# Environmental Monitoring Report

#4 Semi-annual Report (Reporting period: July – December 2022)
January 2023

# Georgia: Modern Skills for Better Jobs Sector Development Program, Subprogram 1

Prepared by: Project Implementation Unit for the Ministry of Education and Science of Georgia and the Asian Development Bank

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## ACRONYMS & ABBREVIATIONS

| | |
|---|---|
| ADB | Asian Development Bank |
| DNP | Defects Notification Period |
| EA | Executing agency |
| EMP | Environmental Management Plan |
| EMS | Environmental Management System |
| GRC | Grievance Redress Committee |
| GRM | Grievance Redress Mechanism |
| IEE | Initial Environmental Examination |
| MOES | Ministry of Education and Science of Georgia |
| PCU | Project Coordination Unit |
| PIU | Project Implementation Unit |
| PMU | Project Management Unit |
| SSEMP | Site Specific Environmental Management Plan |
| VET | Vocational education and training |
| TOR | Terms of Reference |
| NQF | National qualifications framework |
| CBTA | Competency-based training and assessment |

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# 1. INTRODUCTION

## 1.1 Preamble

1. This report represents the Semi – Annual Environmental Monitoring Review of Modern skills for better jobs sector development program – subprogram 1- design and rehabilitation/reconstruction works in skills hubs and secondary schools.

2. This report is the fourth Semi-Annual EMR for the project.

## 1.2 Headline information

3. The project supports the GoG efforts to transform the vocational education and training (VET) sector. The program is aligned with the following impact: inclusive economic growth strengthened. It will result in the following outcome: a responsive VET network promoting excellence in skills development strengthened. Proposed program reform areas are: (i) quality and relevance of VET in priority economic sectors improved; (ii) access to, and inclusiveness of, the VET system increased; and (iii) institutional framework strengthened through increased private participation in VET. The impact of the project will be: labor productivity and competitiveness of the economy enhanced; its outcome will be: VET institutions and program aligned with evolving labor market needs.

4. The project has been assigned environmental category B, in accordance with the ADB Safeguard Policy Statement (SPS 2009). IEE report with the EMP is considered as sufficient environmental assessment of the project. According to Georgian legislation, preparation of environmental impact assessment in none of the locations, where construction works are planned, is required.

5. The Ministry of Education and Science of Georgia has agreed to implement the Environmental Management Plan (EMP) and submit regular reports on its implementation. The consolidated Initial Environmental Examination (IEE), including the EMP, has been prepared in accordance with the ADB's Safeguard Policy Statement (2009) and published on the Asian Development Bank (ADB) website in September 2020,[1] which was revised by PIU and approved by ADB in December 2021. After final equipment list and based on the request of local municipality representatives there was a need for allocation of three initial sites, therefore there was need for revision of Supplementary Environmental Examination & Social Safeguards Due Diligence report.
IEE is designed to avoid and/or compensate the negative environmental impacts that may results from the project works and it considers all phases of the project cycle. The plan provides overview of the environmental monitoring at the construction and operation stages and includes timeframe and responsibilities for carrying out the monitoring process. IEE includes results of information disclosure, public consultation and participation process.

6. Detailed design and construction supervision firm has been contracted on 30.06.2022. The project is in the design phase. Construction activities are not commenced yet. Construction works should be planned in such a way as to prevent the transposition of flora and fauna. Therefore, the project will have no direct impacts on the biodiversity of neither area. In the majority of locations

[1] Modern Skills for Better Jobs Sector Development Program – Subprogram 1: Initial Environmental Examination Report (IEE) (https://www.adb.org/sites/default/files/project-documents/52339/52339-001-iee-en_0.pdf)

where rehabilitation/reconstruction work is planned, the training process will take place in parallel. This fact is also an additional challenge for the construction work for which appropriate mitigation measures will be applied.

## 2. PROJECT DESCRIPTION AND CURRENT ACTIVITIES

### 2.1 Project Description

7. The program represents ADB's first engagement in the education sector in Georgia. Its design was informed by ADB's extensive experience in VET across Asia, in such diverse countries as India, Indonesia, the People's Republic of China, and Viet Nam. Two overarching lessons derived from it are the need for political and financial commitment to raising the quality of VET, and the importance of private sector involvement, not least in planning, financing, and curriculum development. Other lessons from previous ADB projects and broader VET experience are the importance of (i) mobilizing students to pursue VET; (ii) incorporating entrepreneurship into programs; (iii) recruiting and training qualified teachers; (iv) providing career guidance and good labor market data to improve decision-making; (v) taking measures to increase women's participation; (vi) combining in-class training and work-based learning (WBL); (vii) imparting soft skills; and (viii) using recognized quality standards, testing, and certification processes. The program incorporates these lessons through both its program actions and project initiatives.

8. The project finances the establishment of innovative skills hubs in existing VET institutes in Kutaisi and Telavi to deliver high-quality and relevant training in seven priority economic sectors. The skills hubs will display sector leadership and innovation, develop national and international links, and support other VET institutes. The program will finance improved gender-sensitive facilities; updated equipment; training in entrepreneurship, languages, and soft skills; student placement services; capacity building; and support for income-generating activities.

9. The hub locations were chosen based on (i) their proximity to economic growth nodes, (ii) alignment of programs with priority economic sectors, (iii) government priorities, and (iv) the condition of facilities and equipment. Skills hubs will have increased public and private funding. The program will develop new or revise existing competency-based training and assessment programs at national qualifications framework (NQF) levels 4 and 5. The program steering committee will be able to propose changes to the prioritization of economic sectors and VET programs to reflect changes in economic circumstances or government priorities. The project will also support the introduction of income-generating activities in skills hubs.

10. The project will support the introduction of VET in 20 secondary schools to deliver competency-based training and assessment (CBTA) VET programs at national qualifications framework levels 3 and 4 in priority economic sectors, by upgrading facilities, providing equipment, supporting curriculum development, and building capacity. It will also (i) formulate a VET gender policy and guidelines, (ii) undertake social marketing of VET, and (iii) establish a career guidance and counseling system.

11. List of locations: rehabilitation/reconstruction works in skills hubs and secondary schools.

1) Simon Skhirtladze Oni public school
2) Ilia Chavchavadze Sachkhere public school #2
3) Chiatura public school #1
4) Vani public school #1
5) Terjola public school #2
6) Zestaponi public school #6
7) Kharagauli public school #2
8) Samtredia public school #11 merged with #15

9) Hub Kutaisi college Iberia (two locations)
10) Hub Kutaisi State University
11) Ramin Dikhaminjia Ckhorotsu public school #1
12) Tsalenjikha public school #1
13) Abasha public school #1
14) Martvili public school #1
15) Akhaltsikhe municipality Vale public school #1
16) Aspindza public school
17) Ninotsminda public school #4
18) Village Mukhrani public school #1
19) Levan Devdariani Gardabani public school #1
20) Kareli public school #1
21) Akhmeta Municipality Village Duisi public school
22) Sighnaghi municipality Tsnori public school #1
23) Hub Telavi college Prestige

12. Locations are given in the **Figure 1** below.

**Fig. 1: Map of the Project locations**

## 2.2 Project Contracts and Management

13. A list or table of main organizations involved in the project and relating to Environmental Safeguards is given at **Error! Reference source not found.**1 below. It includes lender, borrower and PIU (Project implementation unit), environmental staff with their names and contact details.

