

Semi-annual Social Monitoring Report

Project Number: 49244-002 (Loan 3449 – ARM)
July - December 2025

Armenia: M6 Vanadzor-Alaverdi-Georgian Border Interstate
Road (Section Km 38+450 – Km 90+191)
(Financed by the ADB)

Prepared by the Technical Supervision Consultant/Engineer: Joint Venture Safege SAS and Hill International N.V. for the Ministry of Territorial Administration and Infrastructure of the Republic of Armenia and the Asian Development Bank.

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LIST OF ABBREVIATIONS

ADB	Asian Development Bank
AP	Affected Person
CAP	Corrective Action Plan
CJSC	Close Joint Stock Company
CR	Completion Report
DMS	Detailed Measurement Survey
EA	Executing Agency
EIB	European Investment Bank
EMA/EMIC	External Monitoring Agency/External Monitoring Individual Consultant
GRM	Grievance Redress Mechanism
IA	Implementing Agency
IR	Involuntary Resettlement
LAR	Land Acquisition & Resettlement
LARF	Land Acquisition & Resettlement Framework
LARP	Land Acquisition & Resettlement Plan
LGBs	Local Self- Governing Bodies
LLC	Limited Liability Company
MOTCIT	Ministry of Transport, Communication and Information Technologies
MTAI	Ministry of Territorial Administration and Infrastructure
OHS	Occupational Health and Safety
PC	Public Consultations
RP	Resettlement Plan
SSMR	Semi-annual Social Monitoring Report
SSC	Social Safeguard Capacity
SPS	Safeguard Policy Statement
TMP	Traffic Management Plan
RDF	“Road Department” Fund

GLOSSARY

Affected Household (AH)	The affected household as a whole. This unit operates as a single economic and domestic unit and may consist of an individual, a single nuclear family or an extended family.
Affected Person /People (AP)	Any person (individual) affected by project-related changes in the use of land, water and other natural resources, or by project induced income losses. This could include both physical and economic displacement.
Compensation	Payment for restoration or the replacement cost of the acquired assets.
Land Acquisition	The process whereby a person is compelled by a government agency to alienate all or part of the land a person owns or possesses to the ownership and possession of the government agency for public purpose in return for a consideration
Marz-Community	Armenia is divided into 10 provinces (marz). The province chief executive is the governor (marz) appointed by the Government. Each province is divided in communities (hamaynk) which are self-governing units and consists of one or more settlements (bnakavayr). Settlements are classified as towns (kaghak) or villages (gyugh). Previously having Marz status, Yerevan, now has the status of a community and it has an elected mayor.
Relocation	The physical relocation of an AP/AH from her/his pre-Project place of residence/business
Replacement Cost	The replacement cost is calculated for acquired land, housing and other assets. The calculation of replacement cost is based on the following elements: (i) fair market value; (ii) transaction costs; (iii) interest accrued; (iv) transitional and restoration costs; (v) other applicable payments, if any. Depreciation of structures and assets are not taken into account.

1. INTRODUCTION

1.1. Preamble

1. This report represents the semi-annual internal Land Acquisition and Resettlement Plan (LARP) Monitoring results for Rehabilitation and Improvement of the M6 Vanadzor-Alaverdi-Georgian Border Interstate Road (Section Km 38+450 – Km 90+191) (Loan No.: 3449-ARM). It is the 12th Semi-annual Social Monitoring Report (SSMR) for the project covering reporting period of July-December 2025.
2. The SSMR is prepared to report on the issues that emerge during the project implementation stage such as design changes/realignments and the consequent need to acquire additional lands and grievances that need to be monitored and reported.

1.2. Section Handover Status

3. As defined by the project LARP, the LARP implementation was carried out by a “section by section” principle to simplify the implementation process and allow commencement of construction works. LARP implementation was divided into 3 Phases. The division of the LARP implementation Phases per Lots and status are presented in Section 4 of the report.
4. The LARP implementation in all 3 Phases was completed and the respective completion reports (CRs) have been approved by ADB and consequently the LAR-completed sections have been handed over to the Contractors. Subsequently access was provided to the contractors to sections that come free from 3rd party rights in order to carry out the works. In total 51.741 km (100%) has been handed over to the contractors:¹
 - Lot 1: All road sections were handed over to the Contractor. The completion rate and section handover to the contractor in Lot 1 is 100%.
 - Lot 2: All road sections were handed over to the Contractor: The completion rate and section handover to the contractor in Lot 2 is 100%.
 - Lot 3: All road sections were handed over to the Contractor: The completion rate of LARP implementation and section handover to the contractor in Lot 3 is 100%.
5. In total 8 CRs have been prepared and approved (CR of Phase 1 includes all 3 lots, subsequently for Phases 2 and 3 separate CRs were prepared for each lot). The CRs of Phases One, Two and Three were approved in May 2018, September 2018, and February

¹ Employers’ letters providing the contractors with the right of access have been: letters ref. 536 dated 29.05.2018, 1369 dated 17.10.2018, 234 dated 12.03.2019, 907-908 dated 15.08.2019 and 1438 dated 4.12.2019, 0036 dated 23.01.2020, 1070 dated 02.09.2020 and 1072 dated 02.09.2020 and 1372 dated 12.05.2021

2019 respectively. All completion reports are available at the ADB² and RDF websites.³

1.3. Status of the construction works.

- Construction works were completed on all lots by March 28, 2023, except of Odzun junction where construction works were ongoing with national contractor (“Sisian BUAT” LLC). The construction of Odzun junction was completed in September 2024.

1.4. Project Implementing Organizations/ (sub)Contractors

- No changes have occurred with regard to the implementing organisations/sub-contractors and or their staff during the reporting period.

Table 1: Implementing Organizations/ (sub)Contractors

The Employer/Client:	<p>“Road Department” fund Address: Government House 3, Yerevan 0010, Republic of Armenia Email: info@armroad.am Tel: (+37412) 20-10-09, 20-10-10 Webpage: www.armroad.am</p>
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Contract and Sub-contract for Construction Works:

Lot 1: Civil works for rehabilitation/reconstruction of the existing M6 -Vanadzor-Alaverdi - Georgian border interstate road (km 38 +450 - km 48 +140)	
<i>The Contractor:</i>	Horizon-95 LLC & Oberosler Cav Pietros SRL Joint Venture Address: Amiryan 26, 0002 Yerevan, Armenia Email: horizon@horizon.am Tel: (+37410) 53-88-56, 53-88-52 Webpage: www.horizon.am
Date of Signature:	30 November 2017
Commencement Date:	May 29, 2018
Time for Completion:	900 days
Defects Notification Period:	365 days
Lot 2: Civil works for rehabilitation/reconstruction of the existing M6 -Vanadzor-Alaverdi - Georgian border interstate road (km 48 +140 -Km -Km 62 +300)	

² CR, Phase 1: <https://www.adb.org/sites/default/files/project-documents/49244/49244-002-smr-en.pdf>
 CR, Phase 2, Lot 1: https://www.adb.org/sites/default/files/project-documents/49244/49244-002-smr-en_1.pdf
 CR, Phase 2, Lot 2: https://www.adb.org/sites/default/files/project-documents/49244/49244-002-smr-en_2.pdf
 CR, Phase 2, Lot 3: https://www.adb.org/sites/default/files/project-documents/49244/49244-002-smr-en_0.pdf
 CR, Phase 3, Lot 1: https://www.adb.org/sites/default/files/project-documents/49244/49244-002-smr-en_3.pdf
 CR, Phase 3, Lot 2: https://www.adb.org/sites/default/files/project-documents/49244/49244-002-smr-en_4.pdf
 CR, Phase 3, Lot 3: https://www.adb.org/sites/default/files/project-documents/49244/49244-002-smr-en_5.pdf

³ <https://armroad.am/en/safeguard/social-impact-and-resettlement/monitoring-and-evaluation>

<i>The Contractor:</i>	Joint Venture: " Black Sea Group & AAB Project " Address: 39/1a Arabkir str., 0037 Yerevan, Armenia Email: info@aab.am Tel: (+37410) 25-92-59 Webpage: www.aabconstruction.am
Date of Signature:	30 November 2017
Commencement Date:	May 29, 2018
Time for Completion:	900 days
Defects Notification Period:	365 days
Lot 3: Civil works for rehabilitation/reconstruction of the existing M6 -Vanadzor-Alaverdi - Georgian border interstate road (km 62 + 300 -Km 90 +191)	
<i>The Contractor:</i>	SUARDI JSC Armenian Branch Address: 2nd Industrial str., №24 Transport Enterprise, Abovyan, Armenia Email: mauro.dorazio@suardispa.am Tel: (+37499) 55-14-69 Webpage: www.suardispa.it
<i>Assistant to the Contractor:</i>	KAPAVOR LLC Address: 47bld. Shirak Street, 0085 Yerevan, Armenia Email: darar11@mail.ru Tel: (+37493) 80-00-15 Webpage: www.kapavor.am
Date of Signature:	30 November 2017
Commencement Date:	May 29, 2018
Time for Completion:	900 days
Defects Notification Period:	365 days

Contract for Consultancy Services:

<i>Engineer:</i>	Joint Venture Safege SAS and Hill International N.V. Address: 1704 Hakhpat Kisakayaran, Alaverdi, Armenia Email: info@safegehill-m6.am Tel: (+37455) 55 08 30
Contract Signed:	April 03, 2018
Commencement Date/Effective Date:	April 03/May 03, 2018
Duration of the Services:	30 months
Defect Notification Period	12 months

