

**Ministry of Environmental Protection and Agriculture  
National Agency of Public Registry**

**Georgia Resilient Agriculture, Irrigation and Land Project**



MINISTRY OF ENVIRONMENTAL PROTECTION  
AND AGRICULTURE OF GEORGIA

**STAKEHOLDER ENGAGEMENT PLAN**

March 2024

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## **Acronyms**

AF	Affected Family
AH	Affected Household
DGA	Digital Governance Agency
E&S	Environmental and Social
ESMF	Environmental and Social Management Framework
ESMS	Environmental and Social Management System
ESF	Environmental and Social Framework
ESS	Environmental and Social Standards
ESIA	Environmental and Social Impact Assessment
FGD	Focus Group Discussion
FIG	Farmers Initiative Group
GA	Georgian Amelioration
GNERC	Georgian National Energy and Water Supply Regulatory Commission
GRAIL	Resilient Agriculture, Irrigation and Land Project
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
ICCs	Information Consultation Centers
IDI	In- Depth Interview
LMP	Labor Management Procedure
LMA	Land Management Agency
NAPR	National Agency of Public Register
NGO	Non-governmental Organization
MCSY	Ministry of Culture, Sports and Youth of Georgia
MEPA	Ministry of Environmental Protection and Agriculture
MoESD	Ministry of Economy and Sustainable Development of Georgia
MoJ	Ministry of Justice
MoF	Ministry of Finance
O&M	Operation and Maintenances
SME	Small and Medium Enterprises
PAI	Project Area of Influence
PAP	Project Affected Person
PIU	Project Implementation Unit

PWD	Person With Disabilities
RAP	Resettlement Action Plan
RDA	Rural Development Agency
RPF	Resettlement Policy Framework
SEP	Stakeholder Engagement Plan
WUO	Water User Organization

# 1. Introduction/Project Description

## 1.1 Introduction

The potential of agriculture in Georgia to contribute to achieving green, sustainable, and inclusive development is clear; years of focused policy interventions and investments in this sector have started to bear fruit. Despite some successes and potential opportunities, several challenges still remain, that are preventing growth in the agriculture sector.

A recent World Bank review of the agriculture sector in Georgia has identified a critical opportunity to improve the targeting and effectiveness of support to the agriculture sector, especially for smallholder farmers and agribusiness, by addressing deep-seated constraints jointly across two key inputs to the agriculture sector: water and land, and by moving toward a joint and integrated investment approach for the agricultural, water, and land sectors.

Based on the above, the Government of Georgia with the purpose to improve resilient agricultural production in selected project areas; and strengthen national irrigation and land management capacity, has requested financing of \$150 million from the World Bank for implementing the Resilient Agriculture, Irrigation and Land (GRAIL) Project.

The Project comprises of three components briefly described below with the emphasis on the delivery of civil works, technical assistance and institutional development and support to the Project administration.

**Component 1: Resilient irrigated agriculture** - will finance feasibility studies, civil works, and associated measures for modernizing physical water storage, irrigation, and drainage infrastructure; Will target on-farm agriculture support programs to enable farms to purchase technologies for better crop production; Accelerate competency of relevant agencies for enhancing agriculture service delivery; Support to upgrade operational performance of GA and relevant service centers and/or support to establish Water User Organizations (WUOs) in GRAIL schemes; Support the design and implementation of a revised irrigation tariff policy; Establishing a new Hydrological and Agricultural Informatics Program within MEPA.

*Subcomponent 1.1: Irrigation & drainage infrastructure rehabilitation and modernization;*

*Subcomponent 1.2: Irrigated agriculture and value chain development;*

*Subcomponent 1.3: Improved performance of irrigation service delivery.*

Important part of Component 1 of the Project is facilitating creation and development of Water User Organizations (WUO), which will be among the key stakeholders of the Project. Supported by the ongoing World Bank funded Georgia Irrigated Land Markets Development Project (GILMDP), the government has taken positive steps by approving the 2017 Irrigation Strategy and the 2019 Law on Water Users' Organizations, where GA assumes the role of bulk water supplier to local level organizations, which operate local facilities and supply individual farms. The GRAIL project will build on the lessons from GILMDP by continuing to support the already established central WUO Support Unit, regional units with sufficient operational budget and ongoing training and study tours. In addition, the project will focus on (a) providing early-stage training and

technical support to farmers in irrigation command areas of intervention at the design stage and encouraging water users to contribute to infrastructure design, work monitoring, and feedback on supervision of works; (b) investing in knowledge, awareness, and information campaigns to ensure farmers understand the WUO law and its benefits, costs and their roles and responsibilities, and (c) providing farmers with ongoing engineering, water management, and related support in the early years of WUO formation to ensure they can grow confident to take control of operation and maintenance activities for their field channels and tertiary networks.

**Component 2: Improved Land Management Capacity** - will provide investment, regulatory and operational support to optimize land management and land administration systems, monitoring and development of the land and real estate markets, as well as strengthening of land valuation and taxation policies, and practices.

*Subcomponent 2.1: Improved agricultural land management and monitoring;*

*Sub-component 2.2: Enhancement of land administration service delivery and building digital governance infrastructures;*

**Component 3: Project management** - will finance project management activities for Components 1 and 2, including coordination and technical supervision of the implementation, financial management, procurement, monitoring and evaluation and progress reporting, communication.

**Component 4: Contingent Emergency Response** - establishes a disaster response contingency funding mechanism that could be triggered in the event of an eligible crisis or emergency, such as a natural disaster involving a formal declaration of a national or regional state of emergency, or a formal request from the Government of Georgia in the wake of a disaster, a health pandemic, or other types of disasters such as armed conflict.

The Project will be implemented by two Project Implementation Units (PIUs) the Ministry of Environmental Protection and Agriculture (MEPA) and National Agency for Property Registry (NAPR). MEPA will be in charge of Component 1 - the regulation and promotion of agricultural development as well the irrigation sector and Sub-Component 2.1 - Improved agricultural land management and monitoring, through Land Management Agency; NAPR will host Digital Governance Agency under MoJ and will provide implementation support for IT activities under Sub-Component 2.2 - enhancement of land administration service delivery and building digital governance infrastructures.

The Project will explicitly have a Citizen Engagement indicator which will measure the percentage of members of the Farmers Initiative Group (FIG) reporting that FIG meetings are effective in incorporating their feedback in the decision about irrigation works and services. This will be measured semi-annually through questionnaires among FIG members.

## 1.2. Project Overview

Under the Sub-Component 1.1. Irrigation & drainage infrastructure rehabilitation and modernization project objective is to rehabilitate 5 irrigation systems, 1 existing reservoir and 1 drainage system. The civil work activities will be implemented in 5 regions of Georgia: Kakheti, Shida Kartli, Kvemo Kartli, Mtskheta-Mtianeti and Samegrelo-Zemo Svaneti.

### 1.3 Summary of Potential Environmental and Social Impacts

Potential environmental and social impacts of the project, which may need to be paid particular attention to as part of the stakeholder engagement activities, include:

- Potential impacts on landscapes and views due to civil work activities
- Erosion and topsoil loss due to land clearing and vegetation removal and/or excavation, impacts on soil due to blasting, tower installation, machinery operations, opening borrow pits or other excavations to acquire fill material and/or tower failures
- Potential impacts on air quality due to movement of vehicles and equipment, earthworks, open piles of topsoil and spoil, and the operation of combustion engines and/or operation of transmission lines
- Noise, dust, waste generation and traffic disturbance from construction vehicles and machinery
- Biodiversity impacts as the project entails risks to birds and bats, and particularly raptors, as the transmission line corridor is near an important migratory flyway and includes other potentially sensitive bird/bat areas
- Land acquisition and land use restriction impacts; (Because these are rehabilitation works, resettlement is very unlikely to happen. Land acquisition and land use restriction impacts will be compensated)
- Occupational and community health and safety risks, including those related to dam safety;
- Social tension or conflict related to sharing of water resources across communities or farmers;
- Economic impacts, such as loss or damage to crops, loss of trees, structures, or other assets may also occur because of these works, as well as restrictions to access to plots, safe crossing for people, cattle, etc.

