



KR Ministry of Transport and Roads
Investment Projects Implementation Group

Social Monitoring Semi-annual Report No. 2
July-December 2017

Central Asia Regional Corridor 3 (Bishkek-Osh Road)
Improvement Project, Phase 4 for
Engineering and Construction Supervision

Submitted By

EPTISA Servicios De Ingeniería S.L./ Eptisa Muhendislik / RAM



Project Details

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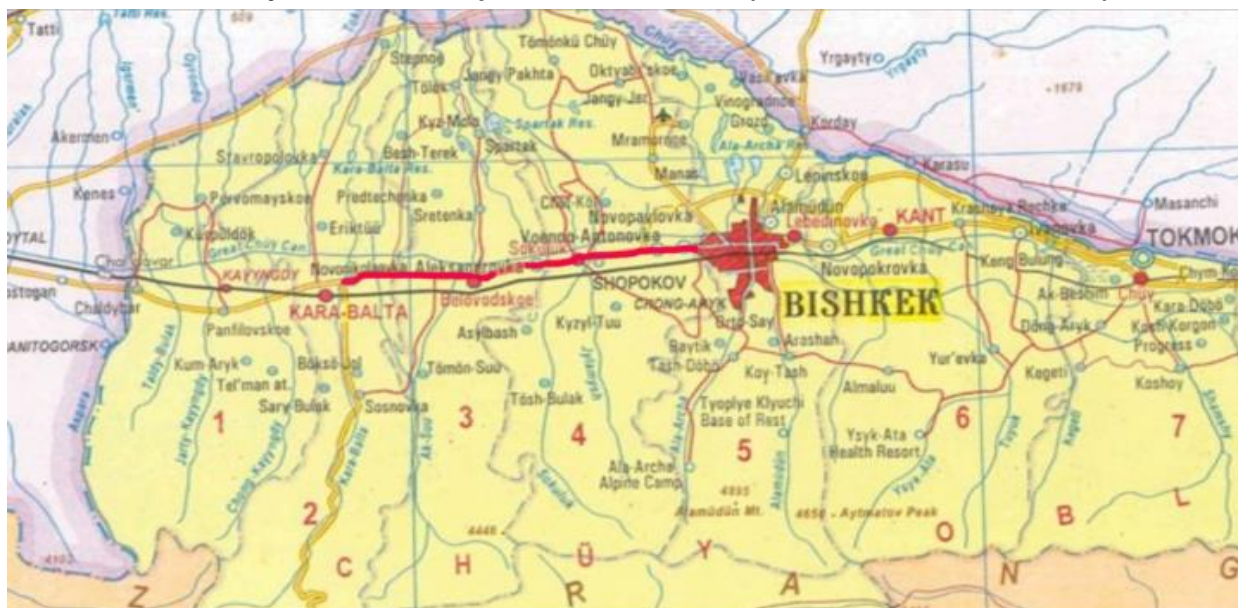
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ABBREVIATIONS	
ADB	Asian Development Bank
MOTC	Ministry of Transport and Communication
CAREC	Central Asia Regional Economic Cooperation
DMS	Detailed Measurement survey
CSMP	Construction Social Management Plan
EM	External Monitoring
ESMP	Environmental and Social Management Plan
LARP	Land Acquisition and Resettlement Plan

1. PROJECT BACKGROUND

1. ADB has given high priority to the overall development process of the Kyrgyz Republic through the rehabilitation of road sections along the Bishkek–Osh Road. Equally, other development partners are prioritizing sponsorship of other sections of Bishkek–Osh Road. The upgrading of the Bishkek–Kara-Balta road will connect important populated zones and densely populated settlements which is ultimately expected to enhance access to services, goods, and markets; enhance regional connectivity, and improve safety for all road users in general.
2. The project will improve national and regional connectivity by reconstructing and rehabilitating an estimated 52.5 km of crucial road sections between Bishkek and Kara-Balta, and include road safety measures such as road signage, lane markings, street lighting, parking areas, bus stops, crash barriers, and sidewalks. The Project is fully consistent with the government’s priority of upgrading key corridors as stated in the National Strategy of Sustainable Development (2013–2017). The Project is also well aligned with ADB’s Strategy 2020 and with the Country Partnership Strategy of Kyrgyz Republic (2013–2017) (CPS). The priority theme for the CPS is the development of a successful and stable democratic state through inclusive growth and the reduction of regional disparities.
3. The Government of the Kyrgyz Republic has received a loan from ADB towards the cost of Central Asia Regional Cooperation Corridor 3 (Bishkek-Osh Road) Improvement Project, Phase 4. Under this ADB loan, EPTISA and its partners are responsible for preparing the detailed design, procurement support and construction supervision to cover the road section from Bishkek to Kara Balta. The Consultant has been involved in conducting the field survey and investigation works related to the topography survey, geotechnical investigation, and lab tests required for preparation of the Detailed Project Report (DPR), including the tender documents during the first phase of the project. The Consultant is also responsible for supervision during the works on Bishkek–Kara-Balta road.
4. The condition of the Kyrgyz Republic's road network and its management improved substantially from 2005 to 2010. Nevertheless, deteriorated network links and poor infrastructure management continue to hamper regional trade and economic growth. The project consists of the reconstruction of two sections of the Bishkek-Osh highway: Bishkek to Kara-Balta (52.5 km) and a section beginning after Kara-Balta until Km 129. These are the last two sections needed to complete the rehabilitation of the Bishkek-Osh highway which forms part of CAREC corridor 3 linking Kazakhstan in the North with Uzbekistan and Tajikistan in the South. The Bishkek–Osh road links the Kyrgyz Republic’s two largest cities and is one of the most density populated parts of the road network in the Kyrgyz Republic. The traffic volume varies from 20,000 to 60,000 vehicles per day, depending on the section, as per the updated survey of the Consultant, which is consistent with the recent traffic survey included below in this Report.
5. Kyrgyzstan has consistently had a negative balance of trade, which is somewhat attenuated by inflows of foreign assistance and remittances from an estimated 500,000 workers who have been forced to migrate mainly to Kazakhstan and Russia by high unemployment and little job creation. It is estimated that remittances now contribute up to 25% of the country's GDP. Another source of income is the „bazaar economy” where imported Chinese goods are resold to Uzbekistan and Kazakhstan at the Kara Su and Dordoi markets.
6. The Program’s goal is to increase economic growth and reduce poverty in Kyrgyzstan. The road implementation program will occur over 5 years and consists of the rehabilitation of the existing road by upgrading existing features on the basis of the detailed design. Construction supervision will be implemented in accordance with the tender documents. Road maintenance supervision works shall be implemented under a PBMC tender for the section from Kara-Balta to Km 129 as well.

