**INAL ENVIRONMENTAL AND SOCIAL REVIEW CHECKLIST**

Micro-project title: Reconstruction of the water supply system in Shurnukh Community

Micro-project #: TSQ-13

Is the Environmental and Social management plan (ESMP) developed?

Yes + No _____

Does ESMP provide a full list of potential impacts and establish adequate measures for their mitigation?

Yes + No _____

**Conclusion of the Final Environmental and Social Assessment**

<table>
<thead>
<tr>
<th>Conclusion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Micro-project rejected</td>
</tr>
<tr>
<td>Micro-project approved</td>
</tr>
<tr>
<td>(environmental assessment completed)</td>
</tr>
</tbody>
</table>

+
## PART A: GENERAL PROJECT AND SITE INFORMATION

<table>
<thead>
<tr>
<th>INSTITUTIONAL &amp; ADMINISTRATIVE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Micro-project number and title</td>
<td>TSQ-13 Reconstruction of the water supply system in Shurnukh Community</td>
</tr>
<tr>
<td>Municipality, community</td>
<td>Syuniq, marz, Shurnukh community</td>
</tr>
<tr>
<td>Scope of site-specific activity</td>
<td>Shurnukh is a village populated by refugees. The water supply system was constructed in the Soviet times. It is supplied with water by 3 sources. The 1st source is called &quot;Source of Vagho&quot; which is situated to the left side from Ghapan-Goris roads, near the small river, on its right bank. It is covered with concrete and the discharge is not visible. The water pipe deriving from is 80mm in diameter. The catchment is in bad condition and there is no sanitary zone there. The length of the water pipe is 1.1km, with dy=80mm steel tubes. It is damaged. The water is supplied to the consumers with a distribution network. The 2nd water source is called &quot;Akunq of Nerqin Tagh&quot;. Its catchment is in bad condition and there is no sanitary zone there. Two branches derive from it. One of the branches provides water to the internal district. The length of the water pipe is 0.6km. It is constructed with dy=80mm steel tubes. The water is supplied to the consumer with the distribution network. The water flows into the damaged concrete pit throughy the other branch from which they depart with one dy=100mm and one dy=40mm pipes. According to the head of the village, 4 houses are supplied with water by them. There is no necessity to restore them as the water supply of 4 houses is possible to implement by the source named &quot;Akunq of Verin Tagh&quot;. The head of the village assumes that this system is in a sufficient condition. The 3rd source is called &quot;Akunq of Verin Tagh&quot;. The water discharge is 5-6 liters at the moment. The catchment is damaged. There is no sanitary zone there. The source is situated on the left side of the mountain stream. The length of the water pipe is 1.6km with dy=100mm steel tubes, damaged. The water is supplied to the consumers by 50cubic meter volume (6.1x6.1x 1.9(h) external dimensions) concrete distribution network, then- with 5cubic meter volume. The water demand of the village is 0.8l/sec. According to the announcement of the village head, discharges of all sources have big seasonal fluctuations. Residential irrigation is performed with the supplied water. Reconstruction of the sources named &quot;Source of Vagho&quot; and &quot;Akunq of Verin Tagh&quot; is envisaged by the micro-project. Micro-project will finance reconstruction of the sources named &quot;Source of Vagho&quot; and &quot;Akunq of Verin Tagh&quot;; construction of water pipes from those sources up to the DRR area; construction of an additional DRR; construction of a distribution network and construction of sanitary zones in the area of sources and DRR.</td>
</tr>
<tr>
<td>Task Team Leader:</td>
<td>Erkin Mamadaliev</td>
</tr>
<tr>
<td>Safeguards Specialist:</td>
<td>Darejan Kapanadze - Environment Sophia Georgieva - Social</td>
</tr>
<tr>
<td>Implementing entity:</td>
<td>ATDF</td>
</tr>
<tr>
<td>Works Supervisor:</td>
<td>“ Es v Na” LTD</td>
</tr>
<tr>
<td>Works Contractor:</td>
<td>“ GAS ” LTD</td>
</tr>
</tbody>
</table>