### 1.4 Purpose of the Stakeholder Engagement Plan

The Stakeholder Engagement Plan (SEP) for the Resilient Agriculture, Irrigation and Land (GRAIL) Project is developed in accordance with the World Bank requirements. The objective of the SEP is to effectively engage with all stakeholders under component 1 and 2, who have an interest in or may be affected by the Project.

The involvement of the local population, SME agribusinesses and farms as well as all other interested parties is essential to the success of the project, to ensure smooth collaboration between project staff and local communities, minimize and mitigate environmental and social risks related to the project, as well as expand project benefits to all targeted beneficiaries including ones that may be traditionally vulnerable, disadvantaged, disproportionately affected by the project activities.

The purpose of the present SEP is to outline the target groups and methods of stakeholder engagement and the responsibilities in the implementation of stakeholder engagement activities, under Component 1 and 2. The intention of the SEP is to activate the engagement of stakeholders in a timely manner

during project preparation and implementation phase. Specifically, SEP serves the following purposes:

- i. stakeholder identification and analysis;
- ii. planning engagement modalities and effective communication tools for consultations and disclosure;
- iii. defining role and responsibilities of different actors in implementing the SEP;
- iv. defining the Project's Grievance Mechanism (GRM); and
- v. providing feedback to stakeholders;
- vi. monitoring and reporting on the SEP.

The SEP seeks to define an appropriate approach to identify relevant stakeholders and achieve their full engagement. The goal of this SEP is to improve and facilitate decision making process and includes active involvement of stakeholders and other parties. The SEP is a useful tool for managing communications between PIUs and its stakeholders.



## 2. World Bank Requirements

The World Bank's Environmental and Social Framework (ESF)'s Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice" (World Bank, 2017: 97)<sup>1</sup>. Specifically, the requirements set out by ESS10 are the following:

- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was considered, or the reasons why it was not." (World Bank, 2017: 98).

A Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99). According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100).

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<sup>1</sup> <https://thedocs.worldbank.org/en/doc/837721522762050108-0290022018/original/ESFFramework.pdf#page=111&zoom=80>

### 3. Summary of Prior Stakeholder Engagement Activities Relevant to the Project

MEPA and NAPR has active engagement experience with their stakeholders. During preparation of the detailed design for the rehabilitation of Kvemo Samgori and Zeda Ru on-farm irrigation system, several consultation meetings with farmers were organized in relevant villages. Key components of the project design were presented at the meetings, and feedback from farmers were considered to the extent possible.

Table 1: Summary of prior stakeholder engagement activities relevant to the project

Date & Location	Stakeholders	Format and Objectives	Outcome
15 November 2018 Sagarejo, Iormughalo	Iormughanlo - 11 Farmers; - 7 Mayor's representatives; Sagarejo - 7 Farmers; 3 Mayor's representatives	Awareness meeting with the farmers' group Discussions around the participation of the farmers in detailed design, construction and improvement of on-farm WM.	The farmers' participation in designing process, construction and improvement of WM within on-farm area.
11 April 2019 Sagarejo, Iormughalo	Water User Council g-33 (Duzagrama, Iormughanlo, Lambalo, Tulari). - 5 Water users; - 2 Village Mayor (Administrative Units); - 1 Assistant of Village Mayor (Administrative Unit); - 1 GA Service Centre's representative	Meeting with the members of WU Council; Discussion about the status of designing process and general approaches of designers; Discussions around the participation of the WU Council in preparation of the detailed design	The Council members were ensured that mentioned issues will be considered at its maximum extend and in line with the Project scope.
3 April 2019 Sagarejo, GA Service Centre;	Meeting with the members of WU Councils; Discussion about the status of designing process and general approaches of designers; Discussions around the participation of the WU Council in preparation of the detailed design	Water User Council – 1g-16g (Sagarejo, Tskarostavi, Ninotshmindia) - 4 Water users; - 1 village Mayor (Administrative Unit); - 1 Specialist of local administration (Administrative Unit); - 1 GA Service Centre's representative.  Water User Council – 17g-30g (Giorgitsmindia) - 2 Water users; - 1 village Mayor (Administrative Unit); - 1 GA Service Centre's representative	The measures of building close cooperation between all parties for the implementation of the field survey were set up and agreed.
24 June 2021  Sagarejo, GA Service Center  Iormughanlo, Public	Awareness Seminar for the Initiative Groups  Identification of the farmer initiative groups and awareness of on-going	Sagarejo - 6 Water users/Farmers (from the areas/villages: Sagarejo, Ninotshiminda); - 3 Mayor's representatives; - 1 representative of the local	The participants of the meeting expressed the readiness to become members of the initiative groups and gave their consent in written form

Center	<p>Rehabilitation Works</p> <p>Meeting with the Farmers and the Mayor's representatives in the admin.units.</p> <p>Identification and renovation of the initiative groups</p> <p>Provision of the updated information about on-going Rehab.works of on-farm network (Kv.Samgori System area) and the importance of farmer initiative groups' engagement in the Rehabilitation Consultation activities</p>	<p>legislative body ("Sakrebulo")</p> <ul style="list-style-type: none"> <li>- 3 GA Sagarejo Service Centre's representatives;</li> <li>Iormughanlo</li> <li>- 4 Water users/Farmers (from the villages: Iormughanlo, Duzagrama, Tulari, Lambalo);</li> <li>- 3 Mayor's representatives;</li> <li>- 1 GA Sagarejo Service Centre's representative;</li> </ul>	
27 December 2021 Sagarejo, House of Culture;	<p>awareness of on-going Rehabilitation Works</p> <p>Meeting with the Farmers' Initiative Groups/other farmers and representative of the Construction Company.</p> <p>Provision of the updated information about on-going Rehabilitation works of on-farm network (Kvemo Samgori System area) and farmer initiative groups' engagement in the Rehabilitation Consultation/discussion</p>	<p>Sagarejo</p> <ul style="list-style-type: none"> <li>- 26 Water users/Farmers;</li> <li>- 1 Mayor of Sagarejo Municipality;</li> <li>- 1 Chairman of the local legislative body (Sakrebulo);</li> <li>- 1 Representative of the local administration (villages);</li> <li>- 1 Deputy Head of GA SC;</li> <li>- 1 Representative of GA SC</li> </ul>	

Kvemo Samgori is a modern on-farm irrigation system with closed pressurized pipes and different kinds of hydrants. Active communication is maintained with the local landowners during civil works, which sometimes leads to adjusting type and locations of hydrants per farmers' demand. The PIU is also conducting intensive trainings to the farmers on Operation and Maintenances - O&M related issues. Training also covers issues related to grievance mechanisms: on how to identify, collect and handle the complaints through multiple channels of intake. The construction companies also hold a grievance log and have installed grievance boxes.

PIU continues constant communication with population, which is mainly conducted by Supervision Consultant, together with the construction company. Usually, meetings with local population are conducted to raise their awareness of the Project and the existing Grievance Mechanism. Throughout the implementation of the project, no written grievances had been communicated with PIU or other involved parties. Therefore, PIU had decided to employ other approaches to raise awareness of the population on the existing mechanism for communicating and addressing concerns related to civil works. This mechanism is implemented by PIU regularly.

### 3. Stakeholder Identification and Analysis

Project stakeholders are defined as individuals, enterprises, groups or other entities who:

1. are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as ‘affected parties’); and
2. may have an interest in the Project (‘other interested parties’). They include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

Cooperation and negotiation with the stakeholders throughout the Project development also require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e. the individuals who have been entrusted by their fellow group members with advocating the groups’ interests in the process of engagement with the Project. Community representatives may provide helpful insight into the local settings and act as main conduits for dissemination of the Project-related information and as a primary communication/liaison link between the Project and targeted communities and their established networks. Verification of stakeholder representatives (i.e. the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an important task in establishing contact with the community stakeholders.