Project Location Map Bishkek-Osh Road (Bishkek-Kara Balta Section)



2. SOCIAL MONITORING

2.1 Scope and Objectives of the Monitoring

7. The implementation of the LARP for BO4 requires internal and external monitoring as the Project will trigger a significant amount of involuntary resettlement. ADB's SPS 2009 considers involuntary resettlement impacts significant if 200 or more persons will be physically displaced from their home or lose 10% or more of their productive or income-generating assets. Internal monitoring has been conducted by the Investment Projects Implementation Group (IPIG). External monitoring is assigned to an External Monitor hired by the EA and approved by ADB. Monitoring is vital for ensuring that the LARP is effectively implemented, unforeseen impacts related to land acquisition and resettlement activities are identified and appropriate measures to address the same can be taken in a timely manner.

2.2 Internal Monitoring

8. The IPIG is responsible for the internal monitoring. The main aim of the internal monitoring is to monitor the process of the LARP implementation such as the compensation process, grievance mechanism and effectiveness of the LARP implementation procedure. The data for the internal monitoring related to the LARP implementation processes were collected by the IPIG/Supervision Consultant and used to assess the progress and results of LARP implementation, and to adjust the work program, when necessary.

9. Internal monitoring is performed routinely by the IPIG, both directly and with the support of social/resettlement specialists hired by the supervision consultant for the LARP implementation. The results will be reported to ADB through the **Quarterly Project Implementation Reports and Semi-annual Social Monitoring Report**.

2.3 External Monitoring

10. The external monitoring determines whether the LARP activities undertaken have been completed and whether the planned outcome has been obtained for each LARP related activity. As this Project entails significant involuntary resettlement and therefore is classified as a social safeguard category 'A' project, ADB policy requires external monitoring which was carried out in parallel with the implementation of the LARP and its internal monitoring. The main goal of external monitoring is to assess the relevance, efficiency, effectiveness and impact of the LAR processes and to suggest any corrective measures, if necessary. The External Monitor (EM) monitored the LARP implementation in November and December 2017. One Monitoring Compliance Report for all road sections/subsections involving resettlement, will be prepared when all DPs receive the due compensation.

3. LARP IMPLEMENTATION STATUS

3.1 Project Sections

11. To facilitate effective LARP implementation and the commencement of physical works, the Project road was divided into three Sections. In order to use the engineering labels for these road sections and thus avoid possible confusion, the social team re-named the sections (previously called tranches) as presented in tables 1,2,3,4 and 5, which are further subdivided into subsections and segments. Section 1 does not involve any resettlement; Section 2 comprises three subsections which involve resettlement; Section 3 has not yet been included in the reconstruction plan and therefore, the LARP implementation is not relevant to this section.

12. Section 1 is comprised of four subsections where there is no impact on land, businesses or other assets (Table 1). Consequently, this section is not included in the LARP implementation schedule as there is no resettlement. The section is 21.630 km long and the physical works have started in July 2017. Subsection

13. Section 2 is comprised of three road subsections and has a total length of 23.47 km with a total of 175 affected households. Subsection 2.1 consists of five segments with a total length of 15.130 km. There are 23 affected households (AHs) in this subsection (Table 2). Subsection 2.2 is a single 4.320 km long road segment. There are 48 affected households in this subsection (Table 3). Subsection 2.3 consists of a single, 11.420 km-long road segment. There are 104 affected households in this subsection. In addition, there are three public facilities affected at subsection 2.3: the fences of Belovodskoe aiyl okmotu, the fences of the social department and one ruined, non-operating tandoor. (Table 4)

14. Section 3 is 7.4 km long. There are 107 affected households living along this road section. At present, this section is not considered for rehabilitation and therefore, the number of affected households and other LARP related information is not presented in this Report.