### SITE DESCRIPTION

<p>| Name of institution whose premises are to be rehabilitated | Water Department of Syuniq marzpetaran (regional governor office), Shurnukh potable water pipeline non-profit organization |
| Address and site location | Address: Syuniq marz, Shurnukh village. |
| Who owns the land? | Land plots for the construction of DRR and its sanitary zone and sanitary zones of the sources are property of Shurnukh Community. The distribution network will pass through the communal roads. The screening of the pipeline route is carried out through google map. The comparison with the construction plan revealed that the entire route of the construction of pipeline will pass through the public roads. |</p>
<table>
<thead>
<tr>
<th>Description of physical and natural environment around the site (see maps and photo annex 1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The land plots carrying the water supply system to be reconstructed in Shurnukh and the plots proposed for the construction of DRR and sanitary zones are public property. There are no trees, structures, or other assets on the subject land plots to be affected. The distribution network will pass through the community roads which are public property. The ground through which the route of the pipeline is passing is not asphalted and there are not sidewalks. No private land use is needed for the construction of the pipeline.</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>The temporary closure of the roads is not necessary as construction activities will be carried out at the border of the roads and main part of the road will be used for passing. The communal roads are not asphalted and do not have sidewalks. The houses through the pipeline route are mainly remoted from the road so temporary disturbance to residents during the construction activities in front of the fences of private houses is not anticipated. However, temporary safe wooden passings will be used to cover the trenches in some parts of the route to ensure safe passing of the residents. Backfilling of soil and rehabilitation of landscape will be carried out immediately pipes are laid in trenches.</td>
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<tr>
<td></td>
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<tr>
<td>The new distribution pipeline will be constructed parallel to the old pipelines in order not to stop water supply of the community during the construction period. The old pipelines will remain in use during the construction period of new pipelines.</td>
</tr>
</tbody>
</table>

### LEGISLATION

<table>
<thead>
<tr>
<th>National &amp; local legislation &amp; permits that apply to project activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reconstruction of the water supply system is not subject to the Environmental Impact Assessment and to the issuance of the expert environmental review conclusion. According to the Armenian legislation, the following permissions are required for this micro-project:</td>
</tr>
<tr>
<td>(a) Hydrogeological conclusion and bacteriological analysis of the source</td>
</tr>
<tr>
<td>(b) Copy of the land allocation document</td>
</tr>
<tr>
<td>(c) Construction permit</td>
</tr>
</tbody>
</table>

### PUBLIC CONSULTATION

<table>
<thead>
<tr>
<th>When / where the public consultation process will take / took place</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public consultation was carried out in the village of Shurnukh on 02.23.2017</td>
</tr>
</tbody>
</table>

### ATTACHMENTS

- Attachment 1: Photos and plan of the construction site
- Attachment 2: Land allocation document
- Attachment 3: Agreement for construction waste disposal
- Attachment 4: Hydrogeological conclusion and bacteriological analysis of the source
- Attachment 5: Minutes of Public Consultation on the draft ESMP
- Attachment 6. Construction Permit
## PART B: SAFEGUARDS INFORMATION

### ENVIRONMENTAL /SOCIAL SCREENING

<table>
<thead>
<tr>
<th>Activity/Issue</th>
<th>Status</th>
<th>Triggered Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Reconstruction of the water supply system</td>
<td>[+ ] Yes [ ] No</td>
<td>See Section A below</td>
</tr>
<tr>
<td>B. New construction</td>
<td>[ ] Yes [+ ] No</td>
<td>See Section A below</td>
</tr>
<tr>
<td>C. Individual wastewater treatment system</td>
<td>[ ] Yes [+ ] No</td>
<td>See Section B below</td>
</tr>
<tr>
<td>D. Historic building(s) and districts</td>
<td>[ ] Yes [+ ] No</td>
<td>See Section C below</td>
</tr>
<tr>
<td>E. Acquisition of land(^1)</td>
<td>[ ] Yes [+ ] No</td>
<td>See Section D below</td>
</tr>
<tr>
<td>F. Hazardous or toxic materials(^2)</td>
<td>[ ] Yes [+ ] No</td>
<td>See Section E below</td>
</tr>
<tr>
<td>G. Impacts on forests and/or protected areas</td>
<td>[ ] Yes [+ ] No</td>
<td>See Section F below</td>
</tr>
<tr>
<td>H. Handling / management of medical waste</td>
<td>[ ] Yes [+ ] No</td>
<td>See Section G below</td>
</tr>
<tr>
<td>I. Traffic and Pedestrian Safety</td>
<td>[ ] Yes [+ ] No</td>
<td>See Section H below</td>
</tr>
</tbody>
</table>

\(^1\) Land acquisitions includes displacement of people, change of livelihood encroachment on private property this is to land that is purchased/transferred and affects people who are living and/or squatters and/or operate a business (kiosks) on land that is being acquired.