2. PROJECT DESCRIPTION AND CURRENT ACTIVITIES

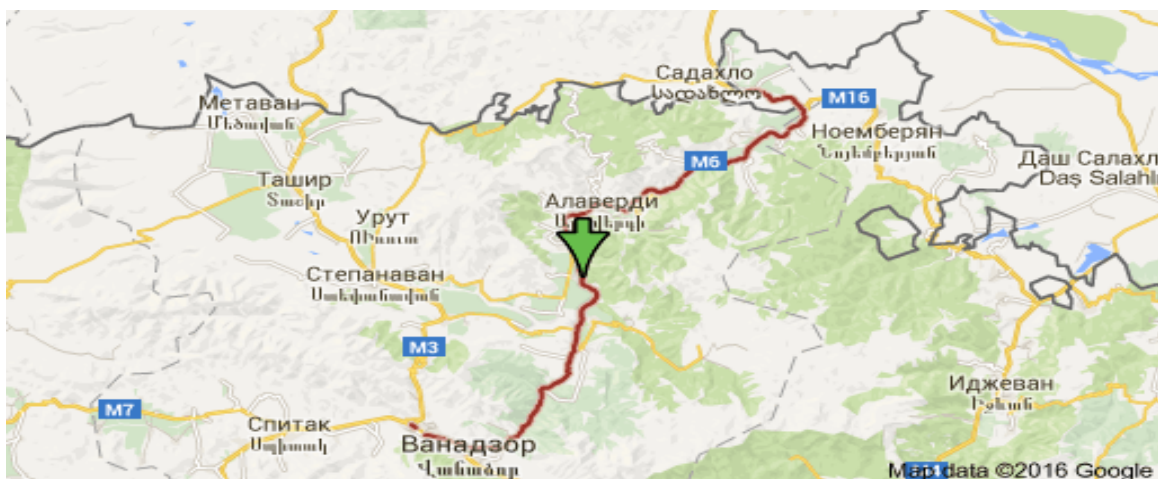
2.1. Project Description

8. The Republic of Armenia (hereinafter "Borrower") received financing from the Asian Development Bank (ADB) in a form of loan to co-finance the M6 Vanadzor-Alaverdi-Georgian Border Interstate Road Rehabilitation and Improvement Project (hereinafter: Project) with the European Investment Bank (EIB).
9. The Project road is about 90 km long, and connects the Vanadzor city with the Georgian border near the Bagratashen community. Section 1 (Km0+000-Km38+450) is financed by EIB (EIB-financed section); and section 2 (Km38+450-Km91+190) is financed by ADB (ADB-financed section). The ADB financed section of the Project has no extensive land acquisition impacts and is classified as Category B for Involuntary Resettlement. The LARP covering the ADB financed section of the Project was prepared by the Project's Executing Agency (EA), the Republic of Armenia (RA) Ministry of Transport, Communications and Information Technologies (MTCIT), currently the Ministry of Territorial Administration and Infrastructure (MTAI). The EA is responsible for planning and implementation of the LARP. The Road Department Fund (RDF) acts as the project Implementing Agency (IA).
10. The LARP has been based on the requirements of appropriate RA legislation and regulations and ADB's Safeguards Policy Statement (SPS) of 2009. The LARP was approved by MTCIT and ADB in November 2017 and is publicly available on the ADB⁴ and RDF websites.⁵
11. The existing M6 road alignment ran along the narrow valley of the river Debed through 14 communities along the ADB financed road section (see the map 2-1 below). The width of carriageway has been standard 7.2 m (6.6 m in heavy mountainous sections) and varied width of shoulder of 0.5-1.5 m. The design speed has been 60 km/h for the mountain section and 90 km/h for the flat section. Minor realignment in few sections has been necessary to improve the geometric alignment and sight distance.

Figure 1: M6 Road Rehabilitation and Improvement Project Area

⁴ <https://www.adb.org/projects/documents/arm-geo-border-regional-road-m6-vanadzor-bagratashen-improvement-jul-2016-rp>

⁵ [www.armroad.am](http://armroad.am), <http://armroad.am/am/safeguard/social-impact-and-resettlement>



12. The affected communities have been located within the administrative territory of Lori and Tavush marzes. Based on the detailed design, 10 communities have been affected by the identified alignment in ADB financed section. These have been the following communities: Akhtala, Aygehat, Tumanyan, Aqori, Haghat, Neghots, Shnogh, Alaverdi, Odzun and Archis. In terms of construction works, the Project has been divided into three road sections (Lots) which have separate Contractors. The breakdown of the Project road per Lots and communities is shown in the table 1 below.

Table 2: Breakdown of the Project per Lots and Communities

Lot	Start Km- End Km	Length, m	Community	Number of Communities	Remarks
Lot 1	km 38+450-km 48+140	9.690	Aygehat	4	One community in Lot 1 (Alaverdi) is in lot 2 as well, and one of 3 communities in Lot 2 (Haghat) is in Lot 3 as well.
			Alaverdi city		
			Odzun		
			Tumanyan		
Lot 2	km 48+140-km 62+300	14.160	Haghat	3	
			Alaverdi city		
			Aqori		
Lot 3	km 62+300-km 90+191	27.891	Haghat	9	4 communities in Lot 3 are not affected by the project: Ayrum, Haghtanak, Ptghavan and Bagratashen
			Akhtala		
			Shnogh		
			Artchis		
			Neghots		
			Ayrum		
			Haghtanak		
			Ptghavan		
			Bagratashen		
Total		51.741		14	Without double counting

Source: Project LARP

2.2. LAR-Related Conditions to Project Implementation

13. In accordance with SPS 2009 provisions and ADB's established operational practice, the

Project approval/implementation is based on the following conditions:

- (i) Project implementation clearance: Conditional to the finalization of the LARP as an implementation-ready document acceptable to ADB and Government of Armenia (GoA) and its disclosure.
 - (ii) Start of Physical Civil Works: Conditional to full implementation of the implementation-ready LARP (full compensation/rehabilitation delivery) to be properly reported to ADB by EA.
14. Moreover, as per the loan agreement between GoA and ADB, the EA is required to (i) submit semi-annual safeguard monitoring reports to ADB and disclose relevant information from such reports to affected persons promptly upon submission, (ii) if any unanticipated environmental and/or social risks and impacts arise during construction, implementation or operation of the Project that were not considered in the IEE, the EMP and the RP, promptly inform ADB of the occurrence of such risks or impacts, with detailed description of the even and proposed corrective action plan; and (iii) report any actual or potential breach of compliance with the measures and requirements set forth in the EMP or the Resettlement Plan promptly after becoming aware of the breach.

2.3. Social Safeguards Capacity

15. The Resettlement Coordination Team (RCT) of the RDF remained adequately staffed with experienced personnel in handling the M6 LARP implementation. The RDF Social Safeguard Staff, as well as the Technical Supervision Consultant/Engineer have extensive experience with regard to LARP implementation. The RDF has a Social Impact and Resettlement Management Unit, as well as a Legal unit which consists of the following specialists:
- (i) Head of Social Impact and Resettlement Management Unit (Mrs. Sh. Kocharyan),
 - (ii) Chief Social Impact and Resettlement Specialist,
 - (iii) 2 Land acquisition Specialists (Mrs. D. Khachatryan, Mr. H. Matosyan),
 - (iv) Lead Lawyer (responsible for claim and dispute management).
16. The Supervision Consultant/Engineer mobilized a Social Safeguards Specialist⁶ to support social safeguard activities undertaken by RDF and if required, ensure that the Project site (Right-of-Way) is handed over to the Contractors in compliance with LARP provisions, and perform internal monitoring with relevant reporting.
17. Also, the contractors have social safeguards specialists on board, who are responsible for implementation of activities required to ensure the compliance of construction process in terms of social safeguards, including the public consultations and grievance redress.

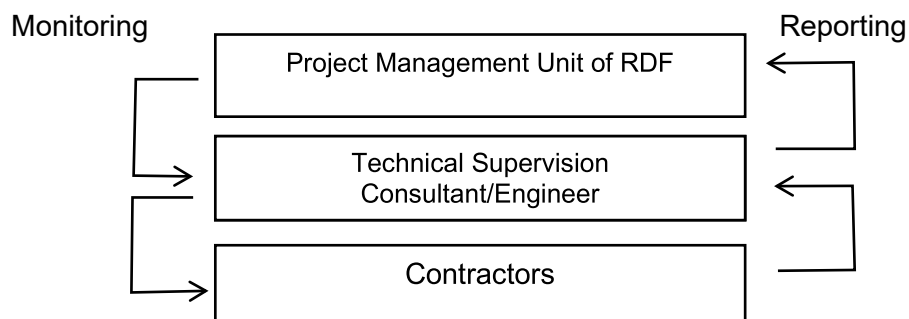
2.3.1. Institutional Arrangements

18. The RDF continued to implement day-to-day management of Project execution. The RDF's Social Safeguard Staff is responsible for management of all social aspects of the Project.

⁶ The Engineer's Social Safeguards Specialist was mobilized since 2018.

19. The Supervision Consultant/Engineer has continued to provide technical assistance to the RDF in the management and reporting of the Project. The Social Safeguards (Resettlement) Specialist of the Engineer has been responsible for supervising the construction works in relation to social impact and, in particular, for supervising and reporting on the Contractor's performance in the implementation of the social requirements.
20. The Social Safeguard specialist of each contractor has been responsible for social monitoring of the construction activities and reporting on each specific Lot.

Figure 2: Institutional Arrangements



2.3.2. Social Safeguards Staff of the Supervision Consultant/Engineer

21. Mr. A. Grigorian is the Social Safeguards (Resettlement) Specialist of the Supervision Consultant/Engineer since May 2019. He is responsible for provision of all the professional and logistic support to the Team Leader, as well as for conducting regular visits to project sites, preparing monthly and semi-annual Social Monitoring Reports which present the observations, findings, issues, non-compliance, and any variance from the provisions of the LARP, recommended actions necessary to ensure compliance with the terms of the approved LARP and ADB's Safeguard Policy Statement (2009).

