

Semi-annual Social Safeguards Monitoring Report

(January-June 2024)

Armenia: Yerevan Urban Development Investment Project

Project Number: 54172-002

Loan Number: 4371-ARM

Prepared August 2024

Prepared by the Yerevan Municipality

Yerevan Project Implementation Unit

ABBREVIATIONS

ADB	Asian Development Bank
AH	Affected Household
AP	Affected Person
EMA	External Monitoring Agency
GoA	Government of Armenia
LAR	Land Acquisition and Resettlement
LARF	Land Acquisition and Resettlement Framework
LARP	Land Acquisition and Resettlement Plan
MTAI	Ministry of Territorial Administration and Infrastructures
PIU	Project Implementation Unit
SDDR	Social Due Diligence Report
YUDIP	Yerevan Urban Development Investment Program
YM	Yerevan Municipality

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1 INTRODUCTION

1.1 Objective of the report

1. This Semi-Annual Social Safeguards Monitoring Report is prepared for the Yerevan Urban Development Investment Project (YUDIP) of Yerevan Municipality (YM) of the Republic of Armenia (RA) and covers the period from January to June 2024. The objective of the report is to provide an overview of the progress made in preparation of land acquisition and resettlement (LAR) related documents and provides information on social safeguards activities related to the preparation and implementation of the Land Acquisition and Resettlement Plan (LARP) as well as Social Due Diligence Report (SDDR) under YUDIP. It describes the project's performance in dealing with community consultation and stakeholders' participation, impacted assets registration/records and compensation processes, and grievances received and redressed.

1.2 Background Information

2. The Government of Armenia (GoA) has requested a loan from the Asian Development Bank (ADB) to finance the Yerevan Urban Development Investment Program (YUDIP). YUDIP sees the development of transport systems as a necessary platform for economic and social development and therefore, one of the vital agents for poverty reduction. This is in line with ADB's Strategy 2020, the country operations business plan, and GoA priorities. The improved main road network and public transport in Yerevan will enable regional development which would decrease regional differences in poverty incidents. It would improve access to social services, mobility of people and goods and increase general economic dynamics for both Yerevan and the project adjacent communities. YUDIP will be focused on construction of Isakov-Arshakunyats Road Link.

3. ADB approved Yerevan Urban Development Investment Project (YUDIP) with a total loan amount of €60.09 million (\$65.17 million equivalent) from ADB's ordinary capital resources on 3 November 2023. The loan and project agreements were signed on 27 November 2023. The loan became effective on 22 May 2024. The total project cost is estimated at \$85.67 million including the GoA's counterpart fund. The Ministry of Territorial Administration and Infrastructure (MTAI) is the project's executing agency and Yerevan Municipality (YM) is the implementing agency, through a dedicated project implementation unit (Yerevan Urban Development PIU). The loan closing date is 31 March 2028.

4. The detailed design of Isakov-Arshakunyats road link was done by the Detailed Engineering and Supervision Consultant (DESC) under Sustainable Urban Development Program (SUDIP) Tranche 1. The LARP and SDDR under Isakov-Arshakunyats road link were prepared by DESC under SUDIP Tranche1.

1.3 Project Description

5. The Project area is located in the central and south-west part of Yerevan in the administrative districts of Kentron, Malatia- Sebastia and Shengavit, approximately 3 km south-west of Yerevan City Center. The new alignment will link Isakov Avenue to Arshakunyats Avenue and will be logical continuation of Monte Melkonyan Street that was completed in 2014. Figure 1 represents the alignment of Isakov-Arshakunyats road link under YUDIP.

6. Isakov-Arshakunyats road link comprises the construction of approximately 6,6km (including ramps) of urban dual carriageway with central reserve and footways on a new alignment (approximately 1860m main road). A reinforced concrete bridge with 28m long beams will be constructed over Hrazdan River. Isakov-Arshakunyats road link will significantly reduce travel time from Isakov to Arshakunyats and reduce congestion in the city center.

