), CW/AF-01 (LOT 1-2-3-4) and CW/AF-03 packages, there will be a change in the number of GRC members, therefore, after the selection of contractors for the above packages, the GRC will be updated at about 3 in the quarter of 2024. Community members were reminded that if they have any problems and/or suggestions, they can register the case in the available GRC by registering their problems (verbally, by phone or in writing) in the complaint logs.
Expected social safeguard activities in the next reporting period				
1.	CW/AF -01 (LOT 1-2-3)	Preparation and implementation of LARP, monitoring and preparation of compliance reports.	April-July 2024	In process
2/	CW/AF -01 (LOT 4)	Preparation and implementation of SSDDR, monitoring and preparation of compliance reports.	October-December 2024	Not started

1.5. Institutional Arrangements

28. 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.

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1.6. Monitoring and Reporting

29. 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.

30. The current semi-annual monitoring of social safeguard requirements implementation covers January-July 2024, and the report will be submitted to ADB by end of July 2024. Field monitoring of the construction sites was carried out monthly. In particular, the main areas of monitoring are:

- 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

31. 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 P.I.G.'s social specialists.

32. Also, in accordance with the approved SSDDR, this report is subject to internal monitoring, although no impacts have been identified, but due to the fact that the facilities are located on the territory of the city, there is a need from the social guarantees of the DVK, with the assistance of social consultants of the PMDSC and a social specialist of the P.I.G., regularly conducts internal monitoring.

33. The P.I.G.'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.

34. 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 P.I.G.'s social safeguards specialist and the head of P.I.G. 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.

35. The Construction Supervising Consultant has assisted P.I.G. 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 and SSDDR as well as social safeguard issues.

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36. 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 Rehabilitation and development activities initiated (if required)
f. Monitoring and evaluation reports submitted.

37. 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 and SSDDR 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.

38. 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

39. 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 SSDDR, and undertaken in compliance within the country legislation, social safeguards guidelines and to the extent possible meet the best international practice.

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

41. Grievance Redress effectiveness was confirmed in the complaint logs available at the facilities, in the P.I.G. and Jamoats of the communities affected by the project. National consultants on social guarantees of the PMDSC visited the facilities almost daily, as well as the P.I.G.'s social specialist regularly visited the project sites every 2 weeks.

42. In addition, the social specialist conducted several field trips to project site to meet with project stakeholders and to conduct Interviews of Key Informants: village heads, residents of

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project affected communities and randomly selected households directly affected by the Project whether their enumerated assets are in place.

43. 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 Rehabilitation, provision of mitigation measures, etc.

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

а. 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

б. Assessment of resolved and rejected grievances:
1. Instruments and timing exercised to address any cases of unanticipated impacts
2. Assessment of the effectiveness of provided mitigation measures based on the recipients' feedback
3. Assessment of income Rehabilitation of vulnerable and severely affected AHs.

2.3 Capacity for Social Monitoring

44. There are two national social and gender specialists under PMDSC supporting P.I.G. and DVK on social safeguards implementation; especially 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 P.I.G. 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.

45. Also, for the preparation and updating of the LARP, according to the Project procurement plan, after a detailed design by the PMDSC, an individual international consultant at the local level was selected, who additionally supported the P.I.G. The consultant prepared two Reports on the comprehensive verification of social guarantees for the packages CW/AF-05 and CW/AF-02 (LOT 1-2-3). An individual consultant will be re-engaged to update the LARP for packages CW/AF-01 (LOT 1-2-3-4) and CW/AF-03, who will additionally support the P.I.G.

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

a. **P.I.G.**: Social and Gender Specialist

b. **CSPMC**: Engineer, International and National Social Safeguards Specialists

c. Social Safeguards Specialist has not been mobilized (and the civil and erection works are not commented on).

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III. FINDINGS OF THE INTERNAL MONITORING

3.1 General

47. As the P.I.G. 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) as well as the preparation of SSDDR for packages CW/AF-05 and CW/AF-02 (LOT 1-2-3) 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.