2.3.3. The Contractor's Social Unit

22. The Safeguard staff of the contractors are responsible for the compliance of the Contractor's activities to Environment and Social requirements of the ADB Safeguard Policy Statement and RA legislation. The Social staff of the Contractors involved:

Lot 1

Mr. G. Grigoryan – Project Manager (PM): Mr Grigoryan has been responsible for the overall project management including the environmental, social and H&S issues;

Mr. P. Bojukyan - Environment and Social Safeguards Specialist. Mr. Bojukyan left his post in November 2022.

Lot 2

Mr. A. Osipyany – Project Manager. Mr. Osipyany has been responsible for the overall project management including the environmental, social and health and safety issues;

Mr. H. Stepanyan – Environment, Health and Safety and Social Safeguards Specialist.

Lot 3

Project Manager Mr. Mauro D’Orazio and Quality, Health & Safety Manager - Sif Ababsia are responsible for securing of the works quality as well as environmental, Occupational Health and Safety (OHS) and social issues.

Mr. A. Ter-Torosyan – Environmental and Social Safeguards Specialist.

2.4. Description of Changes to Project Design

23. During implementation of the Project, additional impacts not foreseen in the Project LARP emerged. These were caused by discrepancies between cross sections drawings and LAR boundaries in Lot 1, 2 and 3. The IA therefore prepared Corrective Action Plan(s) (CAPs) for any unforeseen Land Acquisition and Resettlement (LAR) impact during the project implementation and compensate and/or provide rehabilitation allowance based on the provisions in the LARP Compensation Entitlements with ADB’s concurrence.
24. As a result, 4 CAPs and 1 Addendum were developed and accepted by ADB and all of them are implemented. Compliance Reports for each of the 4 CAPs and the addendum have been prepared and approved by the ADB. The final CAP presented the impacts of unforeseen design changes/realignments and the consequent additional LAR impacts that were not covered by the LARP initially in two of the affected communities/settlements, namely, Alaverdi and Haghpat communities. The Compliance reports for the mentioned CAPs and the Addendum continue to be available on the ADB⁷ and RDF websites⁸.

⁷CAP-1: <https://www.adb.org/sites/default/files/project-documents/49244/49244-002-scar-en.pdf>

CAP-2: https://www.adb.org/sites/default/files/project-documents/49244/49244-002-scar-en_0.pdf

CAP-3: https://www.adb.org/sites/default/files/project-documents/49244/49244-002-scar-en_1.pdf

CAP-4: https://www.adb.org/sites/default/files/project-documents/49244/49244-002-scar-en_2.pdf

Addendum-1: https://www.adb.org/sites/default/files/project-documents/49244/49244-002-rp-en_0.pdf

⁸ Link: <https://armroad.am/en/safeguard/social-impact-and-resettlement/monitoring-and-evaluation>

3. SOCIAL SAFEGUARD ACTIVITIES

3.1. General Monitoring Framework and Institutional Arrangements

25. The implementation of the LARP is monitored both internally and externally. The RDF and Supervision Consultant/Engineer are responsible for the internal monitoring. The external monitoring was carried out by the EMIC hired by the RDF who is responsible for preparation of the LARP, Addendum and CAPs implementation Compliance reports. Internal monitoring was carried out in parallel with the implementation of LAR related activities and was entail field visits and communication with APs and the IA.
26. The key objective of the internal monitoring is to monitor the progress of LARP implementation (including the compensation process, grievance cases, etc.) keeping in mind the effectiveness of Project activities, including quantity, quality and timeliness, and the relevance of implemented activities to the project goals and objectives. In addition, the status of expropriation cases is also a subject to internal monitoring. The external monitoring determines whether the LARP activities undertaken have been completed and the results obtained are as planned, both in terms of quality and quantity for all LARP related activities.
27. The monitoring is aimed to ascertain; a) the effectiveness of the LAR planning process (including data collection, review, and verification and final LARP preparation by the consultants), b) LARP implementation (including the delivery of compensation and allowances, consultation and grievance redress) and c) the long-term rehabilitation effect of the LAR Program. Internal monitoring covers all the APs identified during the DMS/Census. Monitoring data is collected through the following methods:
 - Review of census and entitlement data for all APs;
 - Consultation and informal interviews with APs;
 - Key informant interviews;
 - The grievance redress register; and
 - Community public meetings.

3.2. Internal Monitoring Framework/Methodology

28. The Consultant carries out internal monitoring routinely. The results are communicated to RDF through the Monthly Progress and Semi-Annual Social Monitoring Reports. Indicators for the internal monitoring are those related to processes, immediate outputs and results, for which data will be collected monthly to assess the progress and results of implementation of LARP and Contractor's Environmental Management Plan provisions, and to adjust the work program, if necessary. The internal monitoring benchmarks are:
29. Status of LARP implementation during reporting period;
 - Handed over sections as of the reporting date;
 - Public Consultations held during the reporting period;
 - Grievance redress; and
 - Other support services.
30. Monitoring data are collected through the following methods:

- Desk review of census and entitlement data for all APs;
 - Consultation and informal interviews with APs;
 - Key informant interviews;
 - The grievance redress register;
 - Community public meetings;
 - Monitoring site visits;
 - Desk review of relevant documents.
31. The Consultant reviews the implementation of LARP procedures by the Contractor. During the review process the following documents are studied:
- LARP report approved by ADB on November, 2017
 - LARP implementation Completion report prepared by the Social Safeguards Support Consultant (SSSC)
 - The LARP Corrective Action Plans (CAP)
 - CAP Compliance reports
 - Monthly/Quarterly Progress Reports prepared by the contractors
 - Vibration Measurement Reports
 - Other relevant documents and databases.

3.3. Monitoring Site Visits

32. During the reporting period, no monitoring site visits were carried out by the Social Safeguards (Resettlement) Specialist of the Supervision Consultant/Engineer. The results of the grievance monitoring are presented in Chapter 5.

3.4. External Monitoring Arrangements

33. The LARP was initially categorized as category B in terms of Involuntary Resettlement (IR) for which the external monitoring is not required. However, the Project has been upgraded to Cat A for IR and additional external monitoring arrangements were introduced in 2021. An External Monitoring Individual Consultant (EMIC) has been engaged for LARP implementation monitoring purposes. The verification of LARP implementation has been carried out based on the results of the external monitoring and prepared CRs. The CR for the main LARP was prepared and submitted to ADB on December 4, 2023, and received approval by December 28, 2023. The CR for the main LARP has been published on the ADB⁹ and RDF websites¹⁰. As indicated, Compliance Reports were prepared for each of the CAPs and the Addendum and were approved by the ADB.

⁹ https://www.adb.org/sites/default/files/project-documents/49244/49244-002-smr-en_19.pdf

¹⁰ <https://armroad.am/uploads/Social/M6%20LARP%20Compliance%20Report-EMIC-Y.Manukyan%20clean%20copy.pdf>

4. THE STATUS OF LARP IMPLEMENTATION PHASES PER LOTS

34. As defined by LARP, the LARP implementation has to be implemented in “section by section” principle to simplify the implementation process in terms of deadlines to be met under the Law, as well as for the commencement of construction. According to the Construction Contracts, each handed over section shall have min 2 km length. According to SPS 2009 provisions and ADB’s established operational practice construction works can be started only in areas where LARP implementation is fully completed.
35. The status of LARP implementation Phases per Lots is presented below in tables 4, 5 and 6 (the percentages indicated in the tables show the portion of LAR-completed road section in length (m). As shown in the tables, as of December 31, 2022, there were no pending expropriation cases in Lots 1, 2 and 3.

Table 3: Status of LARP Implementation Phases, Lot 1

Construction section, KM/m	Chainage, KM	Length, m	LARP Implementation Phase	Involved communities
Lot 1 (km 38+450-km 48+140), 9690m	38+450-39+600	1150	Phase 1	Tumanyan, Aygehat, Odzun, Alaverdi
	39+600-39+750	150	Phase 2	
	39+750-42+100	2350	Phase 1	
	42+100-43+800	1700	Phase 2	
	43+800-43+850	50	Phase 3	
	43+850-46+000	2150	Phase 2	
	46+000-47+030	1030	Phase 3	
	47+030-47+065	25	Free from third parties	
	47+065-47+540	475	Phase 3	
	47+540-47+670	130	Free from third parties	
	47+670-47+900	230	Phase 3	
	47+900-48+140	240	Phase 2	
Handed over		3500	Phase 1	
Handed over		4240	Phase 2	
Handed over		1785	Phase 3	
Handed over		165	Free from third parties	

Table 4: Status of LARP Implementation Phases, Lot 2

Construction section, KM/m	Chainage, KM	Length, m	LARP Implementation Phase	Involved communities
Lot 2 (km 48+140-km 62+300), 14160m	48+140-48+935	795	Phase 2	Alaverdi, Aqori, Haghpat
	48+935-49+025	90	Free from third parties	
	49+025-49+060	35	Free from third parties	
	49+060-49+510	450	Phase 3	
	49+510-49+540	30	Free from third parties	

Construction section, KM/m	Chainage, KM	Length, m	LARP Implementation Phase	Involved communities
	49+540-49+705	165	Phase 3	
	49+705-50+670	965	Phase 2	
	50+670-53+250	2580	Phase 1 (LAR-free section)	
	53+250-54+515	1265	Phase 2	
	54+540-54+695	155	Phase 3	
	54+695-54+825	130	Free from third parties	
	54+825-56+050	1225	Phase 2	
	56+050-56+135	85	Phase 3	
	56+135-56+280	145	Free from third parties	
	56+280-56+450	170	Phase 3	
	56+450-56+475	25	Free from third parties	
	56+475-57+300	825	Phase 3	
	57+300-58+540	1240	Phase 2	
	58+540-58+780	240	Free from third parties	
	58+780-60+745	1965	Phase 3	
	60+745-60+810	65	Free from third parties	
	60+810-62+300	1490	Phase 2	
Handed over		2580	Phase 1	
Handed over		6980	Phase 2	
Handed over		3850	Phase 3	
Court's decision had entered into force		785	Free from third parties	