**Table 1. List of Main Organizations under the Project**

| Type of project participant | Name of Agency/Company | Environmental Staff | Name and contact details |
|---|---|---|---|
| Lender | Asian Development Bank | Country Environmental Focal | Ninette R. Pajarillaga<br>E-mail: npajarillaga@adb.org |
| | | Associate Safeguards Officer<br>Georgia Resident Mission<br>Asian Development Bank | Nino Nadashvili<br>Tel: +995 577 44 09 90<br>nnadashvili@adb.org |
| | | Environmental RETA Consultant<br>Georgia Resident Mission<br>Asian Development Bank | Giorgi kobaladze<br>Tel: +995 599 689834<br>gkobaladze@adb.org |
| Borrower | Ministry of Education and Science of Georgia | PIU<br>Project Manager | Ms. Tamar Dvali<br>Tel::599 374441<br>E-mail: dvali.tamar@mes.gov.ge |
| | | PIU<br>Environmental/Social Safeguards Specialist | George Tvildiani<br>Tel: 551 93 33 99<br>E-mail: gtvildiani@mes.gov.ge |

14. In relation to the environmental aspects, the PIU Environmental/Social Safeguard Specialist will:

- ensure that bidding documents include all requirement to implement IEE and its EMP.
- ensure that the bidder selected will have adequate resources to implement and update EMP.
- undertake safeguards monitoring activities and prepare safeguard reports to be submitted to ADB.
- ensure that other project-related tasks are complied with ADB SPS 2009 and Government requirement.

- to review and approve Site-Specific and Topic Specific Management Plans prepared by Construction Contractor.

15. During the reporting period Design and Supervision Consultant JV of Scientific, Project-Technological Enterprise Industry LLC (Georgia, Lead member) and ILF Consulting Engineers Austria Gmbh (Austria) has been recruited in the third quarter 2022. PIU as responsible IA (implementing agency) for the project has recruited a Supervision Consultant (SC) in the second quarter of 2022. The environmental specialist of the Construction Supervision Consultant will assist the PIU to supervise and monitor implementation of the EMP/SSEMP during construction.

16. The PIU, through the architectural design and construction supervision firm's environment, health and safety specialists will ensure:

- The site-specific EMPs, based on the generic EMP included to the IEE, will be submitted by the contractor(s) to the PIU for approval at least 10 days before taking possession of any work site. No access to the site will be allowed until the site-specific EMPs will be approved by the PIU;
- Sufficient resources are made available to implement, monitor, and record the implementation of the EMPs;
- Semi-annual environmental monitoring reports are prepared and submitted to ADB for disclosure on the ADB's website within one (1) month of the end of each period covered until the project completion report is issued;
- The environmental monitoring reports include, inter alia, a review of progress made on the implementation of the EMPs, problems encountered, and remedial measures taken.
- In case of a change in design, the IEE and EMP must be reviewed to ensure that additional impacts (if any) are incorporated and addressed;
- Contractors are supervised to ensure compliance with the requirements of the IEE and the EMPs;
- In the event of unanticipated environmental impacts occurring, PIU must immediately inform ADB, prepare a corrective action plan (CAP), coordinate with ADB and implement it;
- Public consultations will be continued during project's implementation stage.
- coordination with PIU and health and safety specialist(s) of the contractors to ensure safety and wellbeing of the workers and communities with regard to Covid-19

The contractor, through its environmental, health and safety specialist(s), will ensure:

- preparation, at the pre-construction stage, of the site-specific EMPs based on the IEE and generic EMP, and submission them for approval to the PIU;

- implementation of the EMP under supervision of the PIU;

- submission of monthly environmental monitoring reports to the PIU;

- In case of unpredicted environmental impacts occurring during project implementation, immediately inform the PIU;

- The safety and well-being of workers and communities in regard to COVID-19, in liaison with

the design and construction supervision firm's environment, health and safety specialist;

- In case of any major accident at the construction site immediately inform the PIU;
- There is adequately record of the condition of roads, and other relevant infrastructure prior to starting to transportation of materials and civil works; and
- Pathways and other local infrastructure are reinstated to at least their pre-project condition upon the completion of construction.

**2.3 Project Activities During Current Reporting Period**

16. The IEE study was carried out in 2020, afterwards the document was twice revised by PIU and approved by ADB in 2021 and 2022. As part of the assessment, a desk research of the project concept notes, technical assistant reports, legislation and available secondary data was carried out. ADB's safeguard policy requirements and state legal framework were reviewed. Field observations were conducted on the project pre-selected sites for assessing existing conditions and potential project impacts. The key receptors and stakeholders were identified. The significant project impacts were assessed based on the review of the project proposed activities and field observations, and corresponding measures were proposed to reduce impacts within acceptable limits according to the national and international standards. Those measures are reflected in environmental management plan (EMP) and environmental monitoring plan.

17. Field visits and stakeholder consultation meetings have been already conducted and continues systematically. Field visits and stakeholder consultation meetings have been conducted in each location in the quarter 3 2022:

Abasha Public School #1

Akhaltsikhe Municipality Vale Public School #1

Akhmeta Municipality Village Duisi Public school

Aspindza Public School Building

Chiatura Public School #1

Ramin Dikhaminjia Chkhorotsu Public School #1

Levan Devdariani Gardabani Public School #1

Kareli Public School #1

Kharagauli Public School #2, Tetratskaro Building

Village Mukhrani Public School #1 (ii building)

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Simon Skhirtladze Oni Public School

Ilia Chavchavadze Sachkhere Public School #2

Samtredia Public School #11

Sighnaghi Municipality Tsnori Public School #1

Terjola Public School #2

Vani PublicSchool #1

Tsalenjikha Public School #1

Zestaponi Public School #6

Martvili public school #1

Ninotsminda public school#1

Kutaisi (HUB)

Akaki State University

Telavi college (HUB)

18.Design & Supervision Company is finalizing the second deliverable, which will include: - detailed design of six schools and two hubs. It had to be submitted to PIU by the end of quarter 4 2022

Bid documents include an EMP (see annex 1) covering all environment safeguard issues including EHS.

**2.4 Description of Any Changes to Project Design**

18. After relocation of three initial sites (Kharagauli public school N2; Kutaisi State University; Kutaisi Hub (Nikea street)) IEE as well as EMP has been updated. Several online meetings have been held with principals, teachers and students of these three sites. As the initial locations were changed for above mentioned schools and initial IEE was updated, accordingly new water samples have been taken from all three schools in the Quarter 4 2022. For chemical and microbiological examinations water samples has been taken from all three schools.