To meet best practice approaches in order to identify project stakeholders, the following principles for stakeholder engagement are used:

- Openness and life-cycle approach: public consultations for the project will be arranged during the whole project life cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation;
- Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders’ feedback, for analyzing and addressing comments and concerns; (Template of the feedback form is attached to this SEP Annex 1)
- Inclusiveness and sensitivity: stakeholder identification undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders are encouraged to be involved in the consultation process, to the extent the current circumstances permit. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders’ needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups, in particular women, youth, elderly, persons with disabilities, and the cultural sensitivities of diverse ethnic groups.

The Project has stakeholders from government, private sector, citizens of the certain region/village and a range of other interested parties. For the purposes of effective and tailored engagement, stakeholders of the proposed project can be divided into the following core categories:

**Affected Parties** – persons, groups and other entities within the Project Area of Influence (PAI) that are directly influenced (actually or potentially) by the project and/or have been identified as most

susceptible to change associated with the project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures. These will include, among others:

- SME agribusiness and their employee workers;
- Small and medium scale farmers;
- Other actors involved in agricultural value chains (processors, storage operators, technology, farm input, and machinery suppliers) and their workforce;
- All individuals or companies likely to engage in agricultural land transactions as well as holders of land rights (owners or lessees);
- People who may be affected by land acquisition (people losing assets and/or private land and/or access to common resources due to project's land requirements);
- People residing in the project areas (if any people living along the sites, where civil work activities have to take place), including vulnerable population, such as Persons with Disabilities, Internally Displaced Persons (IDP), and ethnic minorities;
- Communities and general public, who may be potentially affected by the project activities.

The expected number of project beneficiaries are expected to be around 36,000. This will be clarified further once the scope of works, i.e., the irrigation schemes and the area to be rehabilitated by the project will be finalized in the first year of implementation. This will depend on the feasibility studies and designs on the short-listed schemes. Approximately 95 percent of beneficiaries across the selected irrigation schemes will include smallholders with less than 1 hectare (Ha) farm plots. These comprise farmers, low-income households, women, and youth. Out of this, approximately 16,500 are registered female landowners, thus around forty five percent of beneficiaries are expected to be women, benefitting from irrigation services as well as from support for on-farm production and productivity as well as value chain development. All component 1 activities have been designed in a way to ensure proactive engagement of women and women's groups, ensuring equal benefit. Improved irrigation service delivery is expected to provide a range of benefits to these social groups. These include livelihood opportunities and jobs in irrigated agriculture and decreased vulnerability to droughts and floods.

**Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the project and/or who could affect the project and the process of its implementation in some way. This will include among others:

- Georgian Amelioration (GA) including its regional service centers;
- Agriculture Information Consultation Centers (ICCs);
- Georgian National Energy and Water Supply Regulatory Commission (GNERC);
- Government agencies active at various levels in the process of legalization of privately-owned land parcels: Sakrebulo, Gamgeoba, Registration Offices and Property Rights Recognition Commissions;
- Civil Works Contractor;
- Civil Society Groups - NGOs and Associations operating in the sector, such as the Georgian Farmers Association (GFA); in areas with IDP population, NGOs working on IDP issues will be included in stakeholder engagement; in ethnic minority areas, NGOs working on ethnic minority issues will be consulted;
- Ministry of Environmental Protection and Agriculture (MEPA);
- Rural Development Agency (RDA) under MEPA;

- Land Management Agency (LMA) under MEPA;
- National Agency of Public Register under MoJ;
- Digital Governance Agency (DGA) under MoJ Ministry of Economy and Sustainable Development of Georgia (MoESD);
- Minister of Culture, Sports and Youth of Georgia (MCSY);
- Ministry of Finance (MoF);
- Ministry of Justice (MoJ);
- Court of Georgia

**Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status and/or that may require special engagement efforts to ensure their equal opportunity to benefit from the Project, as well as equal representation in the consultation and decision-making process associated with the Project. These include among others:

- . Female Farmers
- . Persons with Disabilities
- . Vulnerable Affected Households and Families (AH/AF)
  - . AH/AF from rural areas
  - . AH/AF of remote and high mountain regions
  - . AH/AF from ethnic minority areas
  - . AH/AF from conflict/buffer zones
  - . AH/AF from IDP settlements
- . Poor and unemployed households and families
- . Youth - as persons between the age of 18 and 29

Where other affected parties, interested parties, and vulnerable groups are identified in the course of project implementation their needs will also be taken into consideration and reflected in the SEP.

Two of the shortlisted irrigations schemes are expected to have particularly large populations of vulnerable groups. Tiriponi scheme in Shida Kartli region is the largest irrigation scheme among the shortlisted schemes and is located near the conflict zone. Shida Kartli region also has one of the largest number of IDPs who fled Tskhinvali region as a result of the 2008 war. In total, there are 75 IDP settlements, with almost 17,000 IDPs in Shida Kartli.<sup>2</sup> The settlements that are located close to the Tiriponi irrigation scheme include Karaleti, Shavshvebi, Berbuki, and Khurvaleti. The living conditions in these settlements are poor. Residents have little access to social and health infrastructure, such as kindergartens and ambulatories, and lack of access to agricultural land. Some of the settlements also face drinking water and sanitation issues.<sup>3</sup> The largest post-2008 war settlement is Tserovani, in Mtsketa-Mtianeti region, but it is remotely located from the Narekvavi irrigation scheme.

Zeda Arkhi irrigation scheme is located in Bolnisi population. Of around 56,000 inhabitants of the

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<sup>2</sup> Institute for Development of Freedom of Information *Statistics of IDP settlements and the number of IDP families provided with accommodation (2009-2015)* <https://idfi.ge/ge/number-of-provided-living-areas-for-idps>

<sup>3</sup> GeoWel Research *Baseline Survey of the IDP Settlements and their Neighbouring Communities in Kvemo Kartli and Shida Kartli* [https://geowel.org/wp-content/uploads/2021/04/idp\\_research\\_geowel\\_2010\\_full\\_eng.pdf](https://geowel.org/wp-content/uploads/2021/04/idp_research_geowel_2010_full_eng.pdf)





## 4. Stakeholder Engagement Plan

The SEP envisages that consultation meetings will take place with relevant interested parties prior to the Project Appraisal as well as after the project commencement, on an as-needed basis.

Consultation and engagement activities are required to address project stakeholder suggestions, ideas or concerns. Variety engagement techniques will be used to build relationships with particular stakeholders, gather information and consult with various parties, considering the Components and Sub-components of the project. Below listed are some of the techniques PIUs will utilize to engage with relevant stakeholders:

*Table 2: Engagement techniques during the Project cycle*

<b>Project Stakeholders</b>	<b>Engagement Technique</b>	<b>Appropriate application of the technique</b>
<i>Component 1: Resilient Irrigation Agriculture</i>		
Affected Parties	Phone Calls/SMS other applicable techniques; Consultation Meetings; Focus Group Interviews; Periodic surveys for members of the Farmers' Initiative Groups (FIG)	Distribute general information of the project with main accent on component 1; Present Draft Project Documents. ESMF and RPF; Socio-economic assessment; RPF Screening process; Targeted audience, meetings might be either online or face to face; Record Minutes of meetings and take photos; Give everyone possibility to comment and share feedback; Facilitate meetings with presentations and/other communication methods Collect the survey results FIG members to inform the Citizen Engagement indicator in the Project's Results Framework
Other Interested Parties	Correspondence /Official Letters, Consultation Meetings	Distribute general information of the project to Government officials, local authorities, civil society groups, relevant governmental agencies applicable to the Component 1 (MEPA, GA –service centers; ICCs; RDA; GNERC); Targeted audience, meetings might be either online or face to face; Record Minutes of meetings and take photos; Give everyone possibility to comment and share feedback; Facilitate meetings with presentations and/other communication methods
Vulnerable Groups	Phone Calls/SMS other applicable techniques; Consultation Meetings	Distribute project general information to vulnerable groups equally considering their status of vulnerability; Present Project Framework docs. ESMF and RPF