Table 5: Status of LARP Implementation Phases, Lot 3

Construction section, KM/m	Chainage, KM	Length, m	LARP Implementation Phase	Involved communities
Lot 3 (km 62+300-km 90+191), 27891m	62+300-64+710	2410	Phase 2	Haghpat, Neghots, Akhtala, Shnogh, Artchis
	64+710-64+895	185	Phase 3	
	64+895-64+900	5	Free from third parties	
	64+900-66+340	1440	Phase 2	
	66+340-66+480	140	Phase 3	
	66+480-67+850	1370	Phase 2	
	67+850-68+070	220	Free from third parties	
	68+070-71+340	3270	Phase 2	
	71+340-71+670	330	Phase 3	
	71+670-71+710	40	Free from third parties	
	71+710-72+450	740	Phase 3	

Construction section, KM/m	Chainage, KM	Length, m	LARP Implementation Phase	Involved communities
	72+450-72+475	25	Free from third parties	
	72+475-72+575	100	Phase 3	
	72+575-72+905	330	Free from third parties	
	72+905-75+520	2615	Phase 3	
	75+520-75+595	75	Free from third parties	
	75+595-75+860	265	Phase 3	
	75+860-76+250	390	Free from third parties	
	76+250-90+191	13941	Phase 1 (LAR-free section)	Ayrum, HaghTanak, Ptghavan and Bagratashen
Handed over		13941	Phase 1	
Handed over		8490	Phase 2	
Handed over		4375	Phase 3	
Court decision has been given		1085	Free from third parties	

5. FINDINGS OF SOCIAL MONITORING

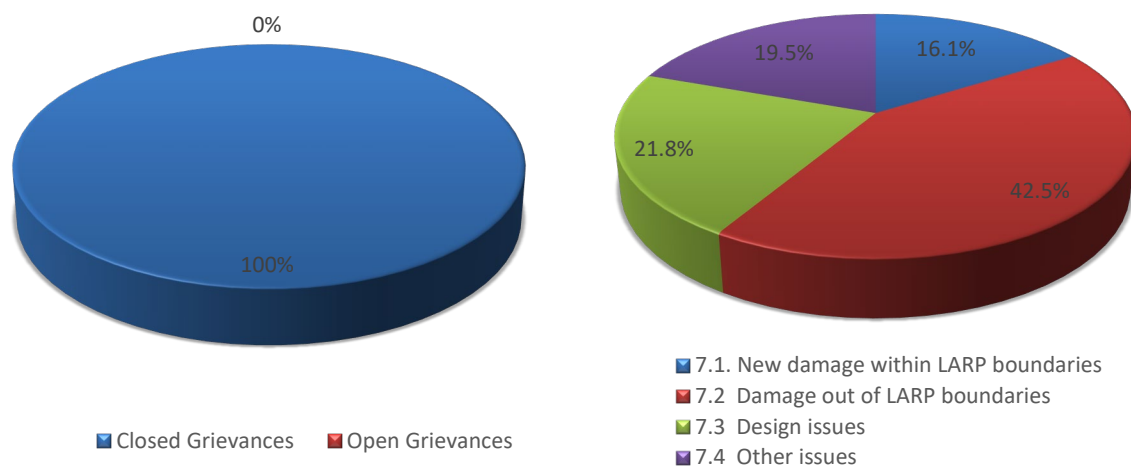
5.1. GRM Tracking Results

36. In general, 87 grievances were tracked throughout the Project. No new grievances were reported during the reporting period. As of June 31, 2023, all 87 grievances were closed. The significant part of the grievances relates to damages out of LARP boundaries and design issues. Summary of the grievances by status and subject is provided in the figure below. Damages outside of the LARP boundaries are covered by the contractors consequently this should not cause any issues regarding access of the contractors to the specified locations.

Table 6: Summary of GRM Tracking for Current Reporting Period

Summary Table	
1. Total Number of Grievances	87
2. Number of Closed Grievances	87
2.1. In satisfaction of AP	70
2.2. In non-satisfaction of AP	17
3. Number of Open Grievances	0
4. Percentage Closed	100%
5. Grievances by Categories	
5.1. Damage within LARP boundaries	14
5.2. Damage out of LARP boundaries	37
5.3. Design issues	19
5.4. Other issues	17

Figure 3: Summary of Grievances by Status and Nature/Subject



37. Regarding damages out of LARP boundaries the contractors were notified, and these cases are resolved as the contractors study the cases and work come to an agreement with the APs on compensation. Regarding grievances relating to design issues, the Addendum and the 4 CAPs to the LARP were prepared to address new impacts within the LARP boundaries and shared with the ADB for approval.

5.2. Vibration Monitoring

38. The Methodology for Pre-Construction inventory of buildings and vibration monitoring were developed by all three Contractors and approved by the Engineer. The Vibration Monitoring Consultant (VMC) «GEORISK Scientific Research» CJSC conducted vibration measurement on potentially sensitive locations. The measurements were aimed to identify whether the vibrations exceed the limit defined by the Vibration Study Report. Results of these measurements in the three Project lots were as follows:

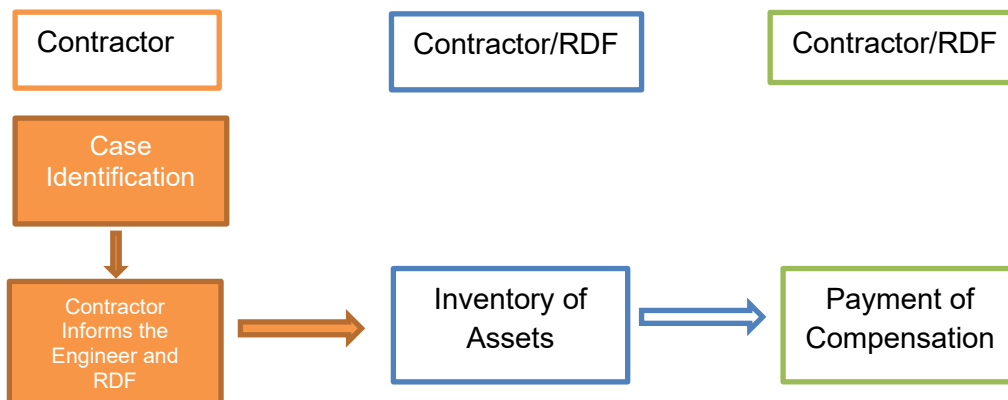
- **Lot 1:** The actual vibration average value at points №4 obtained as a result of 3 measurements conducted on 16.11.2021, was within the 109dB TLVs. The actual vibration average value at point №17 obtained as a result of 3 measurements conducted on 16.11.2021, was slightly above the 72 dB TLVs for residential areas.
- **Lot 2:** The actual average levels of transport-technological (2nd category) vibration at point N6 were within the 109dB TLV.
- **Lot 3:** At points №5 and №13 the actual levels of transport-technological (2nd category) vibration (78.4 dB and 80.6 dB respectively) were below the 109 dB TLV.

39. During the reporting period, no vibration assessments were conducted by the VMC.

6. GOOD PRACTICE

40. The RDF adopted a procedure concerning inventory and compensation of damage to improvements and trees out of and within LARP boundaries which were not included and compensated within the LARP as follows:
- (i) Contractor identifies the case and informs the AP about the procedure and necessary documents;
 - (ii) Contractor informs the Engineer and RDF about the case;
 - (iii) Contractor's/RDF's specialist (agronomist if trees are damaged) conducts inventory of assets and prepares a protocol with photos of assets;
 - (iv) Based on the protocol AP is compensated by Contractor if the land is out of the LARP boundaries and by RDF if the land is within LARP boundaries and was not compensated within the LARP.
41. The procedure allows to identify and assess the damage which was not included in the LARP and by this way accelerates the further works related to compensation payment and continuation of civil works.

Figure 4: Inventory and Compensation of Damage During Construction Period



42. In case of damage out of LARP boundaries, these cases are studied and considered for compensation by the contractor. For new damages within the LARP boundaries 4 CAPs and 1 Addendum to LARP are prepared, approved and implemented.

7. PUBLIC CONSULTATIONS

43. No public consultations were held during the reporting period.

8. CONCLUSIONS AND NEXT STEPS

44. Compliance with safeguards requirements will be monitored and reported upon as requested during the defect liability period. During this period the functioning of the grievance registration and redress mechanism will be monitored and reported upon on an ad-hoc basis by the Engineer's social specialist. The respective actions envisaged to be implemented in this regard are presented in the following table.