48. 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.	For packages CW-01 LOT-1, CW-02, CW-03, CW-04, LOT 1-2, CW/AF-04, LOT 1-2, a Traffic Management Plan was developed and agreed upon on the basis of the order of the Mayor of Dushanbe, except for package CW-01, LOT-1, since the object it is located on the territory of the State Unitary Enterprise "DVK". And also, the following protection measures were implemented in all facilities: Signs have been put up; Safety nets; Tapes; Walk-through bridges over trenches.

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2. The P.I.G. for the DWSSP should ensure effective functioning of the GRMй	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 three times on November 20, 2020, December 30, 2021 and February 23, 2023. If the composition of the GRC changes, as well as if the composition of the GRC increases due to new contracts, the GRC will be updated in the 3rd quarter of 2024. The registration books were delivered to the contact persons on December 3, 2020, January 5-6, 2022, July 27-28, 2022, January 14-15, 2023, November 13-14, 2023, 15-16 April 2024, as well P.I.G. and PMDSC conducted Contractor personnel training on November 29 and 30, 2021, December 5-6, 2021, July 27-28, 2022, January 14-15, 2023, and September 14-15, 2023, 15-16 April 2024, as well. On December 30, 2021, May 10, 2022, September 5-6, 2022 and February 20-21, 2023, the P.I.G. 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 P.I.G. and the Contractor.	P.I.G. and PMDSC 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	The P.I.G. 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	A list of all vulnerable families interested in employment in accordance with the LARP for the CW-01 LOT 1-2, CW-02, CW-03, CW-04 LOT 1-2, CW/AF-04, LOT 1-2 pacts was provided to contractors. Contractors informed the P.I.G. about Vacancies from the specified list, but no one from the list of vulnerable families

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	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;	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.	wanted to work, but mostly contractors use the services of local residents who live in the Shohmansur area. In total, there are more than 100 people (85 men and 15 women) from among the local residents.
5. Pay 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 P.I.G. 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.	During the month of July-December 2023, 10 community consultations were held (August 10, August 16, September 14, September 27, December 6, December 14 and December 16, 2023) and more than 30 individual consultations were attended by 175 people, of whom 90 were men and 85 were women (without double counting). It is also planned to hold public and individual consultations when updating the LARP for the CW/AF-01 LOT 1-2-3-4 and CW/AF 03 packages in February-April 2024

3.2 Awareness of population of project area

49. In order to deliver relevant project information to project affected people and other stakeholders, the P.I.G. staff pursues 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.

50. 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.

51. 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 fall into insolvency and contract were terminated. 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.

52. During the project site visits conducted in April and June 2024 for the purposes of preparation of this semi-annual social monitoring report, all DPs randomly selected for face-to-

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face interviewed confirmed that at least one member of their family attended public consultation meetings conducted during SSDDR preparation periods.

3.3. Consultation meetings (public hearings)

53. The P.I.G. and social monitoring consultants continued consulting activities during the implementation of LARP packages CW-01/02, CW-02, CW-03/04, CW-04/01, CW-04/02, CW/AF-04/01, CW/AF-04/02 through public and individual meetings with each affected person, and also when preparing the report on the comprehensive verification of social safeguard for the CW/AF-05 and CW/AF-02 LOT-1,2,3 packages in January-June 2024. 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 P.I.G. conducted 6 public and more than 30 individual consultations on social and gender issues, in which 116 people participated (37 women и 79 men participated).

54. 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

55. 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.

56. The P.I.G. 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.

57. 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.

58. 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.

All enquiries/grievances related to the Project will be addressed with the participation of the P.I.G. 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:

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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
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

59. For GRM proceedings the P.I.G. 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.

60. 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.

61. 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
- Related land committee
- Representatives of the State Agency for Architecture
- State Agency for Environment and Forestry
- State Unitary Enterprise for Housing and Communal Services
- Technical expertise from professional water and sanitation engineers
- Representatives of displaced persons
- Representatives of Women's Affairs
- Other specialized organizations as necessary
- Representatives of NGOs/CSOs active in the area.