\(^2\) Toxic / hazardous material includes but is not limited to asbestos, toxic paints, noxious solvents, removal of lead paint, etc.
### PART C: MITIGATION MEASURES

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>PARAMETER</th>
<th>MITIGATION MEASURES (provide costs where applicable)</th>
</tr>
</thead>
</table>
| **0. General Conditions**       | Notification and Worker Safety    | (a) The local construction and environment inspectorates and communities have been notified of upcoming activities  
(b) The public has been notified of the works through appropriate notification in the media and/or at publicly accessible sites (including the site of the works)  
(c) All legally required permits have been acquired for construction  
(d) The Contractor formally agrees that all work will be carried out in a safe and disciplined manner designed to minimize impacts on neighboring residents and environment.  
(e) Workers’ PPE will comply with international good practice (always hardhats, as needed masks and safety glasses, harnesses and safety boots)  
(f) Appropriate signposting of the sites will inform workers of key rules and regulations to follow. |
| **A. General Construction Activities** | Air Quality                      | (a) During interior demolition debris-chutes shall be used above the first floor  
(b) Demolition debris shall be kept in controlled area and sprayed with water mist to reduce debris dust  
(c) During pneumatic drilling/wall destruction dust shall be suppressed by ongoing water spraying and/or installing dust screen enclosures at site  
(d) The surrounding environment (sidewalks, roads) shall be kept free of debris to minimize dust  
(e) There will be no open burning of construction / waste material at the site  
(f) There will be no excessive idling of construction vehicles at sites |
| **Noise**                       |                                  | (a) Construction noise will be limited to restricted times agreed to in the permit  
(b) During operations the engine covers of generators, air compressors and other powered mechanical equipment shall be closed, and equipment placed as far away from residential areas as possible |
| **Water Quality**               |                                  | (a) The site will establish appropriate erosion and sediment control measures such as e.g. hay bales and / or silt fences to prevent sediment from moving off site and causing excessive turbidity in nearby streams and rivers. |
| **Waste Management**            |                                  | (a) Waste collection and disposal pathways and sites will be identified for all major waste types expected from demolition and construction activities.  
(b) Mineral construction and demolition wastes will be separated from general refuse, organic, liquid and chemical wastes by on-site sorting and stored in appropriate containers.  
(c) Construction waste will be collected and disposed properly by licensed collectors  
(d) The records of waste disposal will be maintained as proof for proper management as designed.  
(e) Whenever feasible the contractor will reuse and recycle appropriate and viable materials (except asbestos) |
| **B. Individual wastewater treatment system** | Water Quality                  | (a) The approach to handling sanitary wastes and wastewater from building sites must be approved by the local authorities  
(b) Before being discharged into receiving waters, effluents from individual wastewater systems must be treated in order to meet the minimal quality criteria set out by national guidelines on effluent quality and wastewater treatment  
(c) Monitoring of new wastewater systems (before/after) will be carried out  
(d) Construction vehicles and machinery will be washed only in designated areas where runoff will not pollute natural surface water bodies. |
| **C. Historic building(s) Cultural Heritage** |                                  | (a) If the building is a designated historic structure, very close to such a structure, or located in a designated historic district, notification shall be made and approvals/permits be obtained from local authorities and all construction activities planned and carried out in line with local and national legislation.  
(b) It shall be ensured that provisions are put in place so that artifacts or other possible “chance finds” encountered in excavation or construction are noted and registered, responsible officials contacted, and works activities delayed or modified to account for such finds. |
<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>PARAMETER</th>
<th>MITIGATION MEASURES CHECKLIST</th>
</tr>
</thead>
<tbody>
<tr>
<td>D.</td>
<td>Land Acquisition Plan/Framework</td>
<td>(a) If expropriation of land was not expected but is required, or if loss of access to income of legal or illegal users of land was not expected but may occur, that the Bank’s Task Team Leader shall be immediately consulted. &lt;br&gt; (b) The approved Land Acquisition Plan/Framework (if required by the project) will be implemented</td>
</tr>
<tr>
<td>E.</td>
<td>Asbestos management</td>
<td>(a) If asbestos is located on the project site, it shall be marked clearly as hazardous material &lt;br&gt; (b) When possible the asbestos will be appropriately contained and sealed to minimize exposure &lt;br&gt; (c) The asbestos prior to removal (if removal is necessary) will be treated with a wetting agent to minimize asbestos dust &lt;br&gt; (d) Asbestos will be handled and disposed by skilled &amp; experienced professionals &lt;br&gt; (e) If asbestos material is be stored temporarily, the wastes should be securely enclosed inside closed containments and marked appropriately. Security measures will be taken against unauthorized removal from the site. &lt;br&gt; (f) The removed asbestos will not be reused</td>
</tr>
<tr>
<td></td>
<td>Toxic / hazardous waste management</td>
<td>(a) Temporarily storage on site of all hazardous or toxic substances will be in safe containers labeled with details of composition, properties and handling information &lt;br&gt; (b) The containers of hazardous substances shall be placed in an leak-proof container to prevent spillage and leaching &lt;br&gt; (c) The wastes shall be transported by specially licensed carriers and disposed in a licensed facility. &lt;br&gt; (d) Paints with toxic ingredients or solvents or lead-based paints will not be used</td>
</tr>
<tr>
<td>F.</td>
<td>Protection</td>
<td>(a) All recognized natural habitats, wetlands and protected areas in the immediate vicinity of the activity will not be damaged or exploited, all staff will be strictly prohibited from hunting, foraging, logging or other damaging activities. &lt;br&gt; (b) A survey and an inventory shall be made of large trees in the vicinity of the construction activity, large trees shall be marked and cordoned off with fencing, their root system protected, and any damage to the trees avoided &lt;br&gt; (c) Adjacent wetlands and streams shall be protected from construction site run-off with appropriate erosion and sediment control feature to include by not limited to hay bales and silt fences &lt;br&gt; (d) There will be no unlicensed borrow pits, quarries or waste dumps in adjacent areas, especially not in protected areas.</td>
</tr>
<tr>
<td>G.</td>
<td>Infrastructure for medical waste management</td>
<td>(a) In compliance with national regulations the contractor will insure that newly constructed and/or rehabilitated health care facilities include sufficient infrastructure for medical waste handling and disposal; this includes and not limited to: &lt;br&gt; ▪ Special facilities for segregated healthcare waste (including soiled instruments “sharps”, and human tissue or fluids) from other waste disposal; and &lt;br&gt; ▪ Appropriate storage facilities for medical waste are in place; and &lt;br&gt; ▪ If the activity includes facility-based treatment, appropriate disposal options are in place and operational</td>
</tr>
<tr>
<td>H.</td>
<td>Direct or indirect hazards to public traffic and pedestrians by construction activities</td>
<td>(a) In compliance with national regulations the contractor will insure that the construction site is properly secured and construction related traffic regulated. This includes but is not limited to &lt;br&gt; ▪ Signposting, warning signs, barriers and traffic diversions: site will be clearly visible and the public warned of all potential hazards &lt;br&gt; ▪ Traffic management system and staff training, especially for site access and near-site heavy traffic. Provision of safe passages and crossings for pedestrians where construction traffic interferes. &lt;br&gt; ▪ Adjustment of working hours to local traffic patterns, e.g. avoiding major transport activities during rush hours or times of livestock movement &lt;br&gt; ▪ Active traffic management by trained and visible staff at the site, if required for safe and convenient passage for the public. &lt;br&gt; ▪ Ensuring safe and continuous access to office facilities, shops and residences during renovation activities, if the buildings stay open for the public.</td>
</tr>
</tbody>
</table>
Environmental Monitoring Plan for construction and operation phases.