Table 1: Section 1

Sub-sections 1	Chainage		Mileage (km)		Length km	No of AHs at Section 1		
	Start	End	Start	End		Owners	Lease-holders	Employees
1.1	74+00	128+00	15+900	21+300	5+400	0	0	0
1.2	270+00	320+80	35+500	40+580	5+080			
1.3	371+00	431+00	45+600	51+600	6+000			
1.4	457+00	508+50	54+200	59+350	5+150			
Total					21+630	0		

Table 2: Sub-section 2.1

Road Segments	Chainage		Mileage (km)		Length km	No of AHs at Sub-section 2.1		
	Start	End	Start	End		Owners	Lease-holders	Employees
1	128+00	159+00	21+300	24+400	3+100	4	0	0
2	202+20	270+00	28+720	35+500	6+780	6	1	0
3	361+00	371+00	44+600	45+600	1+000	4	0	0
4	431+00	457+00	51+600	54+200	2+600	2	1	0
5	508+50	525+00	59+350	61+000	1+650	2	3	0
Total					15+130	18	5	0
						23		

Table 3: Sub-section 2.2

No	Chainage		Mileage (km)		Length km	No of AHs at Sub-section 2.2		
	Start	End	Start	End		Owners	Lease-holders	Employees
1	159+00	202+20	24+400	28+720	4+320	29	9	10
Total					4+320	48		

Table 4: Sub-section 2.3

No	Sub-section chainage		Sub-section mileage (km)		Sub-section length km	No of AHs at Sub-section 2.3		
	Start	End	Start	End		Owners	Lease-holders	Employees
1	320+80	361+00	40+580	44+600	4+020	38	32	31
Affected Public Facilities						3		
Total					4+020	104		

Table 5: Section 3

No	Section chainage		Sub-section mileage (km)		Sub-section length km	No of AHs at Section 3		
	Start	End	Start	End		Owners	Lease-holders	Employees
1	0	74+00	8+500	15+900	7+400	31	38	38
Total					7+400	107		

3.2 LARP Implementation Activities

15. The LARP has been approved by ADB and the Kyrgyz Government, endorsed by the Governmental Ordinance of 14 April 2017, and disclosed on the IPIG and ADB websites. The Ministry of Finance negotiated with the Kyrgyz Investment and Credit Bank (KICB) for the opening of accounts in which the money for compensation will be transferred. There is no deduction of money for opening/keeping the account or the number and amount of withdrawals. The goal of this step is to ensure that the displaced persons (DPs) do not have any out-of-pocket expenses for the opening of an account and money withdrawals.
16. IPIG activated and trained Grievance Redress Groups. Details on trainings are presented further in this Report. IPIG updated the Project Information Brochure and the GRM and ensured that all GRG focal persons are trained and ready.
17. The IPIG hired a lawyer to prepare the individual contract agreements. The IPIG pays compensation and extends assistances to the vulnerable DPs as per the requirements of ADB SPS 2009 and Kyrgyz laws. The compensation amount is paid within 15 days after the contract is signed. The DPs compensation is transferred to their bank accounts electronically. The DPs can access the money upon presenting their personal identification or at any ATM with the bank card issued in the DPs' names.
18. The LARP implementation was conducted in two stages: The resettlement for the Sub-section 2.1 was completed in October 2017. The LARP implementation Compliance Report will be prepared after the LARP implementation for all sections is completed. The implementation of the LARP for Sub-sections 2.2 and 2.3 started in November. By December 2017, payment for only 11 DPs was pending. Compensation for these 11 DPs was deposited in an escrow account as the legal procedure for these DPs was not completed.
19. In the case of self-relocation, the DPs will have 45 calendar days to relocate from the date the compensation is received. Within this time, the DPs may dismantle and remove all salvageable material for the rebuilding of houses and re-establishment of businesses. The IPIG reserves the right to demolish such structures if the DP has not done this by the agreed deadline. In case of relocation arranged under the Project, the DPs will be informed about the date of the relocation.
20. Prior to taking possession of any land including land handover to a contractor, a LARP implementation report (compliance report) will be submitted to ADB for approval, certifying that the LARP has been fully implemented in accordance with all the principles and provisions of ADB's SPS 2009 and Kyrgyz Republic laws and regulations. Grievances or objections (if any), will be redressed as per the grievance redress procedure adopted in the LARP. All activities related to LAR will be completed prior to the contractor's possession of acquired land and commencement of civil works at sections with resettlement. The following table presents a tentative schedule for the LARP implementation.