**2.5 Description of Any Changes to Project Design**

19. N/A

## 3. ENIRONMENTAL SAEGARDDS ACTIVITIES

### 3.1 General Description of Environmental Safeguard Activities

20. No civil works commenced yet, since the contract hasn't been awarded yet and bidding is yet to take place.

### 3.2 Site Audits

21. N/A.

### 3.3 Unanticipated Environmental Impacts or Risks

22. N/A.

### 3.4 Grievance Redress Mechanism

23. ADB's SPS required the borrower/client to establish a GRM to receive and facilitate the resolution of complaints related to the project. During the period January – June 2022 establishment of GRM by PIU has been finalized and sent to ADB for approval Annex 2

24. No grievances and complaints were received during July – December 2022 reporting period.

## 4. RESULTS OF ENIRONMENTAL MONITORING

25. N/A.

## 5. FUNCTIONING OF THE SSEMP

26. Within 28 days of the Commencement Date the Contractor shall develop and submit SSEMP to Employer. SSEMP will be reviewed and endorsed by the supervision company's environmental specialist and approved by the PIU. The SSEMP will be submitted to the Employer for approval at least 10 days before taking possession of any work site. No access to the site will be allowed until the SSEMP is approved by the Project Implementation Unit (PIU)".

27. In case of changes (additions/deletions and modifications) of mitigation or monitoring measures have been approved, the PIU shall ensure that the SEMP is updated to reflect these changes.

## 6. GOOD PRACTICE AND OPPORTUNITY FOR IMPROVEMENT

28. N/A.

## 7. SUMMARY AND CONCLUSIONS

29. No environmental safeguard issues were faced during the reporting period as there were no physical works and bidding is yet to start.

30. The next steps in terms of the expected schedule for bidding and contract award are summarized in the Table 2 below.

**Table 2. Next steps**

| # | Activities | Schedule |
|---|---|---|
| 1 | After the detailed design of each project IEE will be revised. | Q1 2023 |
| 2 | Environment, health and safety provisions will be incorporated in construction firm's contract documents. | Q3 2023 |

**Annex 1: Environmental Management Plan**

| Project Activity/ Item | Potential Risks and Impacts | Mitigation Measures | Location | Indicators | Institutional responsibility | | Implementation Schedule | Related Costs |
|---|---|---|---|---|---|---|---|---|
| | | | | | Implementation | Supervision | | |
| **Pre-construction Phase** | | | | | | | | |
| Planning of the project activities | Safeguards related issues are not fully reflected in IEE and generic EMP and not properly considered during planning and implementation of the project activities | (i) Review of IEE and update of EMP in case of changes in the list of the project selected sites and/or other important circumstances | | Safeguards related aspects are properly considered during planning and implementation of the project activities | TA | | TA phase | Expert related costs |
| Integration of safeguards related aspects into the bidding documents | Bidding documents are not responsive to the safeguards related issues and performance of the contractor is low | (i) Include all safeguards related clauses and integrate IEE and EMP into the bidding documents.<br><br>(ii) Include in contract provisions heals and safety issues, containing a specific COVID-19 risk management plan (as part of the HSP and ERP) | For each site | Bidding documents contain all necessary clauses related to safeguard issues;<br><br>IEE and EMP are attached to the bidding documents and contractor is performing accordingly;<br><br>Health and safety provisions including COVID-19 risk management plan (as part of the HSP and ERP) is in place prior to the contract award | PIU | | Project start phase<br><br>Prior to contract award | No special costs expected |

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| Planning of the civil works | Safeguard incompliances observed in | (i) Preparation of site-specific EMPs, taking into account site- | For each site | Site-specific EMPs are prepared and presented to PIU for approval at least | Contract or | Architect ural Design | Two weeks before starting the | Expert related costs |

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| | different places during the implementation of the works | specific environmental and social safeguards issues and requirements; potential impacts on sensitive receptors and corresponding mitigation measures;<br><br>(ii) Assess and confirmation of the COVID-19 specific HSP and ERP submitted by contractor before commencement of the works | | ten days prior to starting of the civil works;<br><br>The works are planned taking into account all possible site-specific risks, includes corresponding mitigation measures and are in compliance with site-specific requirements'<br><br>COVID-19 specific HSP and ERP are confirmed before commencement of the works | | and Construction Supervision Firm<br><br>PIU | civil works | |
| Construction regulations and obtaining permits | Incompliance with construction standards and regulations and lack of necessary permits for the construction related works | (i) Agree design and construction related works with all relevant institutions;<br><br>(ii)get necessary permits from relevant state institutions if required.<br><br>(iii) Particular attention to the construction near the sensitive receptors, high voltage power lines, railways, or other facilities. | For each site | All necessary permits are obtained and works agreed with corresponding institutions;<br><br>Documents are presented to the PIU before starting of the civil works | Contractor | Architectural Design and Construction Supervision Firm<br><br>PIU | Before the commencement of the civil works | No special costs expected |
| Planning of transportation | Provisions related to traffic regulation and vehicle movement | Develop traffic management framework prior to the commencement of the works. | For each site | Traffic management framework is in place | Contractor | Architectural Design and Construct | Before the commencement of the civil works | Cost for preparation of the plan |

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| | skipped in the designing process | | | | | ion Supervision Firm<br><br>PIU | | |
| Designing | Non-optimized design of the workshops leading to adverse environmental impacts at the construction and operational phases | (i) Taking into account the environmental and social safeguards aspects when planning the design of workshops;<br><br>(ii) Consider green building concept for workshops design;<br><br>(iii) Taking into account the existing vegetation cover when selecting the construction area in order to avoid cutting of trees and other plantations as much as possible;<br><br>(iv) Consideration of design alternatives to minimize adverse environmental impacts at the construction and operational phases;<br><br>(v) Ensure energy efficiency of buildings to reduce resource utilization and emissions during its | For each site | Optimal workshop design for each site | Contractor | Architectural Design and Construction Supervision Firm<br><br>PIU | Pre-contraction/ designing stage | Design preparation costs |

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| | | operation | | | | | | |
| Information dissemination | Unpreparedness of teachers, students, and local communities; delays in learning process | Informing stakeholders in advance on the start of the civil works | For each site | Information is disclosed at least 10 days before starting of the civil works | Contractor | Architectural Design and Construction Supervision Firm<br><br>PIU | Prior to the start of the civil works | Costs related to dissemination of the information |
| **Construction Phase** | | | | | | | | |
| Moving of vehicles and construction equipment and implementation on of other activities related to the civil works | Noise and vibration caused by vehicles movement, construction equipment and other activities<br><br>Impact on the construction site and the sensitive receptors nearby<br><br>Inefficient learning process and annoyance of the communities living in the surrounding areas | (i) Carry out civil works mainly during vocations and the time free from learning process to avoid disruptions of the educational process and to minimize impacts on the sensitive receptors nearby;<br>(ii) Avoid construction activities during operation of different sensitive receptors, such as kindergartens and other educational facilities, hospitals etc.<br>(iii) No or limited nighttime and weekend works and ensure operation of heavy equipment during the day;<br>(iv) Avoid movement of vehicles and machineries near the cultural heritage sites and the sensitive receptors as much as possible, especially in the areas where the sensitive receptors are particularly close;<br>(v) Limited number of machineries used at the same time;<br>(vi) Avoid noise as much as | For each site<br><br>With regard measure ii – for each site, with special attention to Tsnori, Keda, Sackhkere, Duisi, Vani<br><br>With regard measure iv – for each site, with special attention to Gardabani, Aspindza, Tsnori, Keda, Telavi, Sachkhere, Vani, Kareli, Duisi, Oni, Mukhrani<br><br>Regarding the measure vii – For each | Noise and vibration measurement data meets the standards<br><br>No special complaints received related to noise and vibration issues<br><br>Infrastructure stability is assessed<br><br>Monitoring is being conducted | Contractor | Architectural Design and Construction Supervision Firm<br><br>PIU | Throughout construction phase | Additional expenses due to time constraints<br><br>Costs related to up to date equipment and its maintenance |