<b>Project Stakeholders</b>	<b>Engagement Technique</b>	<b>Appropriate application of the technique</b>
<i>Component 1: Resilient Irrigation Agriculture</i>		
		Targeted audience, meetings might be either online or face to face; Provide the necessary translation in ethnic minority regions Record Minutes of meetings and take photos; Give everyone possibility to comment and share feedback; Facilitate meetings with presentations and/other communication methods
<i>Component: 2 Improved Land Management Capacity</i>		
Other Interested Parties	Meetings about the Project implementation; In-Depth Interview	Collecting and assessing information for Component 2 from relevant Government agencies, local authorities, civil society groups, relevant governmental agencies applicable to the Component 2 (MEPA, LMA, NAPR, DGA)
All Project Affected Parties	Update information on the PIU website	Present information and updates about the program. Disclose relevant project documentation and one-pagers, annual reports and impact assessments Share relevant social media promotions, digital campaigns and video materials.
All Project Affected Parties	Printing Materials	Permanently distribute Project booklets / sub-project leaflets and other printing materials with project updated information

Records of all public consultations and its outcomes will be kept and short descriptions (one-pagers) will be created. (Sample of the Records template is attached to the SEP Annex 2). Engagement with stakeholders will continue throughout the lifecycle of the Project, and records of environmental and social issues raised, and complaints received during consultations, field visits, informal discussions, formal letters, etc., will be followed up. The records will be kept in the PIUs project offices. The project will ensure that the different activities for stakeholder engagement, including information disclosure, are inclusive and culturally sensitive.

Measures will also be taken to ensure that the vulnerable groups outlined above will have the chance to participate and benefit from project activities. This will include among others, affected household-outreach through SMS, telephone calls, social media etc., depending on the social distancing requirements, in communities with high concentration of these groups. Where face-to-face meetings, consultations, Focus Group Discussion (FGDs) or In-Depth Interviews IDIs were

conducted effort will be made to conduct them in convenient locations accessible by public and private transport, and in buildings accessible to persons with disability. If the meetings have to be conducted the poorly accessible locations (e.g., high mountainous regions), support from local government in transportation arrangement will be needed or the meetings might be conducted virtually. PIU Team and the GA will provide organizational and logistical support of the consultation meetings, also ensure that outreach and consultation activities are age-and gender-balanced and conduct tailored outreach if women, youth-led agribusinesses or farms belonging to a potentially disadvantaged group are underrepresented in such events. For this purpose, PIU Team and contractor organizations will include in their information dissemination plans civil society groups such as women's associations, associations for persons with disabilities, minority groups, etc., as relevant in the particular region.

For engagement with all stakeholders and utilization of relevant mechanisms, MEPA has developed the below matrix, which showcases, each program, target stakeholders, methods and topics of engagement, period of communication.

Table3: Stakeholder Engagement Plan

Target stakeholders	Topic(s) of engagement	Method	Frequency	Relevant project sub-components	Project Activity
<p><i>SME Agribusinesses and Farms;</i></p> <p><i>Other actors involved in agricultural value chains;</i></p> <p><i>Individuals or companies likely to be engaged;</i></p> <p><i>Communities potentially affected by the Project.</i></p>	<p>Introducing Project Framework Documents – ESMF and RPF;</p> <p>Introduction of Project Information-Component 1;</p> <p>Communication with Local Government to distribute information about the program;</p> <p>Receiving Feedback about the project development;</p> <p>Collecting information on Socio –Economic Assessment on Sub-Component 1.1</p> <p>Nominating GRM Focal point and/or Stakeholder Representative</p>	<p>Information is provided through the consultation meetings</p> <p>Feedback received and responded during consultation meetings</p> <p>Information is collected through the FGDs</p> <p>Stakeholder Engagement Meetings</p> <p>Short surveys</p>	<p>On draft ESMF and RPF preparation stage</p> <p>On Regular bases depending on the specific of the particular sub-component</p> <p>RPF Screening stage</p> <p>Project Preparation Stage</p> <p>Annual</p>	<p><b>Component 1.</b> <i>Sub- Component 1.1.</i> Irrigation &amp; drainage infrastructure rehabilitation and modernization</p> <p><i>Subcomponent 1.2.</i> Irrigated agriculture and value chain development</p> <p><i>Subcomponent 1.3.</i> Improved performance of irrigation service delivery</p> <p><i>Subcomponent 1.1.</i> Irrigation &amp; drainage infrastructure rehabilitation and modernization</p>	<p><i>Activity 1:</i> Farm and agribusiness modernization and commercialization in project areas</p> <p><i>Activity 2:</i> Gradual increase and roll-out of increased irrigation tariff</p> <p><i>Activity 3:</i> Support to farmers to reduce water and climate stress for agriculture</p> <p>All activities under Subcomponent 1.1.</p>
<p><i>Rural Development Agency (RDA);</i></p>	<p>Providing information on project design, digitalization of service delivery, M&amp;E capacity, and study tours,</p>	<p>Information is provided through the stakeholder engagement meetings</p>	<p>On Regular bases depending on the specific of the particular sub-</p>	<p><b>Component 1.</b> <i>Subcomponent 1.2.</i> Irrigated agriculture and value chain development</p>	<p><i>Activity 2:</i> Accelerating competency of RDA for EU accession &amp; enhancing agriculture service delivery</p>

Target stakeholders	Topic(s) of engagement	Method	Frequency	Relevant project sub-components	Project Activity
<p><i>Agricultural Investment Center (ICCs);</i></p> <p><i>Georgian Amelioration (GA);</i></p> <p><i>Ministry Environmental Protection and Agriculture (MEPA).</i></p>	<p>introduction of digital farm advisory services;</p> <p>Discussions about the draft version of the Project and relevant sub-components;</p> <p>Receiving Feedback about the project sub-components and proposed activities;</p>	<p>Process takes place during the various discussion platforms: round tables; face to face meetings; etc.</p> <p>Project Information Meetings</p>	<p>component</p> <p>Through the project, preparation, implementation and monitoring Phase</p>	<p><i>Subcomponent 1.3:</i> Improved performance of irrigation service delivery</p>	<p><i>Activity 1:</i> Comprehensive investment program to improve GA functions</p> <p><i>Activity 4:</i> Support to upgrade operational performance of relevant GA service centers and/or support to establish WUOs in GRAIL schemes</p> <p><i>Activity 5:</i> Establishing a new Hydrological and Agricultural Informatics Program (HAIP) within MEPA</p>
<p><i>Land Management Agency (LMA under the MEPA)</i></p> <p><i>Digital Governance Agency (DGA under NAPR)</i></p>	<p>Discussion of Sub-Component Activities;</p> <p>Receiving in-depth analyze and feedback about the project sub-components and proposed activities;</p>	<p>Project Preparatory Meetings;</p> <p>In Depth Interviews;</p> <p>Stakeholder Engagement Meetings;</p>	<p>Before the project commencement date;</p> <p>On the project, preparation stage.</p> <p>On Regular bases depending on the specific of the particular sub-component</p>	<p><b>Component 2</b> Improved Land Management Capacity</p> <p><i>Subcomponent 2.1:</i> Improved agricultural land management and monitoring</p> <p><i>Sub-component 2.2:</i> Enhancement of land administration service delivery and building digital governance infrastructures</p>	<p><i>Activities for 2.1</i></p> <p>Creation of multi-purpose land information system; Enhancement of the Farm Registry for Georgia; Piloting of national land consolidation strategy; Design and piloting of the agricultural land mass valuation methodology and system</p> <p><i>Activities for 2.2</i></p> <p>Integrated Registration Property System and E-services Enhancement (Phase II);</p> <p>Effective development and deployment of the National Spatial Data Infrastructure (NSDI).</p>

## 5. Resources for Implementing Stakeholder Engagement

The budget for planned stakeholder engagement activities for the GRAIL Project

<b>Planned Activities</b>	<b>Tentative Budget (GEL)</b>
Project printed materials	31,000
Updating information on PIU Web-site	10, 000
Organizing Focus Group Interview with potential Stakeholders and Beneficiaries	15,000
Organizing In Depth interview with relevant Stakeholders	15,000
Organizing discussion platforms and meetings within in the Project sub-component activities	20,000

## 6. Grievance Redress Mechanism

### 7.1. GRM Process

The main objective of a Grievance Redress Mechanism (GRM) is to assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions.