62. 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 P.I.G. for DWSSP was conducted on this topic. As a result, it was revealed that during the construction works, the Project received eleven complaints from residents and these complaints were resolved positively. There are no outstanding grievances at the end of this reporting period.

62. 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,

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basically all sections of the road where construction work was carried out have been returned to their original position. Where asphalt was paved, 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).

CW-01, Lot-2

Ayni Street

Before construction works

After construction works

Crossing the street Aini and Karoteginskaya

Before construction works

After construction works

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CW-02

Mahalla Khovaron – Reservoir

Before construction works

After construction works

Mahalla Khovaron – 3rd lift pumping station

Before construction works

After construction works

Installation of water meters in zones A-14 and AB-15

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CW-03/4

Mahalla Dekhkonobod

Before construction works

After construction works

CW-04, Lot-1

Samo street

Before construction works

After construction works

CW-04, Lot-2

Nazarshoev street

Before construction works

After construction works

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Nazarshoev street

Before construction works

After construction works

CW/AF-04, Lot-1

Mahalla Zebunisso

Before construction works

After construction works

CW/AF-04, Lot-2
Mahalla Karotegin

Before construction works

After construction works

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CW/AF-05

Mahalla Khovaron

Before construction works

After construction works

CW/AF-02, Lot-1
Ubaidi Zokoni Street
Process of construction works

CW/AF-02, Lot-3

Binokoron street
Process of construction works

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63. 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 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.	Resolved on 26.10.2021
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 P.I.G. through the Contractor has arranged the regular supply of drinking	Resolved on 10.02.2022

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				water until the supply line of the complainant was not restored. Now, the complainant has water supply as had before the construction commenced.	
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 intend to remove 15 meters of corn field, which will lead to crop loss. CW-03/02	16/08/2022	Contractors left the field untouched and laid pipes on the other side of the field	Resolved in two days
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	Resolved in one day

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				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.	
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 trench.	Resolved 09/02/2023
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

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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 P.I.G. 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
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

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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, P.I.G. 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, P.I.G., 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
32.	Karimova Sayram	During the construction work, the contractor caused damage to my house CW-01/2	01.08.2023	The owner and the contractor agreed among themselves and the contractor compensated the damage financially	Resolved
33.	Khasanova Shahnoza	During the construction work, the contractor caused damage to my house CW-01/2	01.08.2023	The owner and the contractor agreed among themselves and the contractor compensated the damage financially	Resolved
34.	Mirzoev Saydullo	The contractor uses 8 meters of my land CW-03/2	04.08.2023	Representatives of SMEC, P.I.G. and the contractor resolved the issue	Resolved 06.08.2023
35.	Sharipov Vahob	The contractor damaged the sewer pipe CW-03/4	16.08.2023	The contractor repaired this sewer pipe	Resolved 20.08.2023