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| | | possible when reloading trucks;<br>(vii) Install acoustic enclosures and noise isolation around construction areas;<br>(viii) Setting up local hoardings, screens or barriers to shied particularly noisy activities<br>(ix) Provide hearing protection devices against noise;<br>(x) Assess the infrastructure stability at the detailed design stage;<br>(xi) Use a damper to absorb vibration;<br>Use of modern machinery and equipment compliant with sound and vibration standards;<br>(xi) Carry out activities by taking into account permissible noise and vibration standards;<br>(xii) On-site monitoring of noise and vibration level. | site, with special attention to Kutaisi, Telavi, Abasha, Chkhorotsku, Tsalenjikha, Samtredia, Terjola, Vale, Bolnisi, Gardabani, Kareli, Keda, Duisi, Tsnori, Mukhrani, Oni<br><br>Regarding the measure viii – For each site, with special attention to Tsnori, Gardabani, Aspindza, Vani sites.<br><br>Regarding the measure (x) – For each site, with special attention to Kutaisi State Universty and Gardabani sites | | | | | |

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| | EMF exposure caused by electrical substation | (i) Ensure that EMF exposure level is below the limits recommended by ICNIRP;<br>(ii) EMF baseline measurement near the school and workshop buildings prior to the construction. | Khoni site | Measurement data available;<br><br>EMF exposure level near the school and workshop buildings is below the limits recommended by ICNIRP | Contractor | Architectural Design and Construction Supervision Firm<br><br>PIU | Before commencement of the works | Costs related to the measurement |
| | Air pollution due to increased traffic volume, movement of construction machinery and generation of dust from construction activities | (i) Conduct 24-hour air quality measurement at least on the CO parameter; and Ozone ($O_3$) measurement (daily max.8 h) in each site;<br>(ii) Develop a dust suppression scheme prior to construction;<br>(iii) Use of separate gates for trucks and vehicles to access the ground and avoid them as much as possible from sensitive receptors<br>(iv) Use well-developed technology and equipment and maintain their quality;<br>(v) Ensure that emissions are minimized by cleaning of fuel injectors;<br>(vi) Refuel vehicles by using of fuel nozzles and pumps to prevent fugitive emissions of volatile organic compounds;<br>(vii) Avoid dust generating activities on strong windy days;<br>(viii) Use of water dust suppression during dry weather;<br>Covering vehicles when transporting construction materials;<br>(ix) Limiting the speed of vehicle | Regarding the measure I CO measurement -special attention to Gardabani, Telavi, Aspindza, Keda, Abasha and Oni; and Ozone for each site<br><br>Regarding the measure (iii) - for each site, with spatial attention to Gardabani, Aspindza,Tsnori, Keda sites; | Measurement data is in place and meets the permissible emission standards | Contractor | Architectural Design and Construction Supervision Firm<br><br>PIU | Before commencement of works/throughout construction phase | Costs related to up-to-date equipment and monitoring |

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| | | when transporting materials;<br>(x)Remove demolished materials from the site as soon as possible.<br>(xi)se exhaust ventilation where possible;<br>(xii) Conduct air quality monitoring at construction sites. | | | | | | |
| | Generation of solid waste and wastewater | (i) Develop and agree on a waste management plan for each site prior to the commencement of civil works;<br>(ii) Develop a materials management plan prior to construction;<br>(iii) Minimization of waste generation;<br>(iv) Waste collection, treatment and disposal in accordance with the accepted standards;<br>(v) Allocation of special area in each site for construction and demolition debris;<br>(vi) Maintain photographs of the area, designed as the disposal site and restore the area construction is complete.<br>(vii) Timely disposal of waste at the nearest official landfill agreed with local municipalities<br>Sending of old metal equipment to scrap collection points. | For each site | Waste management plan is in place;<br><br>Materials management plan is in place;<br><br>Waste disposed on time; | Contractor | Architectural Design and Construction Supervision Firm<br><br>PIU | Throughout construction phase | Cost related to construction waste management |
| | Soil and water contamination due to spill of fuel, oil, toxic chemicals, cement and other construction | (i) Avoid spilling hazardous materials, such as fuel, oils ad other substances, and store them accordance with accepted standards (using a secondary containment system and impermeable base liners).<br>(ii) Ensure labeling of stored | For each site<br><br>Regarding the measure viii- spatial attention to Chiatura and Vani sites, | No soil and water contamination is observed | Contractor | Architectural Design and Construction Supervision Firm | Throughout construction phase | Cost related to maintenance |

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| | material | material;<br>(iii) Placing excavation materials in approved locations;<br>(iv) Maintenance of vehicle and other equipment only in the originally designated areas;<br>(v) Coverage of trucks used for transportation;<br>(vi) Carry out regular technical inspection of vehicles, especially for fuel, oil and battery fluid leakage;<br>(vii) Prevention of rives contamination by construction material; (viii) particular attention should be paid to the Chiatura and Vani site, due to its proximity to the river. | due to its proximity to the river | | | PIU | | |
| Movement of vehicles and construction equipment | Temporary traffic congestions | (i) Develop a traffic regulation plan including vehicles movement scheme and act accordingly;<br>(ii) Provide traffic control equipment;<br>(iii) Avoid moving vehicles next to the residential houses as much as possible and use alternative entrances;<br>Avoid transportation during rush hours;<br>Repair of damaged areas, if any. | For each site<br><br>Regarding the measure iii – for each site with special attention to Tsnori, Gardabani, Aspindza | Traffic management plan including vehicle movement scheme is on place;<br><br>Damaged are repaired | Contractor | Architectural Design and Construction Supervision Firm<br><br>PIU | Throughout construction phase | Costs related to traffic regulation |
| Rehabilitation /demolishing works | Using asbestos containing materials (ACM) during construction works | (i) ACM shall not be used as a new material for rehabilitation of existing facilities or in construction of new ones;<br>(ii) Removal and disposal of existing asbestos-roofing sheets in accordance with the internationally recognized standards and state regulations; | For each site Old auxiliary buildings with ACM roofing | Absence of ACM<br><br>Disposal is done in accordance with the internationally recognized standards | Contractor | Architectural Design and Construction Supervision Firm | Throughout construction phase | Costs related to removal and disposal |