<table>
<thead>
<tr>
<th>Activity</th>
<th>What (Is the parameter to be monitored?)</th>
<th>Where (Is the parameter to be monitored?)</th>
<th>How (Is the parameter to be monitored?)</th>
<th>When (Define the frequency / or continuous?)</th>
<th>Why (Is the parameter being monitored?)</th>
<th>Who (Is responsible for monitoring?)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONSTRUCTION PHASE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ATDF</td>
</tr>
<tr>
<td>1. Supply of construction materials</td>
<td>Purchase of the construction materials from licensed providers</td>
<td>Offices and warehouses of material suppliers, and borrowing sites</td>
<td>Checking documents; Inspection of material quality</td>
<td>In the process of signing the agreements for material provision</td>
<td>Ensure technical quality of construction; Protect human health and environment</td>
<td>ATDF</td>
</tr>
<tr>
<td>2. Transportation of construction materials and waste Movement of construction equipment</td>
<td>Technical condition of construction vehicles and machinery; Adequacy of the loading trucks for transported types of cargo, and canopy coverage of cargo transported in open trucks; Movement of construction vehicles and machinery along pre-defined routes</td>
<td>Routes for transportation of construction materials and construction wastes</td>
<td>Inspection of roads adjacent to the construction site and included in the agreed-upon routes of transportation</td>
<td>Unannounced checks during the working hours</td>
<td>Avoid air and road pollution with dust and solid matter; Reduce traffic disruption</td>
<td>ATDF, Municipality of the village of Shurnukh</td>
</tr>
<tr>
<td>3. Generation of construction waste</td>
<td>Temporary storage of inert and hazardous wastes separately at Construction site and base (if applicable); Visual</td>
<td>Construction site and base (if applicable); Checking documents; Visual</td>
<td>Entire period of construction</td>
<td>Avoid pollution of the environment</td>
<td>ATDF, Municipality of the village of Shurnukh</td>
<td></td>
</tr>
<tr>
<td>4. Accumulation of household waste</td>
<td>Provision of waste containers on-site; Agreement with local municipality for regular outtransporting of waste</td>
<td>Construction site and base (if applicable)</td>
<td>Visual inspection</td>
<td>Entire period of construction</td>
<td>Avoid pollution of soil and water with household waste</td>
<td>ATDF, Municipality of the village of Shurnukh</td>
</tr>
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<td>--------------------------------------------------</td>
</tr>
<tr>
<td>5. Safety of labor</td>
<td>Provision of uniforms and protective gear to the contractor’s personnel and enforcement of their use by contractor; Consistency with the rules of exploitation of the construction equipment and usage of private safety means</td>
<td>Construction site</td>
<td>Inspection of the activities</td>
<td>Entire period of construction</td>
<td>Reduce the probability of accidents</td>
<td>ATDF</td>
</tr>
<tr>
<td>6. Undertaking works within the settlement</td>
<td>Deparkation and fencing of work site; Timely backfilling of soil once pipes are laid in trenches; No parking of construction vehicles and</td>
<td>Construction site and nearby area</td>
<td>Visual inspection</td>
<td>Entire period of construction</td>
<td>Reduce disruption of movement around the work site and decrease probability of accidents</td>
<td>ATDF, Municipality of the village of Shurnukh</td>
</tr>
</tbody>
</table>
machinery outside work site the way impeding free passage of traffic and pedestrians;
No piling and no scattering of construction materials and waste outside the work site