Table 6: LARP Implementation Schedule

	Tasks	Responsibility	Time for the Task	Start	Finish	Status
1	Issuance of Governmental Ordinance endorsing LARP				17/04/2017	Completed
2	Negotiations between the Ministry of Finance KR and the Bank about the issue of commission		2 weeks	17/04/2017	28/04/2017	Completed
3	Order of the Minister or Deputy Minister of MT&R KR about compensations	Sociologist IPIG	1-2 weeks after issuance of the Gov. Ordinance endorsing LARP	17/04/2017	28/04/2018	Completed
4	Choosing the Bank and agreement about the disbursement of compensation to DPs.	MOF, MOTR/IPIG				Completed
5	Update the order of GRM	Sociologist IPIG	1 week after hiring Director IPIG			
6	Update information about GRM for local contact persons	Sociologist IPIG	1-2 weeks after issuance of the Gov. Ordinance endorsing LARP	17/04/2017	28/04/2017	Completed
7	Training on GRM of the GRGs and key stakeholders	ADB, IPIG, EPTISA	1 day	10/05/2017	10/05/2017	Completed
8	Clarification of objects and DPs	Local resettlement specialist EPTISA	1-2 weeks after the issuance of Gov. Ordinance endorsing LARP	15/05/2017	29/05/2017	Completed
SECTION 2.1						
9	Mobilization of a lawyer	IPIG				Completed
10	Preparation and approval of agreements on the land acquisition for all Project DPs	Lawyer IPIG	IPIG Lawyer	10/05/2017	31/10/2017	Completed
11	Allocation of locations for relocation of affected business containers	LAR Commission, MOT/IPIG/Land acq. Architect	Section 2.1	30/05/2017	31/07/2017	Completed
12	Conclusion of agreements with DPs	MOT/Lawyer and Sociologist	Section 2.1	01/08/2017	31/10/2017	Completed
13	Disbursement of compensation	Bank, MOT/ internal and /or external monitor	Section 2.1	01/09/2017	30/10/2017	Completed
14	Monitoring of disbursement of compensation	IPIG, Internal and/ or external monitoring specialists	Section 2.1	30/10/2017	15/11/2017	Completed
SECTIONS 2.2 and 2.3						
18	Disbursement of compensation	The Bank, MOT/ IPIG	Sections 2.2 – 49 AHs and Section 2.3, 105 AHs	01/11/2017	31/12/2017	Completed – 11 DPs escrow account deposit
19	Monitoring of disbursement of compensation	IPIG, Internal and/or external monitoring specialists	Sections 2.2 and 2.3	20/12/2017	31/12/2017	Completed – For 11 DPs escrow account deposit
20	Completion of the LAR procedure and DPs' access to escrow account deposited compensation	IPIG lawyer, social safeguard specialists	Sections 2.2 and 2.3	01/01/2018	15/02/2018	In progress for 11 DPs
21	Preparation and submission of LARP implementation (Compliance) report for ADB review	External monitoring specialist	2 weeks	15/02/2018	28/02/2018	

22	ADB reviews LARP implementation report and issue a NOL to start civil works	ADB	1 week	28/02/2018	15/03/2018	
23	MT&R KR provides no objection to Contractor to start civil works	MT&R KR	1 week	15/03/2018	23/03/2018	
SECTION 3						
24	To be advised					
25	Monthly report	EPTISA	Ongoing			
26	Quarterly report	EPTISA	Ongoing			
27	Semi-annual social monitoring report	EPTISA	Ongoing	31/01/2018		
28	Annual report	EPTISA	Ongoing			
29	Post-LARP Report	Ext. monitoring specialist	Ongoing			
30	Final Report upon completion of the assignment	Ext. monitoring specialist	Ongoing			

3.2.1 Preparation of Contracts for Displaced Persons

21. The IPIG lawyer prepared the compensation contracts which are approved by the MOTC. The lawyer, together with the Eptisa national resettlement specialist, checked the data of each displaced person (DP), completed any missing documentation and assisted DPs with the land re-registration procedure. The IPIG lawyer drafted the following types of Property Acquisition Contracts for DPs based on the type of the property:

- Land/House Acquisition Contracts with compensation
- Property Acquisition Contracts with compensation
- Property and Trees Acquisition Contracts with compensation
- Property Acquisition from Business Owners Contracts with compensation
- Container Relocation Contracts with Compensation for Business Loss

3.2.2 Contracts with Landowners

22. There are some DPs whose land is affected partially, and, therefore, such land is subject to partial acquisition. For this reason, these DPs (landowners) need to proceed through several steps in order to comply with the national land law and conclude 3 (three) Contracts:

Step 1. Register the splitting of the land with the local registration authorities so that the affected part of the land will be separated from the rest of the unaffected part of the land. For this, a Preliminary Land Acquisition Contract is drafted, according to which DPs will be provided with an advance payment to cover expenses for the land splitting services and will be obliged to conclude two more Contracts: The Major Land Acquisition Contract and the Property Acquisition Contract.

Step 2. DPs will conclude the Major Land Acquisition Contract and register the transition of the ownership rights (from private ownership to state ownership) with the local registration authorities.

Step 3. DPs will conclude the Property Acquisition Contract, according to which they will receive the compensation for (movable) property (fences, gates etc).

3.2.3 LARP Implementation by Sections

23. The LARP was approved in April 2017. By the time of implementation, which started in September 2017, there were some changes in the design. The changes resulted in additional impact at Subsections 2.2 and 2.3. Extensive work was carried out by Eptisa's and IPIG's resettlement specialists with contractors', Eptisa's and IPIG's engineers in order to avoid or minimize the additional impact. A joint

effort resulted in technical solutions which allowed all new impacts to be avoided and in some cases, the impact on previously affected assets was avoided or decreased. This was especially important work as the procedure for approving the additional impact involves a complex and lengthy process.