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| | | (iii) Removal activities to be scheduled during student' absence time;<br>(iv)Equip workers with special equipment. | | | | PIU | | |
| Excavation at construction site | Excavations at construction sites may lead to soil stability, health and safety issues. The process can cause damage to archeological specimens and underground objects. | (i) Determining the exact location of the excavations<br>(ii) Estimate the volume of excavation material;<br>(iii) Avoid extra land excavation;<br>(iv) Limited movement of vehicles used for excavation;<br>(v) Implement erosion protection measures;<br>(vi) Installation of barricades and special signboard;<br>(vii) Excavation in accordance with a specific requirement without damaging the underground facilities;<br>(viii) Immediate stop of activities in case of discovery of architectural objects and informing the MOESCS. | Spatial attention to Kutaisi, Telavi, Abasha, Chkhorotsku, Tsalenjikha, Samtredia, Terjola, Vale, Bolnisi, Gardabani, Kareli, Keda, Duisi, Aspindza, Tsnori, Mukhrani and Oni site | Archeological specimens are not damaged<br><br>Underground utilities are not damaged | Contractor | Architectural Design and Construction Supervision Firm | Throughout construction phase | Construction related costs |
| Temporary relocation of utility supplies | Possible damage of utility supplies | (i) Perform the activity carefully and in a timely manner; and<br>(ii) Involve all relevant structures. | For each site | Utilities are not damaged; no complaints from local communities | Contractor<br><br>Municipality and other relevant institutions | Architectural Design and Construction Supervision Firm<br><br>PIU | Throughout construction phase and at the completion of construction works | Usually municipality takes responsibility for relocations |
| | Impact on flora and fauna species and their habitats | (i) Assessment the area and avoid environmental sensitive areas during construction;<br>(ii) Avoid building in a place covered by trees or other | For each site | Detailed information on vegetation cover and existing wildlife species provided in Site-specific EMPs; | Contractor | Architectural Design and Construct | Before starting of t works<br><br>Throughout | Experts related cost;<br><br>Possible costs related |

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| | | vegetation;<br>(iii) Avoid works in areas populated by important wildlife species;<br>(iv) Obtaining of special permits in case of necessary cutting or trees and other vegetation (MOEPA, local authorities);<br>(v) Planting to compensate damage appropriate ratio and in accordance to the regulations;<br>(vi) Develop alternative designs as needed | | No significant impact on biodiversity;<br><br>Damage is compensated | | ion Supervision Firm<br><br>PIU | construction phase | to the development of alternative designs |
| Use of drinking water | Drinking water do not meet the requirements of technical regulation for drinking water | (i) Supply workers with bottled water during the construction period;<br>- Improving drinking water quality through:<br>Visual inspection of the water supply system to determine whether the headwork (water intake point), water pipes and/or reservoirs are damaged or contaminated and sampling from various sections and points;<br>- Elimination of technical damages if detected on pipes and reservoirs;<br>(ii) Microbiological sterilization of water by chlorine, ozone, or ultraviolet treatment in case of headwork's contamination. | Spatial attention to Kareli and Gardabani sites | No health-related issues caused by drinking water<br><br>Results of chemical and microbiological examinations in Kareli and Gardabani Public Schools meets the requirements of technical regulation for drinking water | Contractor<br><br>Relevant state institutions | Architectural Design and Construction Supervision Firm | Prior to the start of the works/Throughout construction phase | Costs related to the water quality improvement and monitoring |
| Campsite arrangements | Occupational health and safety issues due to the risks associated with physical, chemical, biological | (i) Develop an emergency response plan;<br>(ii) Provide the camp with separate toilets (preferable bio toilets) and provide health and safety equipment (uniforms, helmets, goggles, sun-protection equipment etc.), first aid kits, | For each site | Emergency response plan is in place<br><br>Physical Injuries are not observed<br><br>Teacher and | Contractor | Architectural Design and Construction Supervision Firm | Throughout construction | Health and safety related costs |

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| | hazards | including snake venom drugs and bee venom antidotes;<br>(ii) Provide trainings to workers on health and safety issues. | | students are trained<br><br>Equipment is in place | | PIU | | |
| | Public health safety risks caused by improper fencing.<br>Transmission of diseases (including COVID-19) from workers to community and vice versa | (i) Ensure appropriate fencing of the area<br>(ii) Carry out activities remotely from the public;<br>(iii) Compliance with the COVID-19 guidelines of the Government of Georgia and ADB. | For each site | The area is properly fenced | Contractor | Architectural Design and Construction Supervision Firm<br><br>PIU | Throughout construction | Health and safety related costs |
| Restoration of construction site | Impact on the existing environment, including utilities and landscape | (i) Develop a rehabilitation and restoration plan for each site to repair/restore damage prior to leaving the site;<br>(ii) Disposal of materials used for construction or rehabilitation in accordance with accepted standards and specific plans;<br>(iii) Restore area as equal to the original condition<br>(iv) Compensate damage to biodiversity if any | All sites | Rehabilitation/restoration plan is in place;<br><br>Damaged is restored<br><br>Restored area is equal to the original condition;<br><br>Damage on biodiversity is compensated. | Contractor | Architectural Design and Construction Supervision Firm<br><br>PIU | Throughout operational phase | Costs related to restoration |
| **Operational Phase** | | | | | | | | |

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| Equip and operation of the workshops | Noise and vibration in the workplace caused by mechanical impact, air or fluid flow and the vibrating surfaces of a machine | (i) Designing walls, floors, doors and windows providing sound transmission loss and cover ceilings and walls with sound-absorbing materials in woodworking workshops;<br>(ii) Remove noise sources from teachers and students by installing sound-proof barriers and providing buffer zones in woodworking workshops;<br>(iii) Installation of heavy bases for noisy equipment and isolate them from other equipment in woodworking workshops;<br>(iv) Select equipment that does not exceed the permissible noise and vibration permissible limits and equip them with silencers and dampers. Special attention to the sites with old infrastructure;<br>(v) Reduce outdoor noise in buildings by using sound-absorbing materials such as soundproofing panels or drywalls or reinforce frames through open cell foam and by installing doubled glass windows;<br>(vi) Operation of workshops during the day;<br>(vii) Noise and vibration level monitoring. | For each site<br><br>Regarding the measure I, ii, iii - Special attention to Abasha, Terjola, Kharagauli, Tsnori and Oni sites<br><br>Regarding the measure iv – for each site with special attention to Gardabani, Kutaisi State University, Duisi, Keda sites<br><br>Regarding the measure v- particular attention to be payed to Mukhrani and Kutaisi College.<br><br>Regarding the activity v – for each site, wit spatial attention to Mukhrani and Kutaisi College | Noise and vibration measurement data meet the established standards;<br><br>Equipment does not exceed the maximum noise permissible limits and are equipped accordingly | Contractor<br><br>Administration unit | Administration<br><br>Other relevant authorities | Throughout operational phase | Costs related to up-to-date equipment |
| | Hazardous waste generation and air pollution as | (i) Collect waste in appropriate containers to prevent possible spillage and emanation;<br>(ii) Disposal of waste generated | For each site<br><br>Regarding the measures iv – | Toxic and hazardous waste treated in accordance with | Administration | Administration<br><br>Other | Throughout operational phase | Operational costs |