<table>
<thead>
<tr>
<th>OPERATION PHASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Ensuring smooth operation of water intakes, and pipeline</td>
</tr>
<tr>
<td>2. Ensuring quality of potable water supplied to the village</td>
</tr>
</tbody>
</table>
Attachment 1: Photos and plan of the construction site
Attachment 2: Land Allocation Document

Non-official translation of the above attached document:

Community Council of Shurnukh Community RA
Decree
September 8, 2016 N-17-A
On land allocation of the purpose of sanitation zone construction by Armenian Territorial development fund

According to the 11th point of 6st part of law on Local Self-Government and 16st point of 20st part of Land Code of the Republic of Armenia, and support by the Head of the Community, the Community Council of Shurnukh Community

Made a decision

1. Allocate 0.2 hectare land plot in the area named “Verin tagh” and "Vaghoi agbyur" which is Community property to carry out the construction of sanitation zone in Shurnukh Community within the framework of Social Investment and Local Development Project implemented by Armenian Territorial Development Fund.

Vote for 4, Against - 0, abstain from voting - 0

Signed by:

1. A. Aghababyan
2. Q. Harutyunyan
3. T. Javahiryan
4. C. Sahakyan

Head of Community (signed) H. Arshakyan
Attachment 3: Agreement for construction waste disposal

Non-official translation of the above attached document:

Reference

The following reference is given that within the framework of the reconstruction of the water supply system in Shurnukh Community implemented by Armenian Territorial Development Fund the generated waste will be transported to the “Shurnukh” landfill, which is situated 3 km away from the reconstruction site.

Head of Community (signed) H. Arshakyan
Non-official translation of the above attached document:

PROTOCOL 17A
UPON SANITARY-BACTERIOLOGICAL SURVEY OF THE SOURCE
Syuniq region, village Shurnukh
1. Indicators of bacteriological survey of water are compliant with norms.
2. Indicators of hydrogeological survey of water are compliant with all norms.
Attachment 5. Minutes of Public Consultation on the Draft Environmental and Social Management Plan

MINUTES

of Public Consultation Meeting

on draft Environmental and Social Management Plan

for the Reconstruction of Water Supply System in Shurnukh village

A stakeholder consultation meeting on the draft Environmental and Social Management Plan (ESMP) for the reconstruction of Water Supply System in Shurnukh village was held on February 23, 2017 in Shurnukh village, Syunik Marz.