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36.	Nazrulloeva Zevar	We have not installed a water meter CW-04/2	21.09.2023	The contractor installed a water meter, although this house was not included in the project	Resolved 22.09.2023
37.	Mirjonova Zarrina	The contractor caused damage to my yard and walls CW-01/2	05.09.2023	After the completion of construction work on this site, the damage was repaired	Resolved 5.11.2023
38.	Tilloeva Zarrina	The contractor damaged the sewer pipe CW-03/4	4.10.2023	The contractor has restored this sewer pipe	Resolved 16.10.2023
39.	Bakhtiyorov Bakhtiyor	The contractor damaged the CW-03/4 power lines	5.10.2023	The contractor has restored the power line	Resolved 10.10.2023
40.	Rajabov Rasul	After the construction work, the condition of the roads deteriorated CW-02	9.10.2023	The contractor restored the road to good condition.	Resolved 15.10.2023
41.	Volodinova Parvina	By the contractor road Rehabilitation works are carried out slowly CW-02	11.10.2023	The contractor began Rehabilitation work, the roads were paved	Resolved 5.11.2023
42.	Ghafurov Saidjon	By the contractor road Rehabilitation works are carried out slowly CW-03/4	3.11.2023	The contractor began the Rehabilitation work, additional roads for cars and pedestrians were organized	Resolved 5.11.2023
43.	Zainulloyeva Gulsum	After construction work, the builders did not remove their garbage CW-04/2	8.01.2024	The contractor removed their garbage	10.01.2024
44.	Nasridinova Muumina	All houses were provided with sewerage, except for my house CW/AF-04/2	10.01.2024	The resident was explained that their house would be connected to another street. Since the landscape does not allow you to connect from this side of the street	10.01.2024
45.	Shoeva Halima	Roads in poor condition after construction work CW/AF-04/1	25.01.2024	The roads were leveled with gravel	26.01.2024
46.	Vaisiddinova Parvina	The roads are in poor condition after construction work. Dirt and slush everywhere CW-02/1	29.01.2024	The roads were restored by contractor	3.02.2024
47.	Subhonov Fariddun	The wells were installed without covers. This is dangerous for the residents of CW-02/1	25.01.2024	The contractor closed the wells with covers	26.01.2024
48.	Karimova Oyti	Install sewer pipes and wells near the kitchen and toilet to make it convenient CW/AF-04/1	6.02.2024	It was explained to the resident that the work would be commis-sioned according to the project.	10.02.2024

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49.	Voibov Turakhon	Roads are in poor condition and construction workers did not remove their garbage after construction work CW/AF-04/1	15.02.2024	The roads were restored and the garbage was removed by contractor	20.02.2024
50.	Kholikova Parvina	The roads are in poor condition after construction work. Puddle everywhere and slushing after rains CW-02/1	27.02.2024	The contractor arranged all the inconveniences	29.02.2024
51.	Elbeshev S.	During construction work, the power line was damaged by CW-03/4	20.03.2024	The contractor restored power lines	25.03.2024
52.	Kulmatov Barot	During construction work, the trays are filled with stones and broken stone CW-03/4	17.04.2024	The contractor removed all stones and broken stones	24.04.2024
53.	Tabarova Zamira	I was not connected to the sewer system CW/AF-04/2	18.04.2024	According to the project, this house will be connected on the left side of the street	20.04.2024
54.	Salikhov Ravin	After construction work, the builders damaged the water transmission line CW/AF-04/1	04.05.2024	The contractor eliminated this problem at its own expense. But this pipeline was not damaged by the contractor. Due to the fact that the pipe is very old, it often breaks	05.05.2024
55.	Tohirov Abdullo	Neighbor does not allow connection to sewers through his plot of land CW/AF-04/2	17.05.2024	Explanatory work was carried out. And it was emphasized that all construction work will be commissioned according to the project. But in any case, everyone will benefit from this.	18.05.2024
56.	Sharipova Barno	No drinking water supply CW-02/1	19.05.2024	The water supply should be hung from the DVK. Maybe due to preventive work, the water supply is suspended	20.05.2024
57.	Aliyev Mahmadkarim	Sewer lines must not cross my parcel CW/AF-04/2	27.05.2024	Explanatory work was carried out. And it was emphasized that all construction work will be commissioned according to the project.	28.05.2024

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58.	Tiloboldiev Mahmadmuso	Due to construction work, water does not flow in the flume. Therefore, we cannot water our lands CW-03/4	06.06.2024	The contractor eliminated this problem.	07.06.2024
59.	Rakhmatov Mahmud	CW-03/4 power lines do not work after construction work	06.06.2024	The contractor eliminated this problem. The reason for everything is the failure of the transformer, which was damaged by the contractor	07.06.2024
60	Haydarov Mahmadlatif	I will not allow the construction of a sewer pipeline and the installation of wells on my plot of land CW/AF-04/1	07.06.2024	Explanatory work was carried out. And it was emphasized that all construction work will be commissioned according to the project. After that, the resident gave his consent to the construction work	08.06.2024

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IV. FINAL CONCLUSIONS

4.1. Monitoring Findings

64. The monitoring results for the reporting period confirmed that no physical and/or economic consequences occurred during this period. At the same time, on the part of individual local social safeguard specialists, with the participation of a specialist on social issues, the P.I.G. prepared the SSDDR for package CW/AF - 03 and a detailed survey and measurements of the CP Plan for package CW/AF - 01 (LOT 1-2-3).