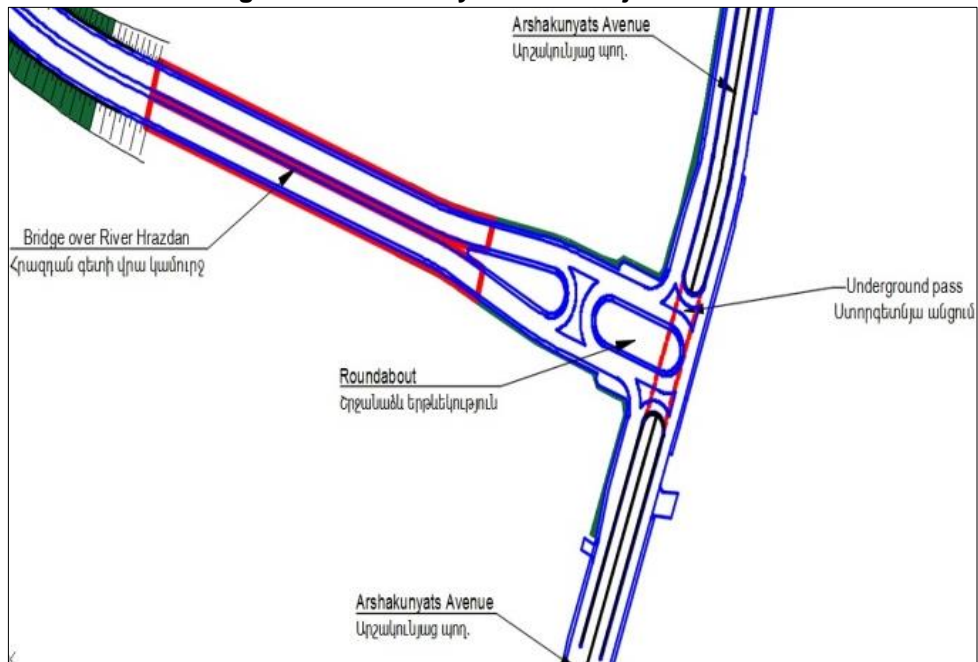
Figure 1: Alignment of Isakov-Arshakunyats Road Link



7. In general the Project area is divided into the following 3 main parts.

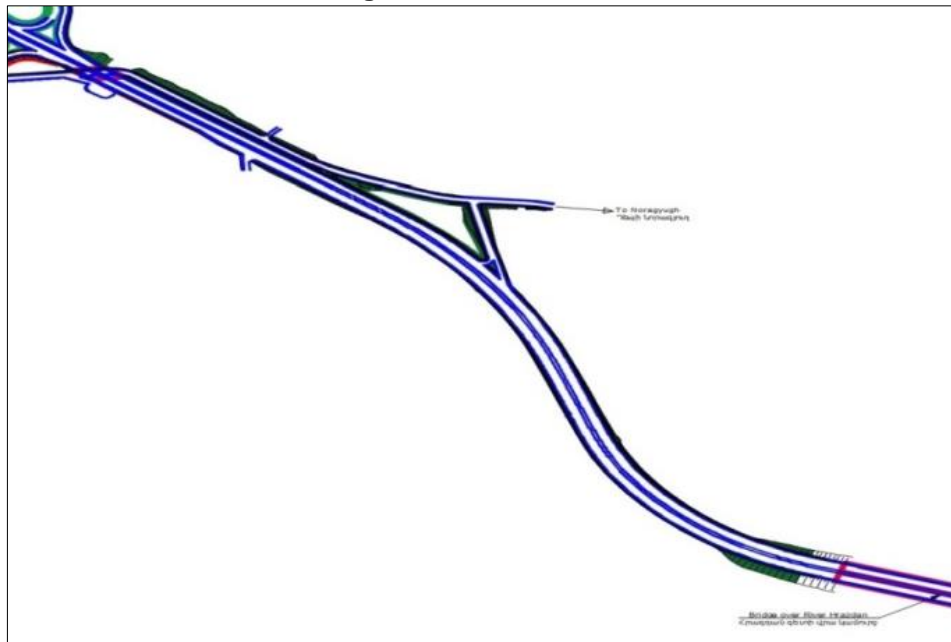
8. Arshakunyats Avenue junction – construction of the oval link at the intersection of Isakov- Arshakunyats road link and Arshakunyats Avenue, an underpass for the traffic flows along Arshakunyats Avenue and a Roundabout to link Isakov- Arshakunyats road section and Arshakunyats Avenue. This includes also construction of a bridge with length of 252m over Hrazdan River.