The announcement for the meeting in Armenian and English languages, including its date and time, was disclosed on the ATDF web page (www.atdf.am) on 13 February 2017. Information on the meeting day and time was posted on information boards of Shurnukh Administration Office; in addition the Administration conducted telephone calls to ensure participants’ attendance.

The public consultation was carried out by ATDF Environmental specialist Asya Osipova. 17 participants were present at the meeting.

At the very beginning, Head of the Community Mr. H. Arshakyan introduced the main purpose of the consultation.

A. Osipova introduced the main purpose as well as World Bank requirements and Armenian legislation on conducting environmental and social assessment. She introduced ESMP for the reconstruction of Water Supply System in Shurnukh village and outlined likely negative environmental impacts related to the Micro-project implementation. These include pollution of air, generation of construction waste.

Ms. Osipova explained what measures ATDF will apply to mitigate possible negative impacts, including construction waste transportation. It was mentioned that ESMP covers the issue of the transportation and disposal of construction wastes and excessive soil.

Since the construction site is located far from the village, A. Osipova outlined that disturbance to community life due to construction activities is not anticipated. Technical supervisors on monthly basis will keep under control the fulfillment of all the environmental mitigation measures included in ESMP, and report the deviations to ATDF.

A. Osipova presented the main provisions of the ESMF concerning to the social aspects of the Project. She talked about possible social risks and ways of their mitigation. She emphasized that the project does not involve any resettlement as proposed area of the construction is public property; however she briefly introduced key features of Resettlement Policy Framework.
A. Osipova talked also about main socio-economic challenges including engagement of women, youth and vulnerable groups in distribution of benefits. She outlined that these groups should have equal opportunities to be engaged in project benefits. The concept was welcomed by participants, who suggested involve constructors from the village mentioning that it will reduce unemployment in Community and labor immigration for seasonal works.

A. Osipova explained mechanisms of public engagement and grievance redress mechanism (GRM) to be applied during project implementation. Elected grievance focal point at the community level A.Miqaelyan was introduced to the community members. A. Osipova explained the purpose of Focal points at local level and welcomed participants to apply to A.Miqaelyan in case of questions/feedback or grievances concerning to the project implementation.

A. Osipova informed the beneficiaries that they also have the option to contact ATDF directly to communicate their grievance if they are unable to, or do not wish to, go through the PIC grievance focal point. A. Osipova explained all the cannel of grievance submission involving e-mail address, hot line telephone number, postal address and web-site link and outlined that ATDF contact information is referred on the booklets delivered to the participants, as well as on the information desk already available in public visible places in the Community. A. Osipova introduced that information on Micro-project details permanently will be available on the information desks, as well as on-going announcements and references. She outlined that these will support to raising public awareness and early identification, assessment and resolution of complaints on Project activities.

One of the participant outlined that 14 days for respond for the grievances is too long time and it will slow the procedure of efficient problem solving. A. Osipova explained that 14 days are defined as deadline for proper notification of complainer; the grievences are reviewed in daily basis and in case urgent problem notification is received response will be immediately.

One of the participants said that they hope the construction works will be started soon as soon as weather conditions will be sufficient.

The participants were welcomed to raise other questions regarding to the discussed questions:

M. Azaryan asked whether there is possibility to involve workers from the village. A. Osipova explained that those questions should be discussed with Constructor Company and PIC during contract negotiations. ATDF as well as WB encourages involvement of workers from the village, especially those from vulnerable families, women and youth. If job opportunities are available on Project-related field those groups should have equal opportunities to be involved in project benefits.

P. Saroyan said that creation of job opportunities will strongly support to the Community as the majority incomes of the families are related to seasonal immigration works. He outlined that
especially the youth has to leave for seasonal works because of the unemployment existing in the country.

The list of participants and photos
Non-official translation of the above attached document
Republic of Armenia
Syunik Region, Community Shurnukh
Construction Permit N 1, 30.08.2017
This is given for the Reconstruction of the water supply system in Shurnukh Community

The design documents are
1. developed by “Zrtuk” LTD
   The construction will be implemented within 223 days.

H. Arshakyan  Sealed/Signed