The Grievance Resolution Mechanism (GRM) addresses grievances in an efficient, timely and cost-effective manner, that arise in the Project under Sub-Component 1.1. either due to actions by MEPA or the contractor/sub-contractors employed by MEPA, from affected communities and external stakeholders. A separate mechanism is developed to address worker grievances. (The process is described in Labor Management Plan (LMP)). MEPA is responsible for managing the GRM, but many of the grievances on the Project will likely relate to the actions of the Contractor and so will need to be resolved by the Contractor. MEPA with the support of the Implementation Consultant will administer the GRM process deciding whether they or the Contractor is responsible and determining the best course of action to resolve the grievance. The Implementation Consultant will support MEPA to monitor grievance resolution being undertaken by the contractor.

The project GRM deals with the issues of land and other assets acquisition (e.g. amount of compensation, suitability of residual land plots, loss of access roads, etc.) as well as the losses and damages caused by rehabilitation works, and any direct or indirect environmental and social impacts. Therefore, the grievance redress mechanism has to be in place by the time MEPA starts preparation of RAP, ESIA and shall function until the completion of all civil work activities and beyond till the defect liability period ends. PAPs and other potential complainants should be fully informed of the GRM, its functions, procedures, timelines and contact persons during consultations meetings and other stakeholder engagement activities.

All grievance related correspondence will be documented and the grievance resolution process will be systematically tracked. The grievance logbook template is presented and attached to this SEP (Annex 3).

Specifically, the GRM:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of the projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants;
- Supports accessibility and transparency in handling complaints and grievances;
- Manages time factor (avoids the need to resort to judicial proceedings (at least at first).

Complaint and grievances are divided in this manner:

- Complaint: an expression of dissatisfaction that is related to an impact caused by a project activity, which has adversely affected an individual or group. The interests of an individual or group wants a proponent or operator (or contractor) to address and resolve it (e. g. problems

related to dust deposition, noise or vibration). A complaint is normally of a less serious nature than a grievance; and

- Grievance: a claim raised by an individual or group whose livelihood, health and safety, cultural norms and heritage are considered to have been adversely affected (harmed) by a project activity which, if not addressed effectively, may pose a risk.

Typical grievances under sub-component 1.1 might relate to:

- Land acquisition and physical displacement;
- Civil work damages;
- Environmental impacts; and
- Direct and/or indirect social - economic impacts.

As a Governmental Structure, the grievance practice at MEPA is based on the General Administrative Code of Georgia. As part of the project, MEPA will modify the GRM practice to allow a PAP (Project Affected Person) to complain about any decision about concerns regarding the project. All types of grievances will be recorded by the GRM. Anonymous grievances will also be accepted, recorded, and investigated to the extent feasible.

GRM will include following Steps:

**Step 1:** Submission of grievances either in writing via through telephone hotline/mobile, mail, social media (FB etc.), website, grievance logbook via a contractor organization and directly to the MEPA. The GRM will also allow anonymous grievances to be raised and addressed.

**Step 2:** Recording of grievance, classifying the grievances based on the typology of complaints and the complainants in order to provide more efficient response, and providing the initial response immediately as possible. The typology will be based on the characteristics of the complainant (e.g., vulnerable groups, persons with disabilities, people with language barriers, etc.) and also the nature of the complaint.

**Step 3:** Grievance can be investigated in five stages, namely:

- PIU's RAP team will maintain a system for logging grievances. PIU SSC will set up registry for complaints;
- In the first instance, PAP's can lodge a grievance and resolution will be attempted at an informal level with the involvement of relevant Project entities (for instance design, cadastral, evaluation) or local representatives within ten 10 days after submission of the grievance. Such grievances will still be recorded in the grievance logbook;
- If still unsettled, the PAP's can submit the complaint with PIU who has 15 days to decide on the case;
- If still unsettled, the PAP's grievance will move within 15 days to a Grievance Resolution Committee (see the details on the Committee below) which has 15 days to decide on the case;
- At any stage of the process the PAP is free to submit the case to the appropriate Georgian court of law.

PIU will establish the Land Acquisition Grievance Resolution Committee consisting of the representatives of PIU, MEPA, land valuation / acquisition consultant(s), and concerned PAP's. Where relevant, the committee will consult the village / community leaders and authorities in order

to facilitate the resolution of grievances. PIU representatives on the Committee can include a legal team member, Engineers, Social Safeguard Consultant, Regional Coordinator, Project Manager and the Deputy Project Director. When relevant, the committee consults with community leaders and representations in order to finalize actions. This committee will review and discuss the received grievances internally, take decisions as to how to resolve them, implement a solution, and inform the PAP about compliant result and closure.

## 7.2. Closure of Grievances

A grievance will be considered “resolved” or “closed” when a resolution satisfactory to both parties has been reached, and after corrective measures has been successfully implemented. When a proposed solution is agreed between the Project and the complainant, the time needed to implement it will depend on the nature of the solution. However, the actions to implement this solution will be undertaken within one month of the grievance being logged and will be tracked until completion. Once the solution is being implemented or is implemented to the satisfaction of the complainant, a complaint closes out form will be signed by both parties (MEPA - PIU Team and the complainant), stating that the complainant considers that his/her grievance is closed. The grievance then, will be archived in the Project Grievance database. A detailed grievance logbook will be maintained and submitted to the World Bank team.

In certain situations, however, the Project may “close” a grievance even if the complainant is not satisfied with the outcome. This could be the case, for example, if the complainant is unable to substantiate a grievance, or it is obviously speculative or fraudulent. In such situations, the Project’s efforts to investigate the grievance and to arrive at a conclusion will be well documented and the complainant advised of the situation. PIU team will not dismiss grievances based on a cursory review and close them unless the complainant has been notified and had the opportunity to provide supplementary information or evidence.

## 7.3. Grievance Records and Documentation

MEPA will nominate a GRM Focal Point to manage a grievance database to keep a record of all grievances received. The database will contain the name of the individual or organization lodging a grievance; the date and nature of the grievance; any follow-up actions taken; the solutions and corrective actions implemented by the Contractor or other relevant party; the final result; and how and when this decision was communicated to the complainant.

Supervisor and construction companies in their monthly monitoring reports will provide information on grievance management. Grievance monitoring and reporting will occur in MEPA’s six-monthly and annual public reports. (Annex 4 Report Form on Public Grievance).

## 7.4. GRM Focal Point Contact Information

The point of contact regarding grievance management and the local stakeholder engagement activities is the PIU GRM Focal Point:



Description	Contact Details
Project Implementing Unite	Ministry of Environmental Protection and Agriculture -MEPA
To:	GRM – Focal Point – Sophie Berishivli
Address:	6Marshal Gelovani street, Tbilisi 0159, Georgia
E-mail:	Sophiko1@hotmail.com
Website:	<a href="https://mepa.gov.ge/">https://mepa.gov.ge/</a>
Telephone:	599270049

Information on the Project and future stakeholder engagement programs will be available on the PIUs website and will be posted on information boards in affected villages in the Project area. Information can also be obtained from the GRM Focal Point.

Six-monthly E&S reports that document the implementation of the Stakeholder Engagement Plan (SEP) will be disclosed on the PIU website and made available in the local town halls.

## 7. Monitoring and Reporting of the SEP

Monitoring reports documenting the environmental and social performance of the Project during rehabilitation will be prepared by the PIU Team for submission to MEPA management and to the World Bank. These reports will include a section regarding stakeholder engagement and grievance management. Table 4 proposes a comprehensive set of indicators related to SEP performance at this stage.