Figure 2: Arshakunyats Avenue junction



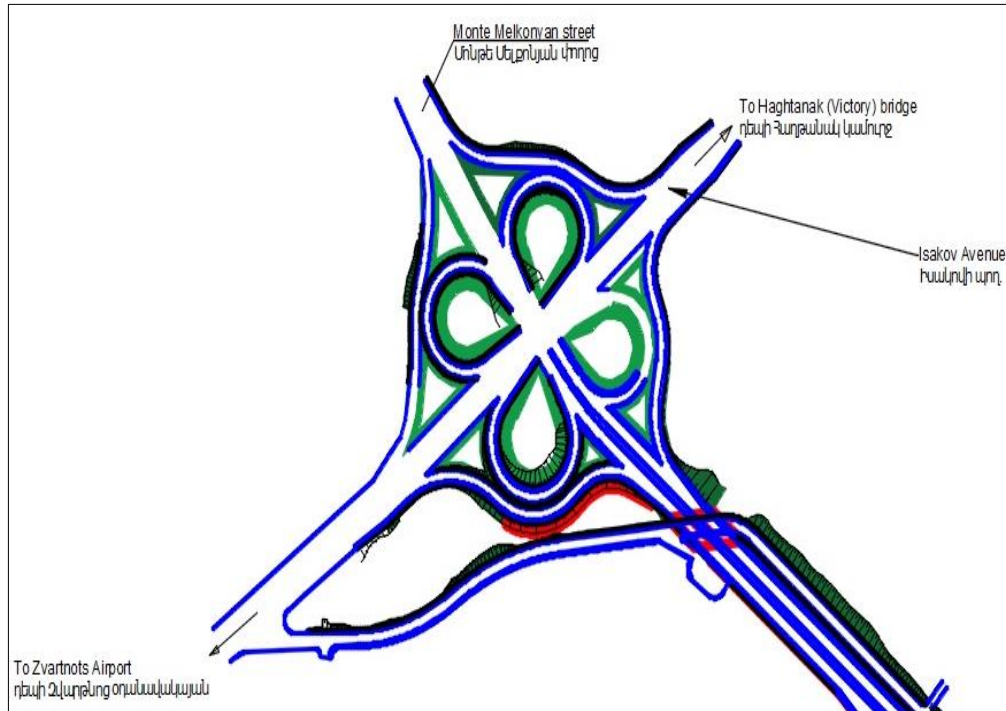
9. Main road – construction of the main road with length of 1020m to connect Arshakunyats Avenue junction with Isakov Avenue junction (Figure 3). It is envisaged that the main road will have 6 traffic lanes each with 3.30-3.75m width and 4m central reserve.

Figure 3: Main road



10. Isakov Avenue junction – completion of the existing Isakov Avenue junction as a full cloverleaf interchange. The Isakov-Monte Melkonian transport link is partially transformed, becoming a complete cloverleaf. Figure 4

Figure 4: Isakov Avenue junction



11. Screening for involuntary resettlement impacts under the Project has identified 3 sections without any LAR related impacts.

12. Sectional approach will/may be applied in the civil works contract for Isakov-Arshakunyats road link to foster commencement of civil works. The sections with no LAR related impacts, which are included in a Social Due Diligence Report (SDDR) and will be handed over to the Contractor upon signing of the Contract, which itself is conditional to approval of final implementation ready LARP by ADB. The remaining sections with LAR impact are included in the LARP for Isakov-Arshakunyats. Commencement of the construction in these sections will be conditioned by implementation of the LARP and acceptance of the LARP Implementation Compliance Report by ADB.

Location of LAR free Sections

13. 3 Sections with total 1.2km with no LAR related impacts have been identified in each 3 parts of the Road described in paras 7, 8, 9 above. This particular sections are:

- A. Arshakunyats Avenue junction, Section1 (S1): ch0+00 to ch3+25 with length of 325m. It covers construction of an underpass on the existing Arshakunyats