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| | potential impacts caused by operation of different workshops; generation of sawdust; health problems | at various workshops in according with regulations;<br>(iii) Provide equipment with appropriate filters and other necessary technical means;<br>(iv) Installation of appropriate exhaust system equipped with special fire protection means in culinary art workshops. Ozone generators and UV treatments can be also used, but only on the basis of a preliminary analysis of its expediency, as it needs regular maintenance compensated by reduced frequency of duct cleaning and risk of fire;<br>(v) Installation of exhausting ventilation system for each student work table in the wooden workshop to prevent toxic fumes from solvents and paints.<br>(vi) Installation of wood dust collector and regular cleaning the machinery in each wood-processing workshop;<br>(vii) Arrangement utility sink for cleaning the special equipment in wood processing workshop and culinary art workshops;<br>(vii) Work out the waste disposal plan for pharmaceutical workshop. | with spatial attention to<br>(iv) Vale, Duisi, Chkhorotsku, Kareli, Keda, Sachkhere, Samtredia and Khoni sites.<br><br>Regarding the measures v,vi – special attention to Abasha, Terjola, Kharagauli, Tsnori and Oni sites<br><br>Regarding the measures vi – special attention to Abasha, Terjola, Kharagauli, Tsnori and Oni, Vale, Duisi, Chkhorotsku, Kareli, Keda, Sachkhere, Samtredia and Khoni sites.<br><br>Regarding the measure vii – spatial attention to the Kutaisi State University site. | the corresponding standards and regulations | | relevant authorities | | |
| | Drinking water | (i) Periodic monitoring of water | For each site | Drinking water | Administr | Administr | Throughout | Costs related |

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| | quality may not meet the requirements of technical regulation on drinking water | quality in each project site;<br>(ii) Periodic monitoring of nitrate level where according to the preliminary assessment, the nitrate content was close to the maximum permissible concentration;<br>(iii) Periodic monitoring of water quality with portable test kits measuring the free chlorine in the water. | Special attention to Kareli and Gardabani Public Schools;<br><br>Regarding the measure ii- spatial attention to Tsnori site<br><br>Regarding the measure iii – for each site | quality meets the requirement of technical regulation for drinking water | ation | ation<br><br>Relevant state authorities | operational phase | to monitoring |
| | Health and safety issues for trainers and students working<br><br>in<br>specific<br>workshops | (i) Equip workshop ventilation and related system with UV air filters to prevent the risk of spreading infections;<br>(ii) Prevent taking of high risk containing material (flammable, toxic, explosive and high voltage equipment) in workshops, especially in electronics and robotics workshops;<br>(iii) Allocate separate space for servers and UPS devices, isolated from students and teachers in ICT workshops;<br>(iv) Develop an emergency plan for each workshop place;<br>(v) Equip students and trainers with appropriate personal protective equipment, such as safety goggles, hearing protectors, respirators/masks etc.;<br>(vi) Wearing appropriate clothing;<br>Use of equipment, machinery and tools in safe conditions; | For each site<br><br>With regard to the measure ii – for each site with spatial attention to Kutaisi, Vale, Duisi, Aspindza, Chiatura, Chkhorotsku, Kareli, Kharagauli, Tsnori, Tsalenjikha, Vani;<br><br>Regarding the measure iii – for each site with spatial attention to Telavi, Abasha, Bolnisi, Gardabani, Keda, Mukhrani, Oni, Sachkhere, Samtredia, Terjola, Khoni | Health and safety issue s are fully considered in each project site<br><br>Emergency response plan developed for each site<br><br>Teachers and students are trained in health and safety issues | Administration | Administration<br><br>Relevant state authorities | Throughout operational phase | Costs related to monitoring |

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| | | (vii) Equip workshops with first aid kits; emergency lightening, fire detecting and firefighting equipment;<br><br>(ix) Use of high standard electrical installations/equipment;<br>(x) Install power isolators;<br>Install sockets, plugs and cables in safe places;<br><br>(xi) Train students and teachers in machinery and equipment protection;<br>(xii) Train students and teachers on health and safety issues and | | | | | | |

ACM = asbestos containing material, ADB = Asian Development Bank, IEE = initial environmental examination, EMP = environmental management plan, PIU = project implementation unit, TA = technical assistance.

Source: Technical Assistance-9790 GEO.

Annex 2

# GEORGIA: Modern Skills for Better Jobs Sector Development Program

LOAN 4034 GEO, Project Number: 52339-001
(Financed by the Asian Development Bank)

Prepared by: Project Implementation Unit for the Ministry of Education and Science of Georgia and Asian Development Bank

2022 June

# ABBREVIATIONS

ADB - Asian Development Bank

ADCSF - architectural design and construction supervision firm

CBTA - competency based training and assessment

COVID-19 - coronavirus disease

DDR - Due Diligence Report

SDDR - Supplementary Due Diligence Report

GoG - Government of Georgia

GRM - grievance redress mechanism

GRCE - grievance redress committee

GRCN - grievance redress commission

LAR - land acquisition and resettlement

MOES - Ministry of Education and Science

NQF - national qualifications framework

NGO - non-government organizations

PIU - project implementation unit

PPP - public private partnerships

SPS - Safeguard Policy Statement

SSOs - sector skills organizations

VET - vocational education and training

GFP - grievance focal person

## Grievance Redress Mechanism

A GRM is a formalized system of accepting, assessing and resolving/ addressing community feedback or complaints. It provides predictable, transparent, and credible processes to all parties, resulting in outcomes that are relatively low cost, fair, and effective. GRMs build on trust as an integral component and facilitate corrective action and pre-emptive engagement. They also set out a timeframe in the resolution of complaints. The GRM will be established and operated in compliance with Georgian legislation and ADB's Safeguard Policy Statement (SPS) 2009 requirements.

At the national level, the Administrative Code of Georgia is the primary legislation defining the rules and procedures for grievance review and resolution. According to this law, the administrative body receiving officially lodged claims is obliged to review the claims, engage the claimant in the grievance review and resolution process, and make the final decision in the resolution of the claim/ complaint. In particular, the grievance package includes:

(i) Name of the administrative body to whom the complaints are addressed;
(ii) Name, address, and contact details of the claimant;
(iii) Name of the administrative body, who's decisions or administrative acts are the subject of complain;
(iv) Name of the administrative act or decision, which is subject of complain;
(v) Content of the claim;
(vi) The context and facts, based on which the complaint is substantiated;
(vii) List of attachments.

## GRM, Grievance Redress Committee and Grievance Focal Persons

The GRM consists of project-specific systems established at the municipal level and regular system established at the PIU. The grievance redress committee (GRCE) will be established at the municipal level as a project-specific instrument, functional for the whole period of the project implementation. The grievance redress commission (GRCN) is formed as an informal structure within the PIU to ensure grievance review, resolution and record.

A GRCE will be formed to administer project-specific grievances exercising grievance redress mechanism and handle grievances at Stage 1

of the GRM. The GRCE is the first-instance body to be established at the community level in each affected Municipality (village/community authority) and includes representatives of Municipal LAR teams and local communities. The PIU through safeguards specialist of ADCSF shall coordinate the GRCE formation. He/she will then be responsible for the coordination of GRC activities and organizing meetings (convener). In addition, GRCE shall comprise village Rtsmunebuli or his/her representative, representatives of APs, women APs and appropriate local non-government organizations (NGOs) to allow voices of the affected communities to be heard and ensure a participatory decision-making process.