Table 4: SEP Indicators to Be Documented in Progress Reports

<b>Engagement with PAPs</b>
Number and location of formal and informal meetings with PAPs
Number and location of community awareness raising activities or meetings
Number of men and women that attended each of the meetings above
Number, location, attendance and documentation of the meetings held with the municipalities and communities or other stakeholders
For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Project ESMP.
Minutes of meetings of formal meetings and summary note of informal meetings will be annexed to the report. They will summarize the view of attendees and distinguish between comments raised by men and women.
<b>Engagement with other stakeholders</b>
Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, municipalities, NGOs)
Issues raised by NGOs and other stakeholders, actions agreed with them and status of those actions
Minutes of meetings will be annexed to the six-monthly report
Number and nature of Project documents publicly disclosed
Number and nature of updates of the Project website
Number and categories of comments received on the website
<b>Grievance Resolution Mechanism</b>
Number of grievances received, in total and at the local level, at PIU Level, disaggregated by nature of Grievances, Actions takes and etc.
Number of grievances received from affected people, external stakeholders
Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance and its subsequent development.
<b>Workers Grievances</b>
Number of grievances raised by workers, disaggregated by gender of workers and worksite
Number of worker's grievances (i) opened, (ii) open during more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the workers, during the reporting period disaggregated by category of grievance, gender, age of workers and worksite.
Profile of those who lodge a grievance (gender, age, worksite), by category of grievances.

The reporting on Environmental and Social activities conducted by PIU and the Supervision and Monitoring Consultants during the rehabilitation phase will be undertaken in accordance with the requirements of the ESMP.

During the Project development and rehabilitation phase, the PIU Team will prepare brief monthly reports on E&S performance for PIU Management which will include an update on implementation of the stakeholder engagement plan and include indicators in Table 4. Monthly reports will be used to develop quarterly and annual reports reviewed by senior PIU managers. The quarterly and annual

reports will be disclosed on the Project website and made available in the Town halls of the project affected Municipalities.

Six-monthly E&S reports will be prepared and submitted to the World Bank during the rehabilitation period. A section on stakeholder engagement will be included in these reports which will include an update on implementation of the stakeholder engagement plan and include indicators in Table 4.

## **9. Involvement of Stakeholders in Monitoring Activities**

The Project provides several opportunities to stakeholders, especially Project Affected Parties to monitor certain aspects of Project performance and provide feedback. Grievance Resolution Committees in each of the affected Municipalities will allow PAPs to submit grievances and other types of feedback. Citizen/PAP surveys at the project mid-point and end stages will also allow PAPs to provide feedback on project performance. Furthermore, frequent and regular community meetings and interactions with PIU Team, especially local GRM focal point, will allow PAPs and other local stakeholders to be heard and engaged.

PIU Team and its focal point will report back to PAPs and other stakeholder groups, primarily through public meetings in project affected Municipalities and/or Villages. Minutes of meetings will be shared during subsequent public meetings. Feedback received through the GRM will be responded to in writing and verbally, to the extent possible. SMS' and phone calls will be used to respond to stakeholders whose telephone numbers are available. Key Project updates will be posted on MEPA's website. If necessary, social media will also be used to report back to different stakeholders.

## **10. Summary of the Initial Consultations with Stakeholders on ESMF and RPF**

Environmental, Social and Health and Safety Group of Georgian Resilient Agriculture, Irrigation, and Land Project Consultants from the Ministry of Environmental Protection and Agriculture of Georgia, conducted Consultation Meetings with the Project effected landowners - irrigation services users and local Municipality representatives.

Aim of the consultation meeting was to present Environmental and Social documents of Georgian Resilient Agriculture, Irrigation, and Land Project to local Stakeholders and receive feedbacks from them. List of documents discussed during the meeting were: (1) Environmental and Social Commitment Plan; (2) Environmental and Social Management Framework; (3) Stakeholder Engagement Plan; (4) Labor Management Procedures; and (5) Resettlement Policy Framework.

During the meeting Project Stakeholders received general information regarding Project Environmental and Social Management Framework as well as World Bank and Georgian Legislation Standards and Norms relevant to Project planning and implementation stage. Addition to this were discussed: External and Internal Grievance Mechanism, WB Gender Based Violence Operating Procedure; procedures described in Resettlement Policy Framework, Occupational Health and Safety management, as well as Grant program and its opportunities within the Project. During the meeting Project Engineer also discussed some technical characteristics acknowledgeable at that moment.

PIU team conducted 7 consultation meeting in total. The detailed minutes of meeting are presented below.

### Summary Table of Public Consultation Meetings

<b>N</b>	<b>Date of Meeting</b>	<b>Place of Meeting</b>	<b>Number of Attendees</b>	<b>Includin g women</b>	<b>Includin g men</b>	<b>Municipality Representatives</b>	<b>Other Public Agency Representatives</b>	<b>SM Business Representatives</b>	<b>Ethnical Minority Representatives</b>	<b>Others</b>
1	8.11.2023	Khobi Municipality (Tsotne Dadiani str.№189 , Khobi)	16	6	10	X				
2	10.11.2023	Gori Municipality (Gori, Grigol Peradze N5)	13	1	12	X				
3	15.11.2023	Akhmeta Municipality (Akhmeta Cholokashvili str. № 49)	21	6	15	X				
4	15.11.2023	Telavi Municipality (Telavi, Erekle II-Ave. #16)	3	0	3	X				
5	17.11.2023	Khashuri Municipality (Khashuri Tabidze N2)	26	2	24	X				
6	1.12.2023	Bolnisi Municipality (Bolnisi, Sulkhani - Saba Orbeliani N106)	26	0	26	X			X	
7	15.12.2023	Dusheti Municipality (Dusheti, Rustaveli N27)	15	4	11	X				

# ANNEXES

## Annex 1 Minutes of Consultation Meetings

### Georgia Resilient Agriculture, Irrigation, and Land Project

#### Public Consultation Meetings with Project Stakeholders Minutes of Meeting N1

Place of Meeting: Khobi Municipality (Tsothe Dadiani str. №189, city Khobi)

Date: November 8, 2023

Number of Attendees: 16

Meeting was conducted by the Environmental, Social and Health and Safety Group of Project Consultants from the Ministry of Environmental Protection and Agriculture of Georgia.

Aim of the consultation meeting was to present Environmental and Social documents of Georgian Resilient Agriculture, Irrigation, and Land Project to local Stakeholders and receive feedbacks from them. List of documents discussed during the meeting were: (1) Environmental and Social Commitment Plan; (2) Environmental and Social Management Framework; (3) Stakeholder Engagement Plan; (4) Labor Management Procedures; and (5) Resettlement Policy Framework.

Meeting was organized by the representatives of Project Implementing Unit:

Meeting was attended by:

Head of Khobi Municipality City Hall;

Assistant of the Head of Khobi Municipality City Hall;

And land owners-irrigation services users from Khobi Municipality.

#### *Issues Discussed:*

During the meeting Project Stakeholders received general information regarding Project Environmental and Social Management Framework as well as World Bank and Georgian Legislation Standards and Norms relevant to Project planning and implementation stage. Addition to this were discussed: External and Internal Grievance Mechanism, WB Gender Based Violence Operating Procedure; procedures described in Resettlement Policy Framework, Occupational Health and Safety management, as well as Grant program and its opportunities within the Project. During the meeting Project Engineer also discussed some technical characteristics acknowledgeable at that moment.

#### *Issues Raised:*

1. When are you planning to start Project Implementation?

The Project design company might be selected in January. Design should be ready in 18-20 month after contract is signed. Approximately a year or more will be needed to go through all logistical and technical procedures before the construction activities actually start.

2. Will all Project designs be ready at the same time?

Rehabilitation activities necessary for Project proper implementation, will be planned during design stage.

3. Is installation of pumps in canals planned by the Project as well?

Project considers rehabilitation of whole system, building of pumping stations as well. Existing systems will be completely rehabilitated and cleaned. Infrastructure will be also improved where needed. If it is necessity and possibility canal network can also be increased.

4. Dose Project consider rehabilitation of drainage canals or only earth canals will be left?

It's difficult to answer this question at this stage. A proper assessment should be done. Mainly rehabilitation of drainage canals is not considered, nevertheless all the existing international standards will be respected and final decision will be made accordingly. Before final design approval, Project team will present drawings to Stakeholders.