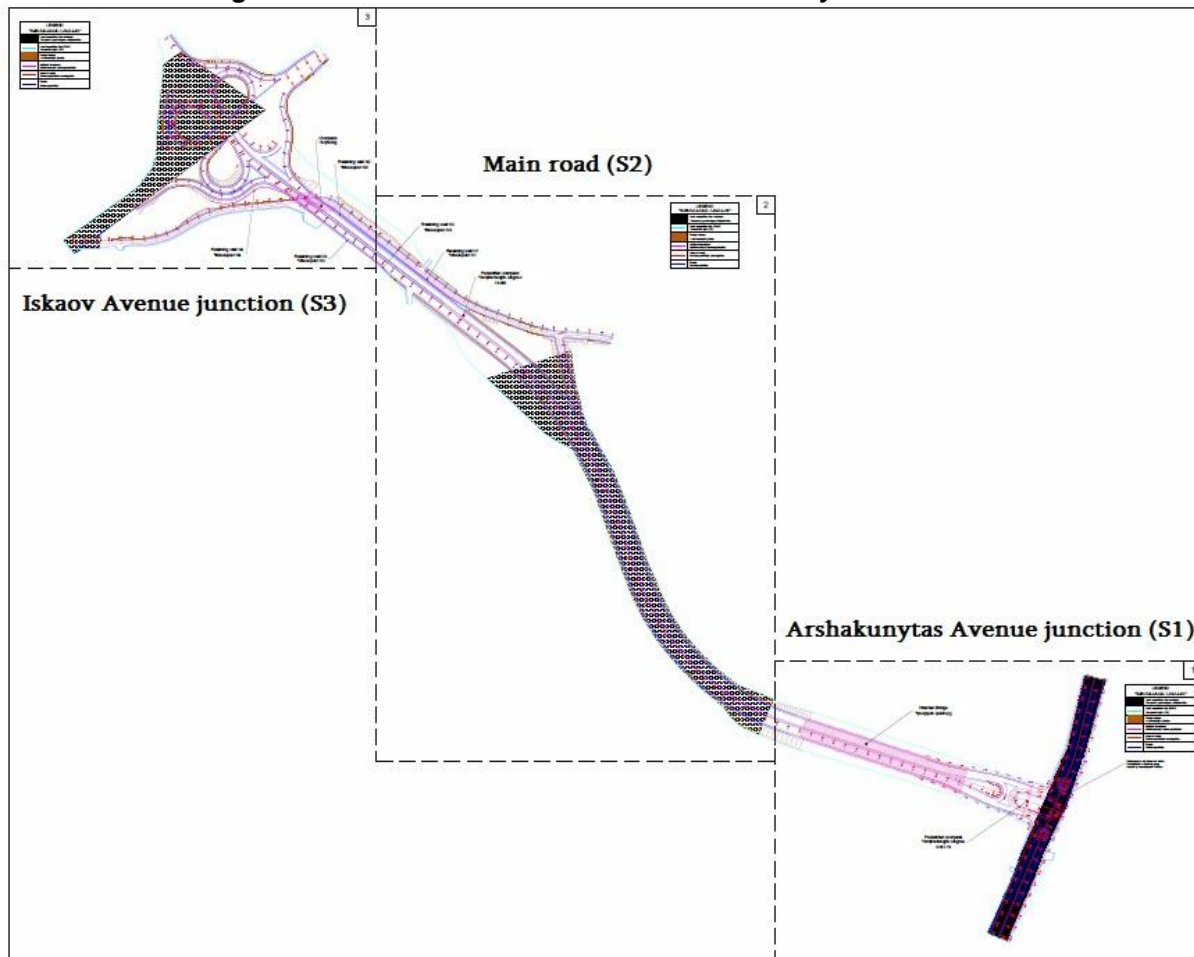
Avenue for the traffic flows along Arshakunyats Avenue and dual at grade lanes which will link Arshakunyats avenue with the oval roundabout.

B. Main road, Section2 (S2): ch5+20 to ch12+40 with length of 720m.

C. Isakov Avenue Junction, Section3 (S3): ch0+00 to ch1+20 with length of 120 meters, Western clover of the Isakov Junction cloverleaf.

14. The map of the Isakov-Arshakunyats road link with marked LAR free sections is presented in Figure 5.

Figure 5: LAR Free Sections of Isakov-Arshakunyats Road Link



2 Land Acquisition and Resettlement Framework

15. The Land Acquisition and Resettlement Framework (LARF) for the YUDIP was prepared by YM and submitted to ADB in April 2023. The Draft LARF for YUDIP is

posted on ADB website¹. The LARF was approved by ADB on 4 April, 2024. A Government Decree on approval of the LARF by the GoA is initiated by PIU/YM. The LARF under YUDIP guides the preparation of the implementable LARP for YUDIP.

3 Land Acquisition and Resettlement Plan

3.1 LARP preparation

16. Construction of Isakov-Arshakunyats Road entails land acquisition and resettlement. Due to its level of LAR impact, the YUDIP is classified as Category B for involuntary resettlement. It requires LAR with less than 200 severely affected persons (AP) to be physically and/or economically displaced. The draft LARP was prepared by the DESC under SUDIP Tranche 1 and was submitted to ADB in April 2023. The draft LARP is posted on ADB website². Further the LARP was finalized and submitted to ADB in December 2023. PIU received ADB comments on January 2024 and submitted the revised LARP to ADB on 21 June 2024. The LARP will be translated into Armenian and approved by the GoA after ADB's No-objection received. Distinct stages of LARP preparation, finalization and implementation are presented in Annex 1.

3.2 LARP implementation

17. The LARP will be implemented upon approval by ADB and GoA. It is expected that LARP implementation will commence in Q4 2024 and will be finalized in Q1 2025. Commencement of the construction in these sections will be conditioned by implementation of the LARP and acceptance of the LARP Implementation Compliance Report by ADB.

3.3 Scope of the LARP

18. AH/AP Census Survey and DMS of all affected assets was carried out from August 2022 to January 2023 and was updated in June-November 2023.

19. The Census identified 50 project affected households, including owners and users of the lands/buildings, business owners with a total of 121 household members. In total, the Isakov-Arshakunyats road link will impact 59 land plots, 80 residential and non-residential buildings and structures and 3 businesses and 4 business employees.

20. LARP identifies 59 affected land plots (36,865.62m²), out of which:

- 25 are privately owned by 24 AHs (18,554.72m²);
- 32 land plots (16,810.3m²) owned by YM, which are illegally used by 27 AHs;

¹ <chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.adb.org/sites/default/files/project-documents/54172/54172-002-rf-en.pdf>

² <chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.adb.org/sites/default/files/project-documents/54172/54172-002-rp-en.pdf>

- 2 land plots (1,500.6m²) owned by YM, which are legally leased by 2 AHs.