24. The LARP was implemented in two stages. Stage 1 included resettlement at Subsection 2.1. The LARP for this Subsection was implemented and monitored from September to November 2017. The second stage of the LARP implementation was comprised of resettlement cases at Subsections 2.2 and 2.3. In total, as recorded in the LARP, there were 177 DPs living along these road Sections. Two DPs were double-counted, and the final number of DPs is 175. The LARP implementation was conducted between September and December 2017. By December 31, 2017, the LARP implementation was completed for 164 DPs, while the compensation amount for 11 DPs was deposited to an escrow account. These 11 DPs could not be paid yet as some were missing the required documents, for some the required procedure was not completed and some were not in the country to sign the agreement and complete the land division or other procedures required by the law (Table 2-2). In addition, there is an ongoing engineering effort to find a technical solution to avoid one of the affected petrol stations as the acquisition would have required a long and complex procedure due to changes of owners and renters. The details are presented in the following paragraphs by section.

25. At each road section there was several DPs recorded in the LARP who were deceased, migrated, or not working in the road corridor, or due to changes in the design were no longer affected by the Project. This Project area is a densely populated business area, which is very dynamic, vibrant and constantly changing. Metal containers and light structure kiosks are constantly appearing or disappearing. For each person who no longer lives or works in the Project corridor, or who, due to design changes no longer has any impact, the LAR Committee, with the local authorities and the Ministry representatives, reviewed the case and made the decision of exclusion from compensation. If a DP was no longer affected by the Project, the LAR Committee prepared an official letter informing the person of the exclusion from compensation. The details on affected and no longer affected persons are described in the following paragraphs.

Sub-section 2.1

26. There were 23 DPs living along this subsection. Out of these, 8 DPs were excluded from compensation as they moved out of the Project corridor, stopped or moved their businesses, moved overseas or started working at a different location. The remaining 15 DPs have received compensation and the LARP for this Subsection has been implemented. On 14 September Eptisa's International Resettlement Specialist monitored the compensation payment to DPs at Subsection 2.1. Eptisa's specialist conducted short interviews with five DPs who received compensation on that day. All interviewed persons knew the amount of compensation and what the compensation was received for. Three DPs were satisfied with the amount of compensation and think that the compensation is sufficient to replace lost assets. One of the DP's thinks that the road is good for development but not as good for rural households with livestock which will be prevented from crossing the 4-lane road to the grazing area. All interviewed DPs will spend the money for the replacement of lost assets. The External Monitoring Compliance Report will be prepared for all road Sections and submitted to ADB and IPIG.

Sub-section 2.2

27. There were 48 DPs in this Subsection. Out of 48 DPs recorded in the LARP, 30 DPs received compensation, 1 DP is in the process of obtaining documents and 17 DPs were not eligible for compensation due to various reasons such as their having migrated. For each such case, an official letter from the local authorities was prepared and handed to the DPs.

Sub-section 2.3

There were 104 DPs in this Subsection recorded in the LARP. During the preparatory work for the LARP implementation at this Subsection, it was found that 44 DPs either stopped their work or left the Corridor

of Impact. Out of the remaining 60 DPs at this Subsection who are eligible for compensation, 50 DPs received compensation. The remaining 10 DPs from this Subsection are in the process of dividing land or getting other supporting documents required to complete the LAR procedure and receive the compensation. (Table 2-2)

The compensation amount due to 1 DP from Subsection 2.2 and 10 DPs from Subsection 2.3, has been deposited in the Project escrow account (Table 7 and 8). When the legal and administrative procedures are completed, the DPs will have access to their compensation. It is expected that the LAR procedure will be completed between the end of January and the first week of February 2018. The following table presents the LARP implementation status for the reporting period:

Table 7: LARP Implementation Status as of 31 December 2017

Sections	Total DPs as per LARP	No of DPs received compensation	No of DPs without compensation and excluded	Subtotal	Deposited in the Escrow account
Section 1	0	0	0	0	
Section 2.1	23	15	8	23	0
Section 2.2	48	30	17	47	1
Section 2.3	104	50	44	94	10
Total	175	95	69	164	11

Table 8: Compensation Deposited into an Escrow Account

Number	Road Section	DPs
1	2.2	Gazprom neft
2	2.3	"Petroresurs"
3	2.3	"Biorg Oil"
4	2.3	Kurmanbaeve Z.A.
5	2.3	Bishovec O.A.
6	2.3	Akshabaev A.A.
7	2.3	Nuridinov R.H.
8	2.3	Shparagina O. D.
9	2.3	Ilinih T.M.
10	2.3	Surabaldieva A. Z.
11	2.3	Larina T.G.

28. The LARP implementation was monitored in November and December 2017. An Independent Monitoring Expert, assisted by Eptisa's resettlement and technical specialists and IPIG's specialists, conducted monitoring of the LARP implementation. The LARP Implementation Compliance Report will be prepared and shared with the IPIG, ADB and Eptisa upon disbursement of pending payment to DPs.