5. Will Shavgele Drainage canal fully be rehabilitated?

Yes, it's planned to have full rehabilitation of Shavgele within the Project, that includes as rehabilitation of main collector, also internal canal networking. PIU team showed particular site location to the meeting attendees.

6. Does Project consider only rehabilitation works or will there be any social programs as well?

Some benefits in grants receiving are considered for women farmers. After the Grant guidebook is approved, more detailed information will be published on information leaflets and presented to local communities during the future stakeholder meetings. Nevertheless, there will be one strict condition – grants will be given to women who are owners or co-owners of those land properties that are irrigated and part of the Project.

*Feedback Received:*

- Mayor of Khobi was satisfied by the information received from the group of Project Implementing Unit.
- Attendee informed PIU team that the land he rents is located near Project effected area where he plans to cultivate oranges and tangerines. Therefore, he expects that Project will have a very positive impact on his future agricultural activity.

*Comments:*

- Health and Safety Specialist presented Project traffic management plan, that has to be followed during



the Project implementation stage. Land owners and municipality representatives received information regarding health and safety prevention measures for local population.

- Attendees had a request, to clean those wild grasses growing along the canals, that are obstacle for normal functioning of drainage system. They claimed that they do not give access to land plots and make cultivation process difficult. They also had request to clean existing territory along with Project implementation activities. Even just one time cleaning would assist local farmers a lot.

## Minutes of Meeting N2

Place of Meeting: Gori Municipality (City Groi, Grigol Peradzis str. N5)

Date: November 10, 2023

Number of Attendees:13

Meeting was conducted by the Environmental, Social and Health and Safety Group of Project Consultants from the Ministry of Environmental Protection and Agriculture of Georgia.

Aim of the consultation meeting was to present Environmental and Social documents of Georgian Resilient Agriculture, Irrigation, and Land Project to local Stakeholders and receive feedbacks from them. List of documents discussed during the meeting were: (1) Environmental and Social Commitment Plan; (2) Environmental and Social Management Framework; (3) Stakeholder Engagement Plan; (4) Labor Management Procedures; and (5) Resettlement Policy Framework.

Meeting was organized by the representatives of Project Implementing Unit:

Meeting was attended by:

Deputy Head of Gori Municipality Service Center;  
Head of Tiriponi Service Center;  
Deputy Head of Shida Kartli and Samtskhe- Javakheti Region;  
Representative of Gori Municipality City Hall;  
Representative of Gori Municipality City Hall;  
Representative of Gori Municipality City Hall;  
And land owners - irrigation services users from Gori Municipality.

### *Issues Discussed:*

During the meeting Project Stakeholders received general information regarding Project Environmental and Social Management Framework as well as World Bank and Georgian Legislation Standards and Norms relevant to Project planning and implementation stage. Addition to this were discussed: External and Internal Grievance Mechanism, WB Gender Based Violence Operating Procedure; procedures described in Resettlement Policy Framework, Occupational Health and Safety management, as well as Grant program and its opportunities within the Project. During the meeting Project Engineer also discussed some technical characteristics acknowledgeable at that moment.

### *Issues Raised:*

1. Will irrigation tariff increase after the rehabilitation is done?

Irrigation water tariff is fixed by Georgian National Energy and Water Supply Regulatory Commission (GNERC). Decision on the existing is neither up to the Ministry of Environmental Protection and Agriculture of Georgia nor to Georgian Melioration Company. Therefore, it is difficult for PIU team to

give exact information on the following. It should fix by GNERC according to the water range that will be used by farmers in future.

2. Can you name particular villages that will be affected by Project?

First of all, it worth to be mentioned, that Project considers rehabilitation of only existing canals. Total Project area is 5210 hectares. According to irrigation schemes that are selected at this stage, following canals are plan to be rehabilitated: Tashiskari, Tiriponi, Zeda - Arkhi, Zemo - Alazani, Narekvavi and Shavgele. As for Tiriponi, all the villages that are using this canal will benefit from the Project.

3. Will water debit in main canal stay same or will it change after rehabilitation?

Main canal will be rehabilitated, but it won't change debit of the water supply.

4. As you might be aware, 3 parts of Tiroponi canals are located on occupied territory of Georgia. How are you planning to proceed a rehabilitation works on those locations? If rehabilitation will be difficult to perform, would it be possible at least to clean these parts of canal?

Negotiations regarding the issue is led by the Ministry of Regional Development and Infrastructure of Georgia. Neither PIU, nor Project design team is planning to have rehabilitation activities on occupied territory of Georgia. Nevertheless, the issue will definitely be considered by design company at technical assessment and project design stage. Project will have active communication on the issue with local community and Municipality representatives.

*Feedback Received:*

- Water allocator in main canal is not properly done, that makes obstacles for the villagers to have enough debit of irrigation water after the month of June. We would appreciate if following will be considered during Project design phase and such allocator will be installed, that will guarantee equal water debit access to all villages.

*Comments:*

Project Social and Resettlement Specialist, presented planned rehabilitation activities, irrigation programs for farmers and local communities and its awareness raising activities within the Project.

Project Engineer, presented technical part of Project rehabilitation and renovation activities.

## Minutes of Meeting N3

Place of Meeting: Akhmeta Municipality (Akhmeta, Cholokashvili str. N 49)

Date: November 15, 2023

Number of Attendees: 21

Meeting was conducted by the Environmental, Social and Health and Safety Group of Project Consultants from the Ministry of Environmental Protection and Agriculture of Georgia.

Aim of the consultation meeting was to present Environmental and Social documents of Georgian Resilient Agriculture, Irrigation, and Land Project to local Stakeholders and receive feedbacks from them. List of documents discussed during the meeting were: (1) Environmental and Social Commitment Plan; (2) Environmental and Social Management Framework; (3) Stakeholder Engagement Plan; (4) Labor Management Procedures; and (5) Resettlement Policy Framework.

Meeting was organized by the representatives of Project Implementing Unit:

Meeting was attended by:

Representative of Akhmeta City Hall;

Representative of Akhmeta City Hall;

Representative of Akhmeta City Hall;

And land owners - irrigation services users from Akhmeta Municipality.

### *Issues Discussed:*

During the meeting Project Stakeholders received general information regarding Project Environmental and Social Management Framework as well as World Bank and Georgian Legislation Standards and Norms relevant to Project planning and implementation stage. Addition to this were discussed: External and Internal Grievance Mechanism, WB Gender Based Violence Operating Procedure; procedures described in Resettlement Policy Framework, Occupational Health and Safety management, as well as Grant program and its opportunities within the Project. During the meeting Project Engineer also discussed some technical characteristics acknowledgeable at that moment.

### *Questions Raised:*

1. Which existing water networks are going to be rehabilitated? Do you have a list of villages?

Project area in total is 6110 hectares. According to the currently selected irrigation scheme list of potential canals are following: Tashiskari, Tiriponi, Zeda - Arkhi, Zemo - Alazani, Narekvavi and Shavgele.

Particularly in case of Zemo Alazani, 12 distribution canals (D-6, D-7, D14, D-29, D-34, D-39, D-42, D-58, D-61, D-75, D-90, D-93) under Project will be rehabilitated.

2. What you mean under modernization; Installation of the new pipes?

Under modernization we mean rehabilitation of existing canals (pipes) according to the international practices and standards, in the way that farmers had necessary water supply for agricultural crops irrigation purposes.

3. How Grant Program beneficiaries under the Project will be selected?

As there is no final Project design yet, it is difficult to identify exact agricultural land area criteria for each beneficiary. However, Project considers number of Consultation Meetings with local communities and farmers, were detailed information regarding Grant Program and its beneficiaries will be provided.

4. Does Project consider rehabilitated of any additional water distribution canals except the ones that already been listed?

The list presented to you is provided by Georgian Melioration Company. Currently this is the first phase of rehabilitation, we have no additional information at this stage.

5. What you mean under the WB financed Project? Is Government receiving any credit?

Government of Georgia will also have financial contribution in Project implementation. Half of finances for Project implementation will be used from Government's budget and half of it from the WB loan.