21. In total, 58 residential buildings and structures (2,967.91m²) and 22 non-residential buildings and structures (1,750.70m²) will be demolished. Additionally, 4 structures (87.25m²) will be removed. There are 1,513.9m² of walls made from tuff and reinforced concrete, 2,256m² asphalt area, 511.5m² concrete, concrete bricks and concrete slab areas, 300m² gravel surfaces and other improvements.

22. 57.9m² of lawn and decorative flowers, 401 fruit trees and bushes, 51 wood trees and 131 decorative trees and bushes will be affected. 3 businesses and 4 employees of businesses will be affected permanently.

23. Out of 50 AHs (121 APs), 26 AHs (74 APs) are severely affected. 2 AHs (4 APs) are vulnerable.

4 Social Due Diligence Report

24. Screening for involuntary resettlement impacts under the YUDIP has identified 3 sections of Isakov-Arshakunyats road link without any LAR related impacts. These sections are included in the SDDR under YUDIP. The sections with no LAR related impacts, which are included in the SDDR, will be handed over to the Contractor upon signing of the Contract, which itself is conditional to approval of final implementation ready LARP by ADB.

25. The SDDR was prepared and submitted to ADB on 31 October 2022. PIU received ADB comments on 8 November 2022 and resubmitted the revised SDDR on 14 November 2022. The SDDR was accepted as Draft and posted on ADB website on 23 June 2023³. Sectional approach will/may be applied in the civil works contract for Isakov-Arshakunyats road link to foster commencement of civil works.

5 Public Consultations and Information Disclosure

5.1 Public Consultations

26. PIU organized and conducted 2 Public Consultations (PC) with the APs of the Isakov-Arshakunyats LARP area on 6 October 2022 and 13 October 2023. The PCs were held in the administrative building of Shengavit district of Yerevan. The announcements for Public Consultations were posted on PIU website and on announcement boards in the administrative buildings of Shengavit, Malatia - Sebastia and Kentron districts of Yerevan and visible places in the Project area. Furthermore, most of the APs were notified by phone about the date and place of the Public Consultations. In total 34 APs (8 woman and 26 man) attended the PCs.

³ <chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.adb.org/sites/default/files/project-documents/54172/54172-002-sddr-en.pdf>

27. The consultations included presentations of the Entitlements Matrix, DMS and Census/SES. The Project Information Pamphlet, information leaflet with the main phases of land acquisition and resettlement procedures was distributed to all APs during the public consultations, where the Project description, the Entitlement Matrix, Grievance Redress Mechanism, entitlements and compensations, as well as answers to frequently asked questions, were presented. 11 October 2023 is set as the cut-off date for the Project. Information on the cut-off date was disclosed to APs during the PC held on 13 October, 2023.

5.2 Information Disclosure

28. During the PCs the Project Information Pamphlet, Information leaflet with the main phases of land acquisition and resettlement procedures were disseminated among the participants. Description of the Project, the Entitlement Matrix, GRM, compensation entitlements, as well as answers to frequently asked questions, were presented in the said documents. Apart from information disclosure through the consultations, a printed Entitlement Matrix in the Armenian language was distributed to all APs during conducting of the Census and SES.

29. The individual maps of private properties with clear indication of affected/non-affected surface area and main impact (buildings, fence and improvements) were officially submitted to the owners after the GoA decree on acknowledging the exceptional prioritized public interest entered into force in August, 2023.

30. The signed description protocols were submitted to the APs for additional review in October 2023. Information on the cut-off date was also included in the submission letter.