The grievance redress commission GRCN is formed by the order of the head of PIU as a permanently functional structure, engaging personnel of the implementing agency (IA), in this case the Ministry of Education and Science MOES, from all departments having regard to environmental safeguard and LAR issues and complaint resolution. MOES representative, PIU top management representative, PIU monitoring, evaluation and reporting specialist, layer and engineer and other relevant persons. The GRCN is involved at the Stage 2 of grievance resolution process. The order shall also state that, if necessary, representatives of local authorities, NGOs, auditors, APs and any other persons or entities can be included in the commission as its members.

GRCEs will be established at the community level with PIU order and following composition: safeguards specialist of architectural design and construction supervision firm ADCSF, Gamgebeli – concerned Gamgeoba (village level), representatives of civil works contractor, NGO representative, APs representative, acting as grievance focal person (GFPs).

Safeguard's specialist of ADCSF is coordinating the work of the committee and at the same time s/he is nominated as a contact person for collecting the grievances and handling grievance log. The local authorities at the municipal level, contractor, as well as APs (through informal meetings) are informed about the contact person and his contact details are available in offices of all mentioned stakeholders.

The ADCSF will assist the project affected communities/villages identify local representatives to act as grievance focal person GFPs. The GFPs will be responsible for (i) acting as community representatives in formal meetings between the project team and the local community s/he represents; (ii) communicating the community members' grievances and concerns to the contractor during project implementation.

A pre-mobilization public consultation meeting will be convened by the PIU and will be attended by the GFPs, representatives of the contractor(s) and other interested parties (e.g. district level representatives, NGOs, etc. The objectives of the meeting will be as follows:

(i) Introduction of key personnel of each stakeholder including roles and responsibilities;

(ii) Presentation of project information of immediate concern to the communities by the contractor (timing and location of specific construction activities, design issues, access constraints etc.) This will include a summary of the EMP—its purpose and implementation arrangements;

(iii) Establishment and clarification of the GRM to be implemented during project implementation including proactive public relations activities proposed by the project team, ensures that communities are continually advised of project progress and associated constraints throughout project implementation period.

In the operational stage, complaints will be resolved at GRCE level.

## Project Grievance Redressed Process

During the actual operationalization of the GRM, the process and communication flows will be centered with GRM Coordinator. ADCSF will serve as GRM coordinator. The GRM coordinator will take initiative to be observant of any issue and will try to obtain information, which will be used at the subsequent GRM process stages. Under normal processing through the GRM, complaints undergo four major procedural stages as follows:

**Stage I**: Registration and Initial Assessment. This is the entry point of complaint wherein the complainant is allowed to tell his side of the issue and to be assured that his grievance will be seriously and expeditiously dealt with. The following are the tasks in this stage:

- Receive Grievance. This task will entail listening intently from the source of the complaint, filling out the complaint form and registering the complaint in a GRM registry book, and assigning a GRM reference number. The complainant or representative shall affix a signature and provide contact particulars on the complaint form. Important information shall be entered in the complaint form, which can be supplemented by additional documents.

- Obtain Comprehensive Information. The GRM coordinator will mobilize some staff to obtain as much information as possible from the location where the complaint originated, the impact area and the outlying areas. Field information will be gathered using necessary survey methodologies, equipment and devices. Interviews shall be conducted directly from the field to have the actual appreciation of the nature of the complaint and to obtain other versions of the issue. It would be necessary to talk and discuss with as many people as possible who have direct and indirect knowledge of the problem. Photographs and videos shall be obtained, which can be used later in the analysis of the problem. Secondary backup information shall also be acquired to determine background information and cross-reference it with other sources of information.

- Screen and Assess: After gathering all the available and obtainable information, the GRM coordinator with the support of the staff shall analyze the complaint and determine the admissible information. The team will render an opinion on whether the complaint is project related or not and provide justifications for such opinion. The findings shall be communicated to the complainant upon which, in case of disagreement, supplementary information may have to be provided by the complainant.

**Stage II**: Initial Resolution. Based on the opinions of the screening and upon presentation of additional documentary evidences by the complainant, GRM coordinator will direct the complaint to one of the following options:

-Refer to appropriate authorities. If the issue is not relevant to the project, the GRM coordinator will refer the issue to appropriate competent office and explain to the complainant the reasons. S/he will advise the complainant on what to do and provide contact particulars to that appropriate office if available. Primarily, these can be the Ministry of Environment Protection and Agriculture, local authorities or the local court in district or region that has jurisdiction on the issue. Also, if available and possible s/he can refer the complainant to some people who can really be of good help (e.g., NGOs). After these steps, the matter will be considered closed and resolution acceptance form will be issued for

the acceptance and signature of the complainant. Relevant information regarding the resolved complaint shall be gathered and a cross entry shall be entered in the GRM registry book.

- Resolve within the project. If the complaint is found to be project related, the contractor/s will be given directive to resolve the matter. It would be necessary to have a meeting with the contractor/s' project manager regarding the issue. The meeting will entail determination of the most preferred options, which will be part of the next stage of GRM process.

- Reject the complaint with clear explanation. When in the opinion of the committee complaint is not project related, it is rejected and such decision will be communicated to the complainant, after which the matter will be considered closed and all relevant information shall form part of the archived information.

**Stage III**: Selection of Approach and Strategy. At this stage, the complaint will be accepted and agreed the proper approach and strategy for its resolution. Depending on the gravity of the situation and of the complaint the GRM has the following options:

- Contractor/s recommend solution. In this approach, as in most cases, the contractor shall decide on the technical solution to the issue and implement the measure/s. This seems straightforward especially if this is within the scope and obligations of the contract. Some contractual issues may arise pertaining to cost and payment considerations, but this can be decided by the contractor. After due decision is made on the division of scope and responsibility, the GRM coordinator will oversee the implementation of the resolution or measures and report to the PIU. The progress of the execution of works is documented with periodic reporting to PIU. The complainant is also apprised on the progress of the work for better attainment of results and for improved effectiveness of the measures.

- Complainant joint solution. In some cases, the cooperation and collaborative effort of the complainant is necessary to provide some avenues to facilitate the devising of a solution. It is a good strategy to involve the complainant in the problem-solving process as it can generate cooperation.

- Third party arbitration. In complicated matters where the complainant is reluctant to work directly with the contractor, the complaint can be elevated for arbitration. This may not be an easy approach as the project will have to organize and set up an arbitrating party, perceived as impartial, to execute the process. Nevertheless, this can still be pursued if both the contractor and the complainant agree to use this approach.

Local conflict resolution. These may be through the local courts, council of elders in the village, through the appointed head of local municipality, etc. Issues may be discussed through these avenues, and with the participation of the contractor, consensus can be arrived at for the benefit of those affected directly and indirectly.

**Stage IV:** Execution of Measures and Documentation. At this stage, the agreed solution or measures are implemented by the contractor under the supervision of the ADCSF and tracked by the GRM coordinator for documentary purposes.

-Execute solution. The execution of solution will entail engagement of the contractor and his staff. Designs or schemes will be agreed upon and are to be checked by the staff as part of their facilitation tasks. Equipment and materials will be employed, and work will be performed by

the contractor and supervised by the ADCSF.

-Document the progress. The GRM coordinator will undertake full documentation of the work, and shall also include designs and schemes, costing, photographs of the work (before, during and after), which will form part of the progress reporting and documentation archive of the GRM.