Table 7: Expected actions with regard to social safeguards

N	Actions	Timeline
1.	Overall management of social safeguards in case of any grievance during defect liability period.	As required
2.	Reporting on social safeguards.	As required

ANNEX 1. GRIEVANCES

Entry N	Lot (1/2/3)	Date entry	Community	Summary	Status 1. Closed 2. In Progress	Final Status 1. Responded and (partially) Satisfied 2. Responded and not Satisfied 3. In process 4. Interim Response 5. Postponed/Delayed 6. Other	Notes	Subject: 1-New damage within LARP boundaries; 2-Damage out of LARP boundaries; 3-Design issues 4-Others
1	1	1/2/2019	Odzun	The complainant claimed that his trees and fences were damaged during the excavation works in alienated areas, situated in the both sides of his land	1	1	The garden was out of the alienation zone and according to the design it is not subject to alienation. Latter this was included in the RoW and the AP was compensated for additional damage.	1
2	1	2/5/2019	Odzun	The complainant claims that his garden is in alienation zone and he did not receive the compensation.	1	1	There was design issue in that case, discrepancies between the cross section and the RoW. The issue is resolved, and compensation was paid. The case was included in CAP 1.	3
3	1	2/9/2019	Alaverdi	According to the complainant after the excavation works the path to her house is not safe, because it is very close to the edge of 8 m height slope	1	1	The issue was outside of the ROW. The contractor has renovated the retaining wall which was claimed to damaged on its own expense.	2
4	1	3/4/2019	Odzun	The Contractor of Lot 1 disposed excavated soil in the land of the complainant located in Odzum community. Before that another resident of Odzun informed that the land belong to him and asked to dispose soil in his land. The Contractor and the AP concluded a verbal agreement after which soil was disposed at that area.	1	2	During the Engineer's site visit held on 21.03.2019 it was found out that the land belongs to community and the subcontractor was provided written permission of the community to use the land as dumping site for excavated soil.	2
5	1	3/4/2019	Alaverdi	The AP applied to the Prime Minister with claim that his house and garden were damaged during the construction works.	1	1	Engineer has investigated the matter and found out that the complainant's small house and the garden are out of the RoW. No trees or structures were damaged.	2
6	1	3/20/2019	Odzun	The AP claims that his garden was damaged.	1	2	The garden is within alienation zone, but the AP does not have any document which proves that the land belongs to him or he uses the land.	1
7	1	3/20/2019	Odzun	The house is located very close to the highway and APs are concerned about the blasting works	1	1	The residents were informed that the blasting works shall be held in a way that no damage is caused to the house: For all such cases contractor will prepare Blasting Works Management Plan.	2

Entry N	Lot (1/2/3)	Date entry	Community	Summary	Status 1. Closed 2. In Progress	Final Status 1. Responded and (partially) Satisfied 2. Responded and not Satisfied 3. In process 4. Interim Response 5. Postponed/Delayed 6. Other	Notes	Subject: 1-New damage within LARP boundaries; 2-Damage out of LARP boundaries; 3-Design issues 4-Others
8	3	3/20/2019	Qarkop	The AP claims that the trees in his garden were damaged during construction works.	1	2	The garden is out of the alienation zone and the damage to trees shall be compensated at the expenses of Contractor. The contractor verified that no construction activities were carried out at that specific location	2
9	1	3/23/2019	Alaverdi	The AP is concerned that during the construction works stones may come down on her house which is located in the canyon and rather far from the highway.	1	1	The issue shall be discussed and respective mitigation measures shall be conducted to prevent the stone fall. The Resident will be informed about the results.	2
10	3	3/23/2019	Shnogh	To construct the retaining wall along the M6 road at km 74+275, the Contractor temporarily needs 2-3 m area out of Right of Ways. Several trees were cut and there is an affected person, who claims for crop compensation.	1	1	The case has been discussed during the ADB, RD and Engineer joint field visit (23.03.2019) and during the meeting took place in RD's office on 29.03.2019. It was agreed that the provision of compensation to the affected person for the damage of improvements (loss of crop as a result of cut trees at km 74+275) in the temporary used areas should be done by Contractor. /11.05.2019/ As per Contractor 3 land plots were damaged from which 2 belong to Community and 1 to the AP. The AP and community provided written consent to use the land during the construction: letter of community of April 22 2019 noticed the contractor that these lands were all of community and the claim was withdrawn. the Issue was also discussed during a public consultation and the community leader said that the issue is closed.	2
11	2	4/3/2019	Alaverdi	The Contractor received a complaint who, although has no property right of the claimed land, applied the Contractor, in order to receive a reimbursement for the damaged trees inside of it, which were harmed during blasting activity. The land is critically close to Contractor's blasting site and is located in the safe zone of both blasting and road. It was not alienated by RD. The Contractor subsequently developed a damage act which was mutually signed. Yet on 28.05 the AP again contacted the Engineer and indicated to be not satisfied with the already signed compensation agreement as some of the issues	1	1	The issue was raised with Contractor and the latter performed all necessary measures to address the grievance.	4

Entry N	Lot (1/2/3)	Date entry	Community	Summary	Status 1. Closed 2. In Progress	Final Status 1. Responded and (partially) Satisfied 2. Responded and not Satisfied 3. In process 4. Interim Response 5. Postponed/Delayed 6. Other	Notes	Subject: 1-New damage within LARP boundaries; 2-Damage out of LARP boundaries; 3-Design issues 4-Others
				<p>agreed were not indicated in the agreement.</p> <p>The Social expert of the engineer made a site visit to meet with the AP and subsequently wrote the contractor to further clarify the issue.</p> <p>The contractor replied and explained that all actions were taken to compensate for any damage in accordance with the LARP and GRM.</p> <p>The final agreement was signed, the compensation was paid, and the civil works are planned to be started very soon.</p>				
12	2	4/3/2019	Alaverdi	<p>According to claim, the part of the garden of citizen is in alienation zone and he claims to provide compensation for the garden</p>	1	1	The location was examined by the Engineer, which revealed that no damage was caused. An appropriate protocol was also drawn up.	2
13	1	4/30/2019	Alaverdi	<p>According to the Contractor's AP is concerned that her house may collapse during construction work and it is necessary to re-examine the house.</p>	1	2	Engineer examined the house and found out that the house is in bad condition. The Contractor was asked to prepare Vibration Management Plan for the case. The APs were informed that mitigation measures will be applied by Contractor to prevent damage to the house.	2
14	1	4/30/2019	Odzun	<p>AP applied to the RD with the request to compensate the damage to his garden.</p>	1	2	The land is communal. The Village Mayor refused to give a reference that the land is used by AP. The complainant couldn't provide any legal bases to proof that the land plot is used by him.	1
15	3	5/28/2019	Shnogh	<p>The AP applied to RD with the request to compensate the damage to her garden, particularly the AP claimed that a fence was removed by the contractor for which no compensation was received.</p>	1	2	The engineer visited the AP after which a letter sent to the contractor to further clarify the matter. The AP also claims that some markings for further construction in her land are outside the current LARP boundaries. DMS was held, during which it became clear, that all the improvements were compensated properly.	1
16	2	8/1/2019	Alaverdi	<p>The Municipality requested a slope excavation. There is a compensation issue regarding a citizen</p>	1	1	The Municipality of Alaverdi requested the RD to improve the safety of the slope next to a city-road which is in junction with M6. The Engineer and the Design Consultant have submitted opinions to the Employer which differ to each other. The slope is a public land and contains property items developed by a private user. The Engineer considers the condition of the slope to be critically unsafe, especially in view of the fact that April and May are the rainy months in the region.	3

Entry N	Lot (1/2/3)	Date entry	Community	Summary	Status 1. Closed 2. In Progress	Final Status 1. Responded and (partially) Satisfied 2. Responded and not Satisfied 3. In process 4. Interim Response 5. Postponed/Delayed 6. Other	Notes	Subject: 1-New damage within LARP boundaries; 2-Damage out of LARP boundaries; 3-Design issues 4-Others
							Solved in CAP 2	
17	1	8/15/2019	Alaverdi	The Complainant was contacted the RD with the claim that the garden of her relatives will be impacted due to placement of drainage pipes under the road surface which ends in the garden that they have cultivated.	1	1	The contact details of the AP were transferred to the Engineer's social specialist who followed up on the issue on the same day. The Engineer's staff visited the location and met with the APs and registered the case. Based on the results of the field visit it was clarified that the land is community land which is used by the family. The family was asked to provide respective documents that show that they are the land users. On the same day the engineers social and environmental experts met with the contractor. The contractor (in exception to one case where no drainage pipes existed previously) will replace already existing drainage pipes with new ones that according to construction standards must have a large diameter yet this does not mean that the water flow will increase.	2
18	1	8/22/2019	Odzun	The head of the Odzun community appealed to the RA Minister of Territorial Administration and Infrastructure claiming that the access roads to the orchards of community residents were destroyed at the section 43+525 without further restoration.	1	1	During the RD site visit it was decided that the access road should be restored. The Engineer has prepared a layout which was sent to RD who shared it with the Design consultant for a new design of the access road.	3
19	2	9/1/2019	Alaverdi	The issue is in court. The engineer needs to evaluate the design proposed by the designer and come to a solution, approval or disapproval by RD.	1	1	A new design for the upper retaining wall on this section has been submitted by the Design Consultant, according to which, additional expropriation is required while the matter of initial expropriation is has not yet finalized in the Court. This case is considered as stuck. The design will change this section will probably not be affected but is in process.	3
20	2	9/1/2019	Alaverdi	AP wants compensation for a retaining wall that should be constructed. The new design proposed by the Design consultant was not accepted. The contractor shared a new topo survey on the matter. RD has not replied it yet.	1	1	This is a work in progress. The contractor is preparing a new topo survey and needs to share this with the Engineer. The Issue will be resolved with CAP 2.	3

Entry N	Lot (1/2/3)	Date entry	Community	Summary	Status 1. Closed 2. In Progress	Final Status 1. Responded and (partially) Satisfied 2. Responded and not Satisfied 3. In process 4. Interim Response 5. Postponed/Delayed 6. Other	Notes	Subject: 1-New damage within LARP boundaries; 2-Damage out of LARP boundaries; 3-Design issues 4-Others
21	1	9/3/2019	Alaverdi	The complainant complained about construction of culvert under the road at 464+20 because she was afraid that water from culvert will damage her orchard and house	1	1	The Engineer calculated that the volume of the water will not increase due to the construction of the pipe. But in any case, the design solution should be carried out for the drainage pipe.	2
22	1	10/17/2019	Odzun	The complainant received a compensation for a part of his garden. After the earth works a larger part of the garden is destroyed.	1	2	The issue was further discussed with the RD. The Contractor followed the design closely.	3
23	1	10/29/2019	Alaverdi	The complainant claimed that they haven't been compensation for their garden on left side of M6 road PK 468+20	1	2	The complainant applied to Contractor and claimed that they did not receive compensation for their garden on left side of the road PK 468+20. On the 4.11.2019 the Engineer made a site visit to the location to study the case in more detail. During the site visit it was clarified that the Gardens that the complainant families referred to involved the same Gardens that another family was identified as illegal land user and received compensation for. The Engineer met with representatives of both families. The compensated AP presented the documents based on which he was compensated for trees and bushes that were impacted including compensation agreements where the head of community confirmed the AP is the land user of the impacted land plots (namely 06-112-0437-0013 and 06-112-0437-0015). Representatives of the new family namely sons of the land users were informed about this.	3
24	2	11/1/2019	Alaverdi	According to the design, a retaining wall must be built in the garden of AP. The contractor has already submitted this issue to RD and the solution elaboration is in process, under the supervision of the Engineer.	1	1	The issue was resolved with CAP 2.	3