6 Grievance Redress Mechanism

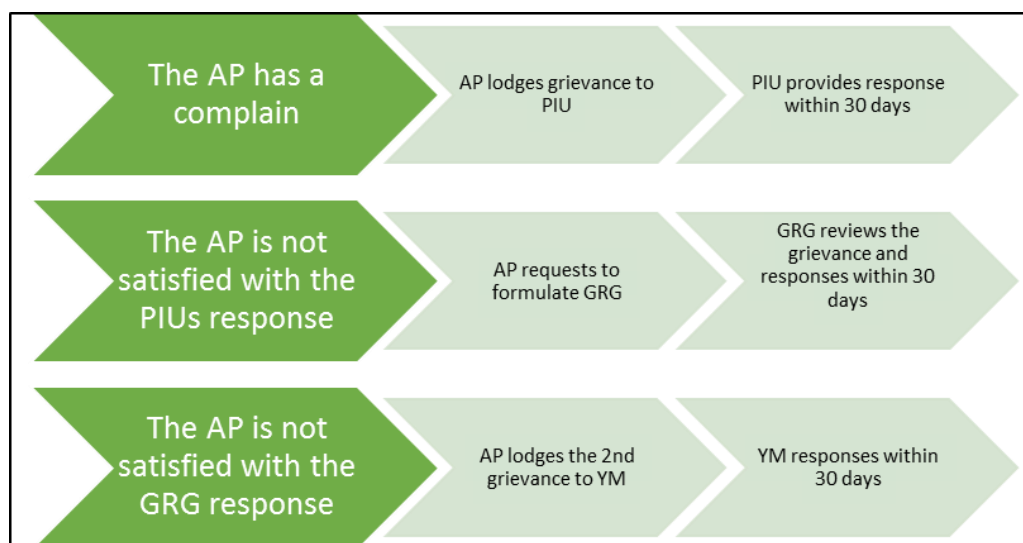
31. In order to ensure that grievances and complaints are addressed in a timely, transparent and satisfactory manner, and that all possible avenues are available to the APs to air their grievances, PIU has established a formal complaints and grievance redress mechanism. Several parties are involved in this formal grievance redress mechanism, such as the PIU, Grievance Review Group and YM. Attempts will be made to resolve complaints at the PIU level with the help of a Grievance Review Group (GRG) with the involvement of all stakeholders. The GRG will establish fairness and transparency in the registration and resolution of grievances of the project affected persons.

32. The existence of a GRM was disclosed to the APs in the LARP preparation stage during the PCs. After the approval of LARP the GRM will be disclosed to APs through a LARP Information pamphlet. The institutional scheme of GRM is presented in Figure 6 below.

33. Complaints and grievances received during the resettlement phase will be addressed through the following steps and actions:

34. **Step 1:** The persons affected by the Project can raise their suggestions/concerns/complaints first of all to the PIU through submitting of the complaint letter or an email. PIU receives and resolves/replies to the APs' grievances. A settlement will be made within 30 days from the day of receiving the grievance and related documents. The responses to APs will be given in a written manner. If the case is complex and requires an investigation (e.g., scrutiny by technical experts or legal opinion from the state or certified private entities), complaint review period may be extended. In such cases, a written notification will be sent to the complainant, explaining reasons for extension, describing the process and indicating an expected date for delivering the results of the review.

Figure 6: Institutional Scheme of GRM



35. **Step 2:** If an AP is not satisfied with the response or PIU responsible staff needs additional capacity to response the APs' grievance, the Grievance Review Group (GRG) can be formulated to ensure comprehensive, equitable and transparent discussion of the case. To establish legitimacy of the GRG to review and judge on the substantive merit of the AP's complaint, the composition of the GRG should be balanced and include an independent observer to ensure the impartiality and transparency of the complaint review process. The following composition of the GRG is proposed:

Members	Position
(a) Representative of PIU	Chairperson
(b) Representative of safeguards team (PIU)	Member
(c) Representative of Local Government, as relevant	Member
(d) Certified technical expert, as relevant	Member
(e) Representative of Engineer/Contractor, as relevant	Member
(f) Representative of the Aps	Member
(g) Independent party (for example NGO)	Observer

36. During the grievance review process by GRG, several experts can be involved such as valuation expert, agronomist, measurement specialist, design engineer etc., as needed for each specific case. Independent party (for example NGO representative) can be invited upon request of AP.

37. A settlement will be made within 30 days from the day of the start of GRG review. The responses to APs will be given in a written manner.

38. **Step 3:** If an AP does not agree with the PIU's answer or reasons for dismissal, he/she should address their grievance to the YM. The AP must lodge the complaint within one month after receiving a response from the PIU. The documents in support of the claim must be submitted at this stage. YM must respond to the complaint within 30days. YM follows Public Administration RA law for registration, revision and resolving the case.

39. Regardless of the set grievance mechanism and procedures, APs will have the right to submit their cases to a court of law at any point in time of the grievance redress process.

40. During the first half of 2024 PIU has not received any complaints from the residents of Isakov-Arshakunyats LARP area. PIU received only 3 letters with requests for information. Details are presented in Annex1 at the end of the report.

7 Compliance with Loan Covenants Related to Resettlement

41. Compliance status related to loan covenants concerning resettlement/social issues for the reporting period is provided in Table 1 below:

Table 1: Project Compliance status to Loan Resettlement/Social Covenants

Land Acquisition and Involuntary Resettlement	Being complied with:
The Borrower shall ensure that all land and all rights-of-way required for the Project are made available to the Works contractor in accordance with the schedule agreed under the related Works contract and all land acquisition and resettlement activities are implemented in compliance with (a) all applicable laws and regulations of the Borrower relating to land acquisition and involuntary resettlement; (b) the Involuntary Resettlement Safeguards; and (c) all measures and requirements set forth in the LARP, and any corrective or preventative actions set forth in a	<p>The LARF for YUDIP was approved by ADB on 4 April 2024. A GD on approval of LARF is initiated by PIU.</p> <p>The draft LARP for Isakov-Arshakunyats was prepared and submitted to ADB in April 2023. Further the LARP was finalized and submitted to ADB in December 2023. PIU received ADB comments in January 2024 and submitted the revised LARP to ADB on 21 June 2024.</p> <p>The SDDR for sections with no LAR impact was prepared and submitted to ADB on 31 October 2022. PIU received</p>