65. A GRC has been established to review and resolve complaints. Eighteen complaints were filed during this reporting period. Displaced persons and the general population in the area affected by the project are aware of the existence of the GRC and know how to apply it in case the construction work has an impact on their assets or access to assets.

4.2. Plans for the Next Reporting Period

66. From July to December 2024, the P.I.G. social protection specialist together with the social protection specialist(s) from the SMEC team will continue to monitor compliance with the LARP requirements for packages CW-04 (LOT 1-2), CW/AF–04 (LOT 1-2), as well as the requirements of SSDDR for packages CW/AF – 05 and CW/AF – 02 (LOT 1-2-3) during the entire construction period.

67. Also, the individual local social consultant must update the EAP Plan for package CW/AF – 01 (LOT 1-2-3) and provide an updated report for the above package by the end of July 2024.

72. Listed below are the activities that must be carried out during the implementation of the project by an individual local social specialist and social safeguard specialists of the P.I.G. and SMEC:

а. Review of Grievance record Logbooks, select satisfied and rejected claims and organizes 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;

б. 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;

в. If such need identified, conduct capacity building training for GRC members on local level;

д. LARP update for packages CW/AF – 01 (LOT 1-2-3-4);

е. Conduct further implementation/compliance monitoring in coordination with the P.I.G. social safeguards specialist.

ё. 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

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Table 6: Checklist for Compensation Payments for the Reporting Period

#	Reporting Period Jan 1 – Jun 30, 2024	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	0	
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	0	0	0	
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 zones A-1, A-2, A-3 и A4») and (LOT-2 «Replacement of water distribution networks and installation of water meters in zones A-5, A -6, A"-7, A-8, A-10, A-10-1, A-12, A-13, C-9, C-11, C-17, B-16 and the installation of the SCADA and KAF-1 program»)	23	383 825,78	0	0	0	
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	
5	CW/AF-05 "Detailed design and construction of a Women's Development Center"	0	0	0	0	0	
6	CW/AF-02 "Establishment of DMAs and rehabilitation of secondary and tertiary networks" LOT-1 "Rehabilitation of secondary and tertiary networks and establishment of DMAs: A-6, A-7, and Gastello str." LOT-2 "Rehabilitation of secondary and tertiary networks and establishment of DMAs: A-5, A-8, A-10 and C-9"	0	0	0	0	0	

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	LOT-3 "Rehabilitation of secondary and tertiary networks and establishment of DMAs: C-11, C-17, A-12, A-13 and A-10-1"						
	CW/AF-03 “Rehabilitation of wastewater collectors of Aini, Nisor Muhammad and Academicians Radzhabovs streets”	0	0	0	0	0	
Payment Progress till (date)		0	0	0	0	0	
% Paid Progress		0%	0%	0	0	0	

Prepared by (position):	Social safeguards Specialist
Full Name:	Hafizov Jaloliddin
Signature:	
Date:	15.07.2024

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Table 7: Checklist for the Assessment of GRM efficiency

Reporting Period: January 1 – June 30, 2024	**Project No:**		
GRM cases	**Number**	**%**	**Remarks**
Complaints Registered for the reporting period	18		
Complaints resolved at the project level	18		
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	60		
Issues/complaints registered	60		
Issues/complaints resolved	60		
Outstanding complaints at the end of reporting period	0		
Total			
Prepared by: **Full Name: Hafizov Jaloliddin** **Senior Social Expert**	**Date:** **15.07.2024**		**Signature:** _____

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