Entry N	Lot (1/2/3)	Date entry	Community	Summary	Status 1. Closed 2. In Progress	Final Status 1. Responded and (partially) Satisfied 2. Responded and not Satisfied 3. In process 4. Interim Response 5. Postponed/Delayed 6. Other	Notes	Subject: 1-New damage within LARP boundaries; 2-Damage out of LARP boundaries; 3-Design issues 4-Others
25	1	11/1/2019	Odzun	The AP wrote a written complaint to the Ministry of Territorial Administration (letter 12/30474-19) on 25.09.2019 and informed the ministry about damage (cracks) and fear of further damage to the building due to construction activities and the RD forwarded this letter to the Engineer on 01.11.2019 for further investigation.	1	1	After Having examined the case, the engineer with the letter 04/11/TPIO/173GP/2019 informed RD that only roadway excavation has been implemented in that location and it is uncertain that the cause of the damage was due to the contractor's activities. Nevertheless, the contractor agreed to repair the damaged wall at the cost of the contractor. the issue was addressed by the contractor.	2
26	2	11/15/2019	Alaverdi	Engineer has already approved a design for the pipes. The contractor has already submitted the letters and working drawing approved by the Engineer to RD	1	1	The contractor shared a working drawing with letter ref A_319 dated 19 March 2020, which has been reviewed and accepted by the Engineer on condition that the construction should start only after social safeguard issues are handled. The RD DMS consultant has assessed the site and the issues will be addressed with CAP 2	3
27	1	11/18/2019	Alaverdi	According to claim received compensation is not cover all trees, because missed some trees and territories	1	1	The design of the Odzun crossroad is not decided. The issue will be addressed in CAP 4.	3
28	1	11/18/2019	Odzun	During the excavation works according to project design destroyed path to the garden of the complainant. Left side, pk 464+70	1	1	The contractor has followed the design. The Engineer has informed that the access needs to be restored. New solutions need to be provided to the contractor to solve the issue of (as it's done with stairs in other locations). A solution was provided to regain access.	3
29	2	12/1/2019	Alaverdi	Initially there was the necessity of a new access road, but it has been agreed that there will be no need for the Contractor to enter AP's property. Initially there was the necessity of dismantling the existing railing in order to construct a shoulder, but it has been agreed that there will be no need for the Contractor to enter AP's property.	1	1	the Engineer and Contractor met with the AP and discussed the issue and the AP understood that there will be no issues as he was expecting.	4
30	2	12/1/2019	Alaverdi	AP has requested compensation for a lower retaining wall.	1	1	As there was a compensation issue with regarding to a lower retaining wall, the RD requested written clarification	3

Entry N	Lot (1/2/3)	Date entry	Community	Summary	Status 1. Closed 2. In Progress	Final Status 1. Responded and (partially) Satisfied 2. Responded and not Satisfied 3. In process 4. Interim Response 5. Postponed/Delayed 6. Other	Notes	Subject: 1-New damage within LARP boundaries; 2-Damage out of LARP boundaries; 3-Design issues 4-Others
							from the community leader on any usage and ownership rights	
31	2	1/6/2020	Alaverdi	A retaining wall was damaged.	1	1	The Contractor is prepared a working drawing for recovering of the retaining wall and shared this with the Engineer. A new design has been already approved by the Engineer and the green line will be defined very soon. CAP 3	4
32	2	1/6/2020	Alaverdi	AP has requested compensation for trees. Previous DMS didn't find trees.	1	1	The construction of the retaining wall has started on October and ended in January. This is a legal case, in which TPIO is engaged and has asked for ownership documentation. The issue will be resolved with CAP2	1
33	2	1/5/2020	Alaverdi	The AP applied to the Prime Minister with claim that his house and garden was damaged during the construction works. The letter was forwarded to TPIO and then to the Engineer.	1	1	Engineer together with the contractor investigated the matter and found out that complainant's small house and the garden located at PK 482+40 are out of RoW. No trees or structures were damaged. Moreover, there is a tree which disturbs the construction of the sidewalk, foreseen in project. Additional construction works are needed in this location also related to installation of R/C flumes. The contractor submitted the letters and working drawing approved by the Engineer to TPIO. The working drawing for installation of the R/C flumes from KM48+372 – KM48+479 have been reviewed and approved by the Engineer. This case was included in the CAP 2.	3
34	2	5/12/2020	Alaverdi	Pipe heads must be constructed in the garden of AP.	1	1	The working drawing for installation of the R/C flumes from Km48+372 to Km48+479 is approved by the Engineer. The contractor has already submitted the letters and working drawing approved by the Engineer to TPIO. The issue was resolved with CAP 2.	4
35	1	7/22/2020	Alaverdi	AP has requested compensation for the garden, damaged by river	1	2	The complainant applied to the contractor and the RD claiming to be affected by the project as her used land in the riverbed was flooded. The engineer responded to the issue with its letter of 29.10.2020 indicating that the claim is questionable.	2

Entry N	Lot (1/2/3)	Date entry	Community	Summary	Status 1. Closed 2. In Progress	Final Status 1. Responded and (partially) Satisfied 2. Responded and not Satisfied 3. In process 4. Interim Response 5. Postponed/Delayed 6. Other	Notes	Subject: 1-New damage within LARP boundaries; 2-Damage out of LARP boundaries; 3-Design issues 4-Others
36	1	10.09.2019	Alaverdi	Applied for helping with damaged garden due to the riverbed flooding	1	2	This is claim was studies and was not grounded. The contractor responded with a similar response as with the previous claim on the riverbed flooding.	2
37	1	10.09.2019	Alaverdi	Applied for fence near road may be destroyed during road leveling and construction works	1	4	The issue will be solved. The engineer has instructed the contractor to develop a working drawing for the location after this will be approved and implemented.	1
38	1	10.09.2020	Alaverdi	Applied for fence near road may be destroyed during road leveling and construction works	1	1	The contractor has addressed the issue and the case is closed.	2
39	1	9.08.2020	Alaverdi	Applied for construction of entrance to the garden.	1	1	The contractor has built an entrance to the barn which has solved the issue.	4
40	1	22.09.2020	Alaverdi	Applied for compensation for storage if be destroyed according to design.	1	1	The contractor will work around the storage in order not to damage it.	4
41	1	18.09.2020	Odzun	Cracks on walls in summer house. Earth works according to design.	1	1	The Vibration inventory has been done there. Excavation works has been done on some 8 meters distance of the house without any vibration.	2
42	1	27.11.2020	Alaverdi	Crack was on walls before construction works start. Citizen afraid that cracks will enlarge during the vibration works.	1	1	No vibration works done by contractor near citizen's house. Cracks control labels installed on the cracks. Contractor will control the labels before and after construction (vibration) works.	4
43	2	04.12.2020	Alaverdi	The complainant claimed that their house suffered vibration damage and that the contractor removed water pipes and damaged their fence.	1	4	The Engineer advised the RD that this claim was weak and rather opportunistic. The Engineer informed the RD that it had already visited the location previously and once again inspected the cracks which did not change since the previous inspection. The contractor has also laid new water pipes in that section which in accordance with the letter has been carried out in agreement with the AP. The contractor also informed that there were no fences removed from that area. The Engineer has once again requested the contractor for a written standpoint in this regard	2
44	2	04.12.2020	Alaverdi	The complainant claimed that their Garage that is located under the M6 road suffered water damage and	1	1	The Engineer informed the Employer that the garage owned by the complainant was damaged as a result of removal of the surface asphalt and its prolonged non-recovery,	3

Entry N	Lot (1/2/3)	Date entry	Community	Summary	Status 1. Closed 2. In Progress	Final Status 1. Responded and (partially) Satisfied 2. Responded and not Satisfied 3. In process 4. Interim Response 5. Postponed/Delayed 6. Other	Notes	Subject: 1-New damage within LARP boundaries; 2-Damage out of LARP boundaries; 3-Design issues 4-Others
				that this damage was related to the construction works			therefore the Contractor of Lot 2 bears the responsibility of the caused damage	
45	1	01/01/2021	Alaverdi	Applied for Damages to the house and garden.	1	1	The affected property is located outside of the RoW. The damages were predominantly caused by dumping of earth (including rocks and debris) and rockfall due to blasting works near the property of the complainant. The Contractor has already tried to address the issue with provision of some roofing material etc. Nevertheless, it is recommended that the Contractor makes a proper inventory of the damage and agrees with the complainant on respective recovery/compensation measures.	2
46	1	02/01/2021	Alaverdi	Applied for Damages to trees	1	1	Additional measurements were conducted of which the results show that the land plot referred to by the complainant is located within the RoW (although the information provided by the community head is not clear on the exact position of the land). In that specific location the Contractor has carried out the works according to the design.	1
47	1	03/01/2021	Alaverdi	Applied for Damages to trees	1	1	The Employer applied to the Engineer in order to clarify and provide its position/stance. With the letter No. 09/02/RD/16/GP/2021 dated 09.02.2021 the Engineer informed the Employer that the land plot owned by the complainant, which is located outside of RoW was damaged in a result of earth dumping, including rocks and debris (letter is attached). It was recommended by the Engineer, that the Contractor should make a proper inventory of the damage and agree with the complainant on respective recovery/compensation. With its letter N 01/04/345-2021 Of 17.02.2021 the RD informed the Contractor that the damages caused by Contractor to the improvements (trees, crops, fence etc.) on the land plots out of RoW are subject to compensation by the Contractor, and requested the contractor to take appropriate actions to restore and/or provide compensation for the damage caused to the owner of the garage.	4
48	2	03/02/2021	Alaverdi	Applied to the RD for Damages to trees	1	1	With its letter N 01/04/380-2021 of 18.02.2021 the Employer informed the Engineer that the complainant applied to the and requested the Engineer for a stance. In response Informed the employer that the matter has been taken into account by the Engineer and discussed with the Contractor of Lot 2. A working drawing was prepared and the contractor is addressing the issue of access to the property.	3