<p>Safeguards Monitoring Report.</p>	<p>ADB comments on 8 November 2022 and resubmitted the revised SDDR on 14 November 2022. The SDDR was accepted as Draft and posted on ADB website on 23 June 2023.</p> <p>A detailed grievance redress mechanism was established through the LARP to receive and facilitate the resolution of APs concerns and grievances.</p>
<p>Without limiting the application of the involuntary resettlement safeguards, the LARF or the LARP, the Borrower shall ensure that no physical or economic displacement takes place in connection with the Projects until:</p> <p>Compensation and other entitlements have been provided to affected people in accordance with the LARP; and</p> <p>A comprehensive income and livelihood restoration program has been established in accordance with LARP.</p>	<p>Being complied with:</p> <p>So far no Physical or Economic displacement takes place. Compensation and other entitlements will be provided to the APs upon approval of the LARP by ADB and the GoA.</p>
<p>Human and Financial Resources to Implement Safeguards Requirements</p> <p>The Borrower shall make available necessary budgetary and human resources to fully implement the EMP and the LARP.</p>	<p>Being complied with:</p> <p>For the proper implementation of the resettlement and environmental arrangements a land acquisition and resettlement specialist and an environmental specialist have been involved in the PIU project implementation staff.</p> <p>LARP implementation team will be hired for assisting the PIU land acquisition and resettlement specialist in LARP implementation and on job training for PIU LARP implementation team.</p> <p>The Supervision Engineer and the Contractor will also have environmental and social safeguards specialists in their</p>

	<p>staff.</p> <p>Adequate budgetary resources are being available in accordance with the financing plan.</p>
<p>Safeguards Monitoring and Reporting</p> <p>The borrower shall do the following</p> <p>(a) submit semi-annual Safeguards Monitoring Reports to ADB and disclose relevant information from such reports to affected persons promptly upon submission;</p> <p>(b) If any unanticipated environmental and/or social risks and impacts arise during construction, implementation or operation of the project that were not considered in the EIA, the EMP, and the LARP, promptly inform ADB of the occurrence of such risks or impacts, with detailed description of the event and proposed corrective action plan;</p> <p>(c) Report any actual or potential breach of compliance with the measures and requirements set forth in the EMP or the LARP promptly after becoming aware of the breach.</p>	<p>Being complied with:</p> <p>(a) Semi-annual Social Safeguards Monitoring Report is being submitted to ADB on semi-annual basis.</p> <p>(b) None</p> <p>(c) None.</p>

ANNEX 1: Stages of LARP Preparation, Finalization and Implementation

Task Name	Responsibility	Start	Finish	Status
STEP 1 DRAFT LARP PREPARATION				
Approval of GoA Decree on Preliminary study of affected properties (30.06.2022 N 1002-У)	PIU/YM	30/06/2022	30/06/2022	Completed
The GoA Decree on Preliminary study enters into force	PIU/YM	11/07/2022	11/07/2022	Completed
Detailed Measurements of Assets	DESC	01/08/2022	29/11/2022	Completed
Inventory of Assets	DESC	01/08/2022	29/11/2022	Completed
Preparing the draft Maps (plans)	DESC	10/08/2022	08/12/2022	Completed
Collection of documents of APs	DESC	15/08/2022	13/11/2022	Completed
Conducting of Census and SES	PIU/YM	15/08/2022	12/01/2023	Completed
Valuation of assets	DESC	06/08/2022	03/01/2023	Completed
Public Consultation	DESC/PIU	06/10/2022	06/10/2022	Completed
Entering data in the Data Base	DESC	15/08/2022	17/01/2023	Completed
Obtaining updated information from Cadaster Committee about affected properties for	PIU/YM	31/10/2022	03/11/2022	Completed

Task Name	Responsibility	Start	Finish	Status
GoA Decree on Eminent Domain				
Data analyses	DESC/PIU	16/11/2022	05/01/2023	Completed
Obtaining information from the MLSA about families registered in the evaluation system of vulnerability of families (ESVF) and receiving family allowance.	PIU/YM	24/01/2023	08/02/2023	Completed
DRAFT LARP preparation	DESC/PIU	20/01/2023	25/02/2023	Completed
Submission of DRAFT LARP to ADB	PIU	25/02/2023	25/02/2023	Completed
Initiation of GoA Decree on Eminent Domain by PIU	PIU/YM	21/02/2023	25/02/2023	Completed
Preparation of Description protocols	DESC	21/02/2023	23/03/2023	Completed
ADB comments on the Draft LARP	ADB	05/04/2023	05/04/2023	Completed
Submission of revised Draft LARP to ADB	PIU	05/06/2023	05/06/2023	Completed
Posting of the Draft LARP on ADB website	ADB	16/06/2023	16/06/2023	Completed
STEP 2 LARP FINALIZATION				
Survey of Households Residing in Multistory Apartment Buildings out of	DESC	15/06/2023	15/07/2023	Completed