3.2.4 Relocation Sites for Movable Businesses

29. During the reporting period, all three Project Rayons allocated sites for relocation of the movable business containers. Jail Rayon has the best approach to this issue. The Rayon administration allocated the location for affected business containers to be moved to. A letter was issued to the DPs informing them about the need to relocate the containers and the exact address of the new location for the

businesses. The DPs were informed and showed the new location and if the DPs accepted the new location, they signed the agreement. Other Rayons followed the Jail example. Table 2-3 presents a sample of the agreement signed by DPs who had to relocate their businesses

Table 9: Sample of the DP's Agreement for Relocation of Containers

Согласие

Беловодский айылный аймак
района « 5 » 07 2017 г.

я. Масиров Алмаз Кошбаевич
Ф.И.О.

Владелец «объекта» павильона расположена по
улице Фрунзе возле парикмахерской
Соглашаюсь с решением Беловодского айыл аймагы

О перемещении моего объекта ближе к северной стороне
парикмахерской

Паспорт: #N4731159 Выдан: МКК 50-55 от 23.11.2016.
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Масиров А. К. А. Кошбаевич
(ФИО, Подпись)



Random checking business owners for container relocations



Signing an agreement for the container relocation

3.2.5 Trainings of Grievance Redress Groups (GRGs)

30. The Grievance Redress Mechanism for this Project was established during the preparation of the LARP. As the Project implementation has started, there was a need to re-activate GRG members at all levels and train them in tasks related to the LARP and the Project implementation. A session on the Resettlement Safeguard for the Grievance Redress Group (GRG) members, GRG Focal Points, the line departments, supervision consultant, contractor and NGOs, was conducted in Bishkek on 10 May 2017. The session was organized and jointly conducted by ADB Consultants, Eptisa's Consultants and the IPIG Social Safeguard Specialist. There were 15 participants at this GRM session.

31. The second round of trainings for members of the established Grievance Redress Groups at the local level, was conducted on 22 June 2017 in each of the three Project Rayons. There were 17 members of the GRGs from Sokoluk, Moskovskiy and Jailskiy rayons. Each session with the question time, lasted for 2 hours. All three specialists, Eptisa's National and International Consultants and the IPIG Social Safeguard Specialist, presented jointly the GRM procedure related to the field level grievance redress mechanism. The GRG members in Jail expressed their wish to practice the completion of the template forms. Consequently, a role play activity was held, and the GRG members had a chance to record a 'complaint', explain the redress procedure to the 'complainant', solve the issue and register it in a cumulative logbook. (Please see the photographs below)



ADB RM Session on GRM



GRG Moskovskiy Rayon



GRG Jail



GRG Sokoluk

32. The functioning of the established GRM at the local and central levels was discussed at the meeting with the ADB, IPIG and Eptisa safeguard teams in September 2017. Despite the trainings conducted in May and June 2017, it was concluded that the basic principles of the GRM are still not

clearly understood and the GRM procedure duly followed. Consequentially, the ADB RM safeguard consultant conducted in September 2017 an additional training on GRM for IPIG, Eptisa and the Contractor's staff. It is recommended to repeat trainings on GRM for the local GRG members, Contractor and Engineer's field staff at the beginning of the construction season, when enquiries and grievances are likely to occur.

3.2.6 Grievances and Enquires

33. There were 21 DPs/APs' enquiries and grievances during the reporting period. The main enquiries were related to information about the exact Project corridor and people's enquiries if their assets would be affected. The main grievances were related to the appearance of cracks on walls, ceilings and foundations of homes caused by the roller vibrations. A total of 17 out of 21 complaints were related to cracks on walls, foundations and ceilings. Also, 14 out of 17 DPs wrote statements indicating that they would like the road construction to continue. (Table 10)
34. A full resolution of the complaints related to cracks will be available after the engineers, environmental and vibration modeling specialists conclude their studies and prepare an inventory of affected homes/other buildings with recommended measures for resolutions. When recommended measures are agreed on by various specialists and a methodology of works at such locations prepared, a consultation with affected people will be conducted. The available measured and physical works methods which will enable compaction without vibrations, will be discussed with the DPs and agreed on and the complaints will be considered resolved. Nevertheless, the cases will only be considered closed after the actual execution of agreed measures and DPs' confirmation on acceptance of the resolution is completed. The social safeguard specialists, the Engineer's Focal Person for grievances working on site and the relevant grievance redress groups (GRGs) from Ayil Okmotu need to follow up on each case until the physical execution of agreed measures, full resolution and a closure of the grievance is completed.
35. A summary of received inquiries/grievances is presented in the following table.

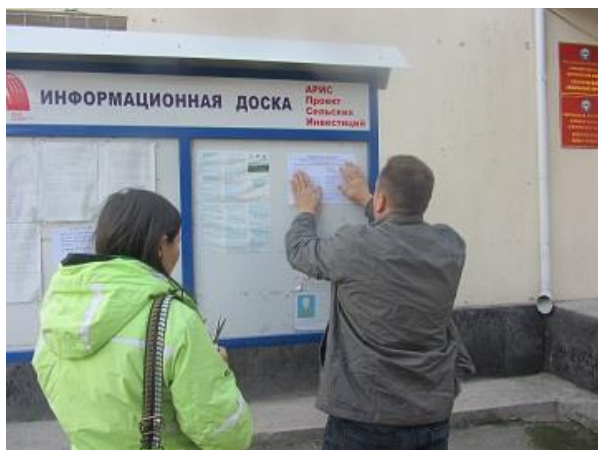
Table 10: Summary of Inquiries and Grievances