Entry N	Lot (1/2/3)	Date entry	Community	Summary	Status 1. Closed 2. In Progress	Final Status 1. Responded and (partially) Satisfied 2. Responded and not Satisfied 3. In process 4. Interim Response 5. Postponed/Delayed 6. Other	Notes	Subject: 1-New damage within LARP boundaries; 2-Damage out of LARP boundaries; 3-Design issues 4-Others
49	2	03/02/2021	Alaverdi	Applied to the RD for Damages to Garden due to diversion of the River	1	2	With its letter 19/02/RD/31/GP/2021 of 19.02.2021, the engineer informed the Employer that it is unable to confirm any damages due to a diversion of the river as reported by the residents on the west river bank as there has been no river diversion. The Material dropped onto the river bank and coming from the excavations on the outside from km 57+600 to km57+800 is few and cannot cause a diversion to the river route.	2
50	2	03/02/2021	Alaverdi	Applied to the RD for Damages to garden	1	1	With its letter N 01/04/309-2021 of 15.02.2021 the Employer informed the Engineer that the Head of Alaverdi community applied to the Employer on the complaint. In response, with its letter 01/04/309-2021, the Engineer informed the Employer that the Engineer carried out a site visit to the area together with the contractor of Lot 2, yet, currently the issue cannot be further processed as it is necessary that the complainant provides a notification from the community (with a location map of the used land) stating that the complainant has been using that specific land plot. Currently based on the shared information the land plot cannot be localized. Also, to further process the matter it is necessary to share the contact information of the complainant.	4
51	2	14/04/2021	Alaverdi	The head of Alaverdi community applied to the RD, presenting the application/ complaint of the complainant who informed the RD that the drainage channel passing through his property has not been recovered which is restricting the free movement and usage of the property.	1	1	The Engineer's social safeguard specialists together with the Lot 2 Contractor carried out field visits on 06 May, 2021 to meet the complainant and discuss his concerns. The Engineer asked the complainant to share documentation regarding the property. The contractor assured the Engineer and the complainant that the works on the drainage channel in that location are ongoing and will be finalized by the end of May 2021. These activities include replacement of the metal coverings (which currently are hazardous and can cause injury to trespassers) with prefabricated concrete substitutes and finishing the site recovery activities by laying the asphalt pavement around the drainage in order to bring the site back to its previous condition.	4
52	2	15/4/2021	Alaverdi	The head of Alaverdi community applied to the Employer, presenting the application/ complaint. The complainants informed that a water pipes that they use to water the land that they use has been damaged due to the work on the road.	1	1	The Engineer's social safeguard specialists together with the Lot 2 Contractor carried out field visits on 06 May, 2021 to meet the complainants and discuss their concerns. During the visit it was clarified that the issues raised by the complainants been resolved as the water pipes have been recovered to the satisfaction of the complainants.	4

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53	1	15/5/2021	Alaverdi	The complainant applied to the RD with a complaint about Cracks in the walls of the house and damage to the house due to the construction works.	1	1	<p>The Engineer studied the complaint and informed the RD that Vibration Assessment was conducted near the Property of the complainant which showed that the peak particle velocity (PPV) did not exceeded the permitted 2.5mm/s while making vibration assessment with the 12.1t compactor in static mode but exceed in low vibration mode. Taking into account the abovementioned the Engineer asked the Contractor to provide clarifications on the cases and information related to the inventory of property as well as usage of compactor at the sections. The information will let the Engineer have a clear picture of the cases. The RD will further be informed on the position of the Engineer on this case once the clarification and requested information is provided by the Contractor.</p> <p>As for the road leading to the garden and stones left in the garden of the complainant case - the road to the garden has already been built by the contractor and the latter has also undertaken to remove the stones spilled on the garden until June 11, 2021.</p>	1
54	1	16/5/2021	Alaverdi	The complainant applied to the RD with a complaint about damage to his property due house due to the construction works.	1	1	<p>The property of the complainant is within the 5 properties for which the peak particle velocity (PPV) exceeded the permitted 2.5mm/s while making vibration assessment with the 12.1t compactor in static mode. In this regards the Engineer instructed the Contractor on 09.10.2020 and 31.05.2021 to conduct an additional vibration assessment with a compactor weighting 8t or more, which has not been conducted yet.</p> <p>Taking into account the abovementioned the Engineer asked the Contractor to provide further clarification on the case and information related to the inventory of property as well as usage of compactor at the sections. The information will let the Engineer have a clear picture of the cases. The RD will further be informed on the position of the Engineer on this case once the clarification and requested information is provided by the Contractor.</p>	1
55	1	17/5/2021	Sanahin	The contractor had applied to the RD and Engineer with the issues that the complainant was hampering it to carry out its works.	1	1	<p>The engineer studied the issues and reminded the contractor on previous writings according to which the Contractor was suggested to carry out additional vibration assessments and was instructed to perform additional vibration assessments with heavy traffic for those 5 locations.</p> <p>The contractor responded that the house is included in the</p>	1

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							<p>Vibration management plan. An inventory of damages was carried by the Contractor in the prescribed manner and the control tapes were attached to the cracks before the start of construction works. The mentioned damages were present even before the construction works started. Vibration measurements were performed, according to the results, the maximum vibration velocity (FVA) in that section does not exceed the permissible threshold of 2.5 mm/s in the static mode of a 121ton roller.</p> <p>Taking into account the above-mentioned results of the vibration assessment, the carried out the work of that section in an exclusively static mode of the roller. Based on the above circumstances, the Contractor has organized his work in that area in such a way that both the house and the existing retaining wall are not damaged.</p>	
56	3	14/6/2021	Alaverdi	The complainant applied to the RD regarding damages to her property.	1	1	<p>The Engineer informed the RD that the Engineer's Social safeguard expert has visited the site on 26.05.2021 and met with the representatives of the complainant and Lot 3 Contractor. During this visit it was clarified that there was no clear damage to trees and or bushes. A possible damage to any bees cannot be assessed. Regarding the dust, the Contractor is implementing dust mitigation measures including watering. Any issues in this regard will be solved once asphalt works in that location will start which is planned in two weeks' time. The Contractor did cause damage to the fence and the electricity pillar. The damaged electricity pillar has been restored already and the fence is promised to be restored together with finalization of the asphalt works in that location.</p>	2
57	3	15/6/2021	Alaverdi	The complainant applied to the RD regarding damages to her property.	1	1	<p>The Engineer informed the RD that the Engineer's Social safeguard expert has visited the site during June 24-25 and met with the representatives of the complainant and Lot 3 Contractor. During this visit, based on the available information on the land plot it was clarified that the expropriation has been carried out in accordance with the project design and so there is no additional impact on the land as claimed by the complainant. Please see the attached visual figure where the expropriation line and the land plot coordinates are compared. The fence and the water pipe in that location have been damaged during the works. The Contractor committed to recover these damages by the end of August 2021.</p>	2

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58	1	16/6/2021	Alaverdi	The complainant applied to the RD regarding damages to his property.	1	1	The Engineer suggested to include recovery of the fence and the gate in the Contractor's work scope in order to recover the caused damage.	1
59	2	14/07/2021	Haghpat	The complainant contacted the RD with issues regarding loss of access to his property.	1	1	The Engineer with its letter 01-04-2173-2021 of 14.07.2021, informed the RD that it has cooperated with the contractor to address the issues and currently the works on restoration of access to the property of the AP are in progress.	3
60	3	07/07/2021	Shnogh	The complainants contacted the RD with regard to damage to trees.	1	1	The Engineer with its letter 11/08/RD/150/GP/2021 informed the RD its Social Safeguard Specialist visited the location to meet with the AP and representatives of Lot 3 contractor's and study the case. During the visit it was clarified that the damage involved trees outside of the RoW. In case of damage outside of the ROW caused by the contractor a respective compensation agreement should be completed and agreed with the complainant. The contractor and the complainant verbally agreed to discuss and assess the case further and work towards a solution.	2
61	1	24/08/2021	Alaverdi	The AP raised issues with regard to damaged drinking and irrigation pipe lines.	1	1	The Engineer with its letter 06/09/RD/167/GP/2021 of 06.09.2021, suggested the RD to recover the damage as the damage was inevitable and the original design did not envisage relocation of these pipes.	2
62	1	25/08/2021	Alaverdi	The AP raised issues with regard to damage to her house/property.	1	1	On September 15, the Engineer provided the Employer with its advice regarding to Claims raised by the residents of Alaverdi, specifically that: a) the cracks on the walls and other structures of the houses of have not been resulted from the activities of the M6-Contractor, b) the slopes need to receive a revetment (a sloped facing of boulders).	2
63	3	08/05/2021	Qarkop	The AP raised issues with regard to damage to his garden and the wall next to the road.	1	1	The Contractor has agreed to recover the damage to the wall and a respective compensation agreement should be completed and agreed with the complainant. The Contractor agreed to discuss and assess the case further and work towards a solution.	2
64	1	25/08/2021	Alaverdi	The AP raised issues with regard to damage to her house/property.	1	1	On September 15, the Engineer provided the Employer with his advice regarding to that the damage could not have been caused by the project.	2
65	3	15/09/2021	Neghots	The complainants raised issues with regard damage to their houses due to road construction.	1	1	On September 29, the Engineer provided the Employer with his opinion regarding the issues raised: informing the RD that the cracks have not resulted from the road construction activities.	2
66	1	15/09/2021	Alaverdi	The AP complained about damage to her building in terms of cracks caused by the construction works.	1	1	In response to the letter N 01/04/3341-2021 dated 13.10.2021 of the RD, the Engineer studied thoroughly the issue raised by the AP and in summary informed the RD	2