Task Name	Responsibility	Start	Finish	Status
the RoW				
Approval of GoA Decree on Eminent Domain (11.08.2023, N1357-У)	GoA	11/08/2023	11/08/2023	Completed
Submission of Maps to APs for notification about affected/not affected part	PIU	25/08/2023	25/08/2023	Completed
Update of DMS, Census and SES results	DESC	25/08/2023	10/11/2023	Completed
Signing of description protocols with APs	DESC	11/10/2023	25/10/2023	Completed
Identification of potential expropriation cases	PIU	11/10/2023	22/01/2025	Ongoing
Public Consultation (disclosure of the cut-off date)	PIU/DESC	13/10/2023	13/10/2023	Completed
Notification of signed description protocols to APs	PIU	13/10/2023	28/10/2023	Completed
Final valuation of all affected assets	DESC	25/10/2023	20/11/2023	Completed
Finalization of the LARP	DESC	21/11/2023	05/12/2023	Completed
Submission of the final LARP to ADB	PIU	06/12/2023	06/12/2023	Completed
ADB comments on final LARP	ADB	08/01/2024	08/01/2024	Completed
Survey on livelihood restoration with	PIU	13/06/2024	17/06/2024	Completed

Task Name	Responsibility	Start	Finish	Status
60% of AHs				
Submission of revised Final LARP to ADB	PIU	20/06/2024	20/06/2024	Completed
Procurement of EMA	PIU/ADB	25/06/2024	25/09/2024	Pending
Procurement of LARP implementation team	PIU/ADB	25/07/2024	25/09/2024	Pending
STEP 3 LARP IMPLEMENTATION				
Approval of the final LARP by ADB	ADB	14/07/2024	21/07/2024	
Armenian version of final LARP	DESC	20/07/2024	27.07.204	
Initiation of Government Decree on approval of the LARP	PIU/YM	22/07/2024	29/07/2024	
RA Government approves LARP	GoA	05/10/2024	12/10/2024	
RA Government approves LAR Budget	GoA	05/10/2024	12/10/2024	
Posting approved LARP document on ADB and YM websites	ADB/PIU	06/10/2024	13/10/2024	
Disclosure of LARP information pamphlet to APs	Imp. Team	15/10/2024	22/10/2024	
Draft contracts sent to APs	Imp. Team	15/10/2024	22/10/2024	
Signing contracts	Imp. Team	16/10/2024	22/01/2025	
Disbursement of compensation	PIU/YM	17/10/2024	02/02/2025	
Transfer of compensation amounts to the	PIU/YM	22/01/2025	22/02/2025	

Task Name	Responsibility	Start	Finish	Status
Courts deposit account				
Initiating of Court procedures	PIU/Imp. Team	22/02/2025	22/03/2025	
Preparation of LARP Compliance Report	EMA	03/02/2025	30/03/2025	
Submission the LARP Compliance Report to ADB	PIU	04/04/2025	07/04/2025	
ADB reviews the LARP Compliance Report	ADB	08/04/2025	23/04/2025	
Submitting the final LARP Compliance Report to ADB	PIU	24/04/2025	10/05/2025	
ADB approves the LARP Compliance Report	ADB	11/05/2025	16/05/2025	
Handing over of the site to the Contractor	PIU	17/05/2025	17/05/2025	
Commencement of civil works	Contractor	18/05/2025	28/05/2025	
Monitoring	EMA/PIU	Ongoing		
Grievances redress	PIU	Ongoing		

ANNEX 2: The list of letters/complaints received from January to July 2024

N	Address	Complaint	PIU response	Comments
1	Isakov 13/17 and 15/9	A request for information: when the compensation will be provided and how much compensation will be provided	PIU clarified that the compensation will be provided upon approval of the LARP by ADB and the GoA. The AP will be notified on the compensation amount by an official letter after approval of the LARP	
2	Kashegortsneri 480	A request to clarify if the Kashegortsneri 480 is included in the ED list.	PIU informed the AP that Kashegortsneri 480 is not included in the ED.	
3	Not clarified	A request to provide the map of Isakov-Arshakunyats road to be constructed	PIU provided the map of Isakov-Arshakunyats road and informed that further clarification can be provided during face to face meeting if requested by the AP.	The request was sent via email.