	Picket	Date	Name	Address	Complaint	Result	Comments
1	401+20 RHS 50 m from the center line	04/08/2017	Якубжанова Т.Н	с.Петровка ул. Центральная 269	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	
2	372+55 LHS 27 m from the center line	07/08/2017	Верещагина А.Н	с.Петровка ул. Центральная 108	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
3	373+10 LHS 25 m from the center line	07/08/2017	Калугина Т.Н	с.Петровка ул. Центральная 112	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
4	385+40 RHS 38 m from the center line	09/08/2017	Исмаилов Бакыт	с.Петровка ул. Центральная 161	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	
5	372+50 RHS 25 m from the center line	11/08/2017	Качыбаев Токтобек	с.Петровка ул. Центральная 85	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
6	376+16 RHS 35 m from the center line	10/08/2017	Семченко В.Г	с.Петровка ул. Центральная 117	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
7	395+45 RHS 30 m from the center line	17/08/2017	Бараканова Л.К	с.Петровка ул. Центральная 225	Strong vibrations during the road machinery work	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
8	374+40 RHS 30 m from the center line	17/08/2017	Оболбекова С.	с.Петровка ул. Центральная 105	Strong vibrations during the road machinery work. Cracks are increased.	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
9	397+00 LHS 27 m from the center line	21/08/2017	Абдыкайым уллу Бексултан	с.Петровка ул. Центральная 268	Strong vibrations during the road machinery work	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
10	506+00 RHS 27 m from the center line	17/08/2017	Мащенко Н.Н	с. Ново-Никалаевка ул. Энгельса 132	Request to change the road central line and avoid impact	Moved the pavement/ footpath axis	Case resolved
11	424+20 RHS 40 m from the center line	04/09/2017	Укукбекова Аида	с. Петровка ул. Центральная 445	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	

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12	400+20 LHS 40 m from the center line	28/09/2017	Яковлева Н.В	с. Петровка ул. Центральная 294	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
13	415+40 RHS 20 m from the center line	28/09/2017	Сыдыкова Ы.А	с.Петорвка ул. Центральная 387	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
14	418+40 RHS 25 m from the center line	29/09/2017	Сапарбаев А..	с.Петорвка ул. Центральная 403	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
15	416+40 RHS 26 m from the center line	10/10/2017	Чолпонов М.	с.Петорвка ул. Центральная 393	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
16	402+60 RHS 36 m from the center line	10/10/2017	Токуров К.Т.	с.Петорвка ул. Центральная 281	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
17	477+00 LHS	12/09/2017	Арынова Г.А	с.Полтавка ул.Центральная 202	Need to relocate 2 containers which were not registered in the LARP	Impact avoided. Moved footpath axis	03/10/2017 Case resolved
18	489+00 RHS	09/10/2017	Манапов Азизбек	с. Петропавловка ул. Ленина б-н	Due to underground passage, new impact on the land plot (420 m2. Request to consider options for moving the passage or acquiring the land.	Impact avoided. Changed location of the underground passage.	09/10/2017 Case resolved
19	399+40 RHS	10.11.2017 Петровский АО вход. 241 от 30.10.17	Акматов Б.А.	с.Петровка ул.Центральная 255	Appearance of cracks during work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
20	371+00 RHS	10.11.2017 Петровский АО вход. 241 от 30.10.17	Потапов В.Н.	с.Петровка ул.Центральная 73	Appearance of cracks from beginning of work of the vibrating roller	Notified about the cracks inquiry and work suspended until a further decision	Received a statement of consent to continue construction work
21		26.12.2017	Бедельбаев А	Сокулукский район, с. Сокулук, ул. Фрунзе 201		Inquiry about the road alignment	Information given, Case resolved

36. In order to make information on the GRM available to the Project communities, the IPIG and Eptisa social safeguard specialists visited 11 Project Ayil Okmotu (local authorities) and displayed on their information board a leaflet with names and contact numbers of the GRG focal points from Ayil Okmotu, Eptisa, Contractor and the IPIG. In addition, the social safeguard specialists had brief meetings with each head/deputy head of Ayil Okmotu and explained the GRM and the purpose of displaying the information for the community members. At the meetings, the local authorities' representatives expressed their appreciation for the Project. The main questions asked at these meetings were related to the beginning of works and relocation of utilities.



GRG Focal Points Information



Briefing the Head of Ayil Okmotu

4 OTHER SOCIAL MONITORING ACTIVITIES

4.1 Construction Social Monitoring Plan (CSMP)

37. The Contractor has prepared the Environmental and Social Management Plan (CESMP). One of the main items in the Social Management Plan, was road safety trainings for all school children located along the Project road. The road safety trainings were conducted by the Contractor and supervised and reported on by Eptisa and IPIG 's resettlement/social specialists.

38. The Contractor completed all planned Road Safety Awareness Sessions in schools located along the Project road. There were 17 such sessions in the reporting period in which more than 17,000 children participated (Please see photographs from some sessions). Each session lasted for 30 minutes at first and then decreased to 20 minutes due to cold weather as such a large number of children could not be accommodated in the schools' classrooms or other indoor facilities. The sessions' facilitators were Temirov K.Zh., the Contractor's Road Safety Engineer and representative of the local traffic police.