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							that the cracks on the walls and other structures of the house of the complainant have not resulted from the activities of the Contractor but are a consequence of poor quality of construction in conjunction with the severe events mentioned above.	
67	1	27/10/2021	Odzun	The AP complained about damage to his property. The owner complained about damage to land, trees and construction.	1	1	In response to the letter N 01/04/3541-2021 dated 27.10.2021 of the RD, the Engineer visited the location to thoroughly the issue raised by the resident and responded to the employer that there has been over excavation by the subcontractor and the latter is responsible for recovering the damage.	2
68	1	22/10/2021	Alaverdi	The AP complained about damage to her house.	1	1	The Engineer closely examined the case and with its letter 08/11/RD/196/GP/2021 of 08/11/2021 informed the RD that the progress of the cracks is not related to the M6 road rehabilitation works.	2
69	1	14/10/2021	Alaverdi	The AP complained about damage to his house.	1	1	The Engineer closely examined the case and with its letter 19/11/Lot1/204/GP/2021 of 19/11/2021 informed the RD that the engineer agreed a solution to increase the height of the existing retaining wall and to implement a backfilling with a slope of 1:1 until it is met the elevation of the property. The contractor will accordingly prepare the necessary working drawings and submit for engineer's approval.	2
70	2	19-01-2022	Alaverdi	The AP applied to the Employer regarding the damage caused to the area in front of the workshop-warehouse located at Tbilisi highway during the rehabilitation works	1	1	The Engineer's opinion is that an asphalted access should be built in order to provide for entry and exit to the building which extends from km 60+290 to km 60+335, LHS. Issue 6, the employer responded its is necessary to reconsider the location of the workshop that is the subject of the claim, as it starts from 60+210 as that part of the workshop is outside of the ROW it should be clarified who caused the damage. if done by the contractor it is necessary that the latter is instructed to restores the access on its own means.	3
71	2	14-01-2022	Alaverdi	The complainant applied to the Employer on carrying out asphaltting works in the area adjacent to "Gayane" pavilion and M-6 a/c (located at Haghpat village Alaverdi community, cadastral code 06-060-203-000028-001) during the rehabilitation works of the M-6 road.	1	1	The Engineer's opinion is that an asphalted access should be built in order to provide for entry and exit to the shop at km 59+590, LHS. The Employer approved to providing access and solving the drainage issue.	3

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72	2	20-01-2022	Haghpat	The complainant applied to the Employer regarding the damage caused to his/her property during the rehabilitation works of the M-6 road. The issue involves a culvert that needs to be continued until the river and the fence that is constructed partially.	1	2	The Engineer responded to th RD that the new culvert at km 60+050 is already built. The outlet is inside the land of the AP who claims for not expropriated land and cut trees. It should also be taken into account that there is a length inside the land of the AP which should be travelled until the river is met. In response to the Engineer the RD responded that it has applied to the design company to investigate the damage caused and will further inform the Engineer. Regarding the fence the RD informed the engineer that the latter has already been compensated for the previous fence and there is no need for further compensation.	2
73	1	06-01-2022	Alaverdi	The complainant raised issues regarding loss of access to his/her garden and house due to the construction of metal guardrails.	1	1	Letter 25/02/RD/24/GP/2022, the Engineer together with the Contractor will check on site how to ensure a walkway behind the metal barrier which starts from the end of the installed metal guardrail at 46+585 up to the stairs at km 46+520	4
74	1	06-01-2022	Alaverdi	The complainant raised issues regarding loss of access to his/her garden and house due to the construction of metal guardrails and asked also for a possibility to park a car there.	1	1	Letter 25/02/RD/24/GP/2022, the engineer advised the RD to develop a policy in terms of how to address the matter and will wait for the employers' details decisions before instructing the contractor how to reinstall the metal barrier. Minor design change was carried out and the access to the land was provided. The design change did not require any additional land acquisition.	4
75	1	06-01-2022	Alaverdi	The complainant raised issues regarding loss of access to his/her garden and house due to the construction of concrete guards.	1	1	Letter 25/02/RD/24/GP/2022, the engineer advised the RD to develop a policy in terms of how to address the matter and will wait for the employers' details decisions before instructing the contractor what actions to undertake. Minor design change was carried out and the access to the land was provided. The design change did not require any additional land acquisition	4
76	3	06-01-2022	Karkop	The complainant raised issues with regard to damage to his garden and the wall next to the road.	1	2	The Contractor has agreed to recover the damage to the wall and a respective compensation agreement should be completed and agreed with the complainant. The Contractor formally offered the AP to recover the wall yet the latter disagreed and signed for this.	2
77	1	14-01-2022	Haghtanak	Due to asphalt work the access to the gas station of the complainant made difficult.	1	1	The engineer studied the matter together with the contractor and provided a solution to asphalt the area which was accepted by the AP.	4
78	1	10.02.2022	Alaverdi	The complainant claims that damage was caused to his house.	1	2	The Engineer informed the RD that the cracks on the walls have not resulted from the activities of the contractor. The	2

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							building had suffered damage prior to the works of the contractor and blockage of the culvert could have caused the movement of soil under the house.	
79	2	23.02.2022	Alaverdi	The complainant claims that damage was caused to the water pipe near its territory which respectively can cause damage to its property.	1	1	The Engineer has visited the site and taken the matter under consideration. it was decided by the Engineer the relocation of the culvert at km 59+760 where it used to be an underground metal pipe which takes the discharge to the river. The complaint is related to the cleaning and treatment with concrete of the inlet and the deblocking of outlet of the metal pipe. The Engineer is of the opinion that the complaint is of reasonable grounds and it should be satisfied.	4
80	2	21.03.2022	Alaverdi	The head of Alaverdi community S. Khechumyan applied to the Employer informing that during the rehabilitation works of M-6 road the area of about 5 l.m. of the park after Rafael Matevosyan, Alaverdi community, at the end of Yeritasardakan street was demolished.	1	2	The Engineer studied the case and responded to the RDF. 28.04. RDF responded that the AP is not owner but is land user in that area yet the community representative could not show the borders of the land used. There are no trees damaged etc.as the area pointed out by the land user was outside the RoW, and no construction activities took place there.	2
81	2	10-05-2022	Alaverdi	The resident applied to the employer on damage to clay water pipe located at Tbilisi Highway.	1	1	The Engineer studies the matter and informed the RD that the mentioned waste pipe was damaged during the implementation of the M6-works the pipe could not be reinstalled and so a solution has been to install a new waste pipe which extends up to the culvert at km 54+961.	1
82	1	13-05-2022	Alaverdi	The resident applied to the employer on damage to her property during the works and request for asphaltting a section in front of the house.	1	1	The Engineer assessed the matter and informed the Employer that before reconstruction of that section of the road, the plot of land on which the shop and the house are located was very close to the edge of the asphalt road. According to the M6-design the road has moved away and is currently at a distance of about 4-5 meters. The works have been carried out in accordance with the project design and the design does not envisage asphaltting the area between that land and the road. The project design does envisage asphaltting of the entrance to that land plot is (which has not yet been done), but it does not imply asphaltting of the whole mentioned section.	2
83	2	25-05-2022	Alaverdi	The South Caucasus Railways network applied to the Employer and informed the latter that as a result of rockfall caused by the construction activities the drainage	1	2	The Engineer assessed the matter and informed the Employer that the Lot 2 Contractor was instructed to fix the issue with the blockage of the railway drainage system. The Contractor reported that the issue is fixed. and the blockage of the drainage system is removed.	2

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				channel under the railroad was blocked.				
84	1	20-09-2022	Alaverdi	The complainant raised issues with regard to loss of access to his/her garden.	1	1	The Engineer with its letter (30/09/RD/173/GP/2022) of 30/09/2022 informed the RD that the affected garden had a footpath before the works started however, no reconstruction of an access road was envisaged in the design. For the restoration of the footpath to the garden, the engineer notified the RD to mobilize the design Consultant to prepare a design for the reconstruction of the footpath.	3
85	1	15-09-2022	Alaverdi	The complainant stopped construction works in that location (which is not used or owned by the latter) as he claimed that the construction of a parking area there would bother him as his house is close to the parking area.	1	1	The Engineer with its letter (30/09/RD/172/GP/2022) of 30/09/2022 informed the RD that the Contractor must be able to demonstrate a report of the Police indicating prevention of works. The construction works in that location are put on hold by the Contractor until the matter is addressed legally. The matter is closed. The construction of the parking has been taken out of the project scope.	4
86	1	02-09-2022	Sanahin	The complainant indicated that the construction of the road will block the water to their garden and requested extension of pipelines to their gardens.	1	2	The Engineer with its letter of (13/09/RD/162/GP/2022) of 13/09/2022 informed the RD that the engineer advised the RD to reject the claim as the project has not made any changes to the old culvert.	1
87	2	18-10-2022	Alaverdi	The complainant raised issues with regard to incomplete asphalt works and respective drainage issues adjacent to its property.	1	1	The Engineer has instructed the contractor to complete the asphalt works in that particular location.	1

- There were no grievances/complaints for the reporting period.