At this stage, the complainant may either be satisfied or not satisfied, and the issue persists. The following pathways ensue in each of the cases: if the issue is deemed to be resolved satisfactorily, the grievance is considered 'Resolved' and two more tasks are to be accomplished:

-Completing the documentation. The GRM coordinator will complete all documentation and ask the complainant to sign the resolution acceptance form that s/he was satisfied with the measures implemented.

-Recording acceptance: In the end, the GRM coordinator will put an entry in the GRM registry book that the grievance is resolved.

In case the issue is not resolved, the complaint and grievance will follow another pathway entailing the following sub-tasks and then revert to Stage III to repeat the process:

-Review the complaint. The GRM coordinator will initiate a review and if necessary, request the group for larger review. The purpose of this is to determine other underlying issues that led to the non-resolution of the complaint.

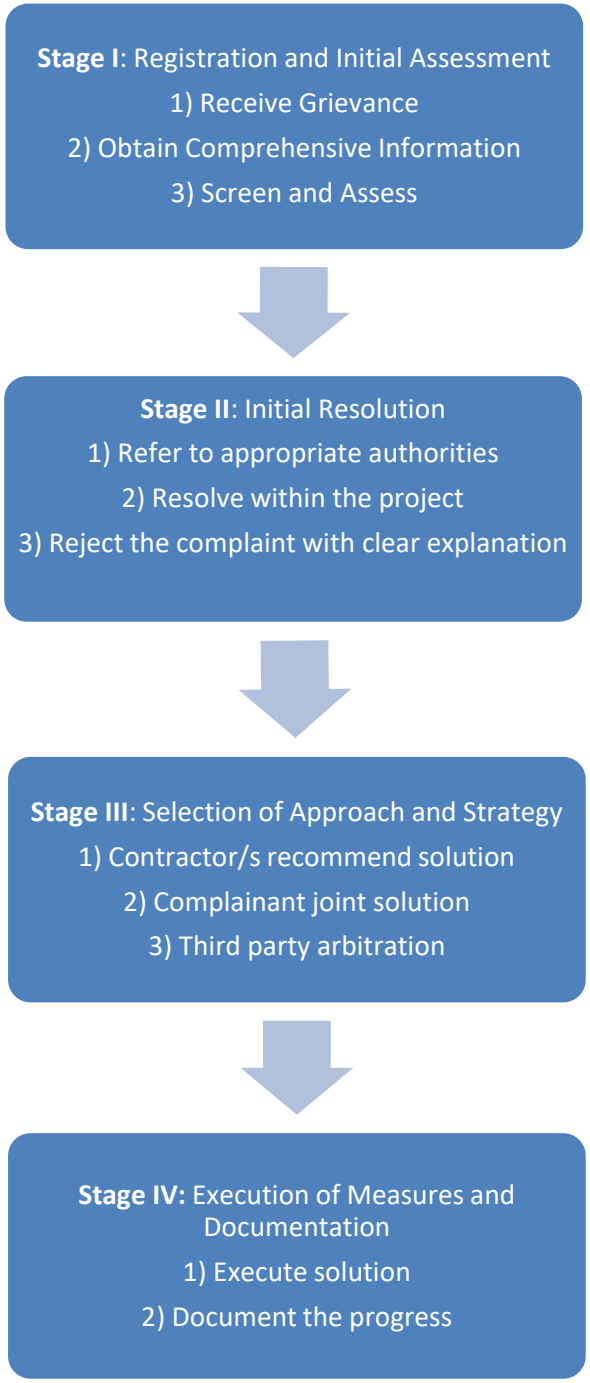
-Assign appropriate staff. It may be necessary to appoint appropriate staff to assist in the process or even obtain outside assistance from some governmental offices. The GRM coordinator will seek out other staff who can contribute to the resolution of the issue.

-Formulate approach/ strategy options: The GRM should also determine if the approach itself was the cause of the non-resolution of the issue. In this instance, the contractor may need to revisit the initial approach and further refine it or even change it entirely if required. During this internal sub-process, the GRM coordinator should be proactive in documenting every step, which will form part of the documentation and progress monitoring of the GRM process.

The timeline for resolution of complaint for each level (GRCE, GRCN) will be not more than 2 weeks for each level and not more than 1 month for the whole cycle (excluding the specific cases).

A complainant may also register/file a case in a court of law. The GRM doesn't impede access to the country's judicial or administrative remedies and a complainant can access the courts at any point in time. However, all efforts will be made to settle the issues raised at the GRCE/GRCN level. All complaints and resolutions will be properly documented by the PIU and made available for review, monitoring and evaluation purposes. In addition, the complainant can appeal the decision and bring the case to the ADB Accountability Mechanism (AM). The project level GRM does not in any way, impede the access of the complainants to the ADB AM or the country's judicial or administrative remedies. Should the complainant wish to register a complaint with the ADB AM, the focal person should provide the complainants the ADB AM contact information.

## Grievance Process Flow Chart



The timeline for resolution of complaint for each level (GRCE, GRCN) will be not more than 2 weeks for each level and not more than 1 month for the whole cycle (excluding the specific cases)

## Templates and Schedules

### Grievance Form

Modern Skills for Better Jobs Sector Development Program

Citizen (Name & Surname)

Personal Number

Actual address

Telephone

Email

Facility address (name of the facility and address in connection with which the dispute arose)

Type of work (describe what type of work is underway or planned)

Content of the grievance (describe what has affected or may have affected you)

Desired result (describe what actions you want the foundation to take and the result you want to achieve)

Evidence (indicate the evidence you can present or attach to the grievance)

Applicant's signature and date

**Grievance Registration Log**

The grievance log shall include at least the following information:

1. Date of the grievance receipt

2. Front Office registration number

3. Name of the grievance author

4. Phone number of the grievance author

5. E-mail of the grievance author

6. Grievance object (address or name of the object)

7. Subject matter of the grievance

8. Name & surname of the grievance reviewer

9. Department (s) involved

10. Grievance review status (in the process of processing, documentation requested, satisfied, rejected, sent to the Commission, satisfied by the Commission, rejected by the Commission, closed-out)

11. Date of consideration by the Commission

12. Actions taken

13. Date of action

14. Grievance close-out date

15. Feedback Letter #

16. Note

## Notice of Grievance Redress Outcome

This letter shall contain the following information:

1. Addressee Name & Surname

2. Address of the addressee

3. Registration number and date of the grievance

4. Date of grievance

5. Grievance author

6. Documents analyzed during the review

7. Outcome/decision of the grievance review

8. Expected actions (if any)

9. Where can this decision be appealed (in the Grievance Redress Commission of the PIU, in the court, ADB Georgia Regional Office, ADB Head Office)

**Grievance Close-Out Report**

(To be filled in only if the grievance is satisfied or partially satisfied)

Date of filing the grievance _____

Front Office registration number _____

Name & Surname of the grievance author _____

Phone number of the grievance author _____

Grievance Object (address or name of the object) _____

Subject-matter of the grievance _____

Grievance review instance _____

Grievance reviewer (Name & Surname) _____

The decision made as a result of the grievance review

When will the applicant be notified of the outcome of the hearing

_____

What actions were planned?

What actions were taken?

When will the applicant be notified of the actions _____

Signature and date of the responsible person _____