39. The following table shows the overall information of the road safety awareness sessions conducted at the Project schools.

Table 11: Road Safety Awareness Sessions in Project Schools

No	Location	Road Section No	School	Date	Duration	No of boys	No of Girls	Total participated
1	Shopokov	Section 2	School No 2	18.09. 2017	30 min	668	700	1,368
2	Sokoluk	Section 3	School No 4	18.09.2017	30 min	461	489	950
3	Sokoluk	Section 3	School No 2	17.10.2017	30 min	633	697	1,330
4	Sokoluk	Section 3	School for children with special needs	17.10.2017	30 min	119	188	307
5	Gavrilovka	Section 2	Gavrilovka sch.	17.10.2017	30 min	313	315	628
6	Petrovka	Section 2	School Chernokovskovo	18.10. 2017	30 min	374	415	789
7	Petrovka	Section 2	Gimnazia	18.10.2017	30 min	559	615	1,174
8	Sadovaye	Section 1	Arli Arbudu	20.10.2017	30 min	585	604	1,189
9	Sadovaye	Section 1	Sch, Bazan	20.10.2017	30 min	397	417	814
10	Sadovaye	Section 1	High School	20.10.2017	30 min	579	662	1,241
11	Alexandrovka	Section 2	Arzi Ismaieva	20.10. 2017	30 min	407	398	805
12	Aleksandrovka	Section 2	High School No 1	25.10.2017	30 min	576	624	1,200
13	Belovodskaya	Section 4	School No 3	25.10.2017	30 min	583	568	1,151
14	Aleksandrovka	Section 2	High School No 1	26.10.2017	30 min	390	470	860
15	Poltavka		Poltavskaya high school	10.11.2017	20 min	322	302	624
16	Petropavlovka		Petropavlovka high school	10.11.2017	20 min	262	276	538
17	Novonikolaevka		Novonikolaevska ya high school	13.11.2017	20 min	1,038	1,129	2,167
	Total					8,266	8,869	17,135



School Petrovka



Petrovskaya School



Ardi Ismaieva, Aleksandrovka

4.2 HIV/AIDS Prevention Plan

40. In accordance with the CSMP, the Contractor conducted the first awareness session on HIV/AIDS and STDs for their construction workers. The session was conducted on October 26, 2017, early in the morning, at the Belovodskoe camp. Dr Sidikova Tinara, a dermatology and venerology specialist, conducted the session in the Russian language and shared brochures, leaflets and other available printed information. Each worker received a pack of condoms. The main goal of this session was to avoid the potential spread of diseases, such as STDs and HIV/AIDS through awareness and prevention activities among construction workers and affected communities as well as to educate workers on how to avoid STDs, to recognize common STD symptoms, and to seek treatment. There were 78 workers at the session. The session was monitored by Dragica Veselinovic, Eptisa international social safeguard specialist and Nurzada Kartanbaeva, the IPIG social safeguard specialist. Some local schools expressed their wish to have such sessions organized for their senior classes students.



HIV prevention handouts



Dr Sidikova talking about HIV prevention

5 FINDINGS AND RECOMMENDATIONS

41. The main findings and recommendations of the internal monitoring conducted for the reporting period are summarized as follows:

- Joined field visits (Eptisa and IPIG resettlement specialists) confirmed that DPs were informed about the Project and entitlements and that they received the Project Information Brochure;
- Information about the 45-day period after receiving compensation that needs to be given to DPs to dismantle acquired property, has not been clearly communicated to the DPs.
- The roles and responsibilities of the local authorities in keeping clear the corridor, is not properly understood. There is no mechanism and clear procedure on the process of issuing a construction permit (even a temporary one), reporting on new structures in the corridor, and enforcing the cut-off-day decree and dismantling the structures/ businesses constructed after the cut-off-day. The IPIG may face difficulties in clearing the road corridor and preventing the establishment of new businesses or commencement of light constructions after the cut-off date.
- IPIG's information session/training with clear mechanism and responsibilities with related local authorities is recommended.
- Field specialists of IPIG, Eptisa and the Contractor, often have and communicate different information to the affected communities and DPs. Ambiguities may cause dissatisfaction amongst the DPs and could lead to eventual complaints.
- It is recommended that the staff of IPIG and Eptisa adopt a joint approach and practices for the work in the field and with communities. Giving information to communities and affected persons should be, if possible, limited to the social/ environmental safeguard/ resettlement specialists, GRM focal point persons, and technical staff who may explain the project and respond to technical queries. The same and consistent information need to be communicated to all DPs.
- In a number of cases, certain DPs asserted that some field workers did not always have a professional and respectful attitude. This is an indication, that the field workers' attitude to communication with local people needs to be approved. The communities and affected people need to be treated professionally, with respect and patience. It is recommended

that ADB RM organizes and facilitates structured training/workshops on communication with communities for all field staff of IPIG and Eptisa.

- It is recommended that IPG employs a public relation officer. S/he should develop an appropriate communication strategy and train the project staff which is in direct contact with local communities.