6. Can you provide us information on Project implementation area in KM's?

The following information is not precise yet. What currently can be said is that, total amount of internal canal rehabilitation is 6110 hectares. Also head structures and main canals will be rehabilitated accordingly.

7. Who will determine the size of distribution canal?

Networking and canal distribution will be done by Georgian Melioration Company. Several types of distributions were named, selection was done according to the criteria determined by GMC.

8. When each Sub-Project will start and finish?

The Project design company might be selected in January. Design should be ready in 18-20 month after contract is signed. Approximately a year or more will be needed to go through all logistical and technical procedures before the construction activities actually start.

9. What environmental impact can Project have on river Alazani? Will there be an enough water debit especially in summer season?

Give you precise information on this is difficult at this stage. More information can be provided during Project design phase.

10. Does Alazani canal rehabilitation involve 4 Telavi and 4 Akhmeta villages? What will be the budget amount of this Sub-Projects?

It will be difficult to name exact villages at this stage, however we can say that 12 distribution canals are planning to be rehabilitated. Currently its impossible to name exact budget of Sub-Projects, Project total budget is 80 million USD.

11. Do you have experience of building boreholes? For example, to provide drinking water for animals; if yes is the following considered to accomplish within the Project?

No, the following is not considered under the Project.

Feedback Received:

Project will lose its sense if Ilto water reservoir will not be rehabilitated.

## Minutes of Meeting N4

Place of Meeting: Telavi Municipality (Telavi, King Erekle the II ave. N 16)

Date: November 15, 2023

Number of Attendees: 3

Meeting was conducted by the Environmental, Social and Health and Safety Group of Project Consultants from the Ministry of Environmental Protection and Agriculture of Georgia.

Aim of the consultation meeting was to present Environmental and Social documents of Georgian Resilient Agriculture, Irrigation, and Land Project to local Stakeholders and receive feedbacks from them. List of documents discussed during the meeting were: (1) Environmental and Social Commitment Plan; (2) Environmental and Social Management Framework; (3) Stakeholder Engagement Plan; (4) Labor Management Procedures; and (5) Resettlement Policy Framework.

Meeting was organized by the representatives of Project Implementing Unit:

Meeting was attended by:

Representative of Telavi City Hall;

Representative of Telavi City Hall;

Representative of Telavi City Hall;

### *Issues Discussed:*

During the meeting Project Stakeholders received general information regarding Project Environmental and Social Management Framework as well as World Bank and Georgian Legislation Standards and Norms relevant to Project planning and implementation stage. Addition to this were discussed: External and Internal Grievance Mechanism, WB Gender Based Violence Operating Procedure; procedures described in Resettlement Policy Framework, Occupational Health and Safety management, as well as Grant program and its opportunities within the Project. During the meeting Project Engineer also discussed some technical characteristics acknowledgeable at that moment.

### *Questions Raised:*

1. Which map will be guide for Project Team during implementation stage?

A new topographic map will be prepared and geological works will be performed. Assessment will start from very beginning, as if there was no irrigation canal before. New canals will be constructed.

### *Feedback Received:*

Georgian Melioration Company made rehabilitation of Telavi irrigation canal, last year. Totally 150 hectares were rehabilitated, nevertheless problem appeared on one distributor. The reason for this was following: part

of the pipe was located on private land property (approx. 25m); therefore, land owner did not give access Melioration Company to perform construction activities there.

The problem could also be that 600 mm. canal under the Melioration ownership was crossing private lands. Agricultural activities could cause a pipe damage that would be a problem for the local community.

*Comments:*

- Please consider during rehabilitation works that the sewage system is connected to the main canal. New sewage system should be installed as well. We had such cases before and decision was made to install new systems for local community.



## Minutes of Meeting N5

Place of Meeting: Khashuri Municipality (city Khashuri, Tabidze str. N2)

Date: November 17, 2023

Number of Attendees: 26

Meeting was conducted by the Environmental, Social and Health and Safety Group of Project Consultants from the Ministry of Environmental Protection and Agriculture of Georgia.

Aim of the consultation meeting was to present Environmental and Social documents of Georgian Resilient Agriculture, Irrigation, and Land Project to local Stakeholders and receive feedbacks from them. List of documents discussed during the meeting were: (1) Environmental and Social Commitment Plan; (2) Environmental and Social Management Framework; (3) Stakeholder Engagement Plan; (4) Labor Management Procedures; and (5) Resettlement Policy Framework.

Meeting was organized by the representatives of Project Implementing Unit:

Meeting was attended by:

Member of Khashuri Sakrebulo

Representative of Khashuri City Hall;

Representative of Khashuri City Hall;

Representative of Khashuri City Hall;

And land owners - irrigation services users from Khashuri Municipality.

### *Issues Discussed:*

During the meeting Project Stakeholders received general information regarding Project Environmental and Social Management Framework as well as World Bank and Georgian Legislation Standards and Norms relevant to Project planning and implementation stage. In addition to this were discussed: External and Internal Grievance Mechanism, WB Gender Based Violence Operating Procedure; procedures described in Resettlement Policy Framework, Occupational Health and Safety management, as well as Grant program and its opportunities within the Project. During the meeting Project Engineer also discussed some technical characteristics acknowledgeable at that moment.

### *Questions Raised:*

1. Does Grant amount depend on agricultural land size?

Currently Grant Guidebook is under preparation. This document will give more precise information who will have possibility to take part in Grant Program, particularly: what should be minimum amount of land

hectares that beneficiary should own, and which agricultural crops will be chosen to finance. Before the Program announcement, consultation meetings will be conducted. The Program will also be published on the website of the Ministry and the Rural Development Agency.

2. When Project will start?

Project design company might be selected in January. Design should be ready in 18-20 month after contract is signed. Approximately a year or more will be needed to go through all logistical and technical procedures before the construction activities actually start.

3. Little New-Village community have 900m distance from irrigation canal. When particularly this part of the canal will be rehabilitated?

If existing situation is urgent, it's better to address the Georgian Melioration Company on this. Project will start in April and will continue approximately for 18 months. Therefore, this process can be prolonged.

4. Situation in Kareli Region is more or less fine, Khashuri Municipality is in a very bad condition. Addition to these 2 bumping stations were robbed, where only building is left, therefore it is impossible to perform any rehabilitations activities there. (Ktisi bumping station – 800 hectare and Vayi station – 3400 hectare). Does Project consider fixing such issues as well? Or only rehabilitation of farmers irrigation canals is planned within the Project?

Currently we do not have exact information on bumping station, but we will find it out. What is irrigated through gravitation (meaning self-powering) that parts will definitely be considered within the Project.

5. Will tariff for water suppliers stay the same after rehabilitation?

It will be difficult for PIU team to answer this question.

6. Will all distributors be checked during internal canal design (patches are damaged) or community should address regarding this issue individually?

No individual request will be needed. Project will consider rehabilitation of whole network. If its necessary old ones will be rehabilitated if not the new ones will be constructed. Previous practices showed that mainly old patches are relocated with new ones.

*Feedback Received:*

- There are concrete patches in Village 9 Oak, which were damaged long time ago. Irrigation canal comes on the edge of the village. The issue has to be solved.

Project implementation area include primarily designed area. Meaning that primarily irrigated areas will be rehabilitated from the beginning. Everything will be renovated and given the primary shape, in accordance to the international standards.

- Rehabilitation of the main pipeline is essential; Village will take care of the rest.
- It will be good to perform a site assessment.

*Comments:*

- Involvement of local community and farmers in Project design and implementation stage is essential. In case of Liakhvi pipeline communication with locals was very poor, that left lot of unsolved issues.
- We ask to have permanent communication with local community from Project Implementation and Design Team. We believe that information shared by us can be very profitable and productive for Project further effective implementation.
- A big amount of water leakage has been observed on main pipeline of the village Vaya, that caused landslide. The area is fully flooded, village access road is blocked. We have request to consider the following and fix village main pipeline.
- According to the information provided from Georgian Melioration Company internal pipes are not on local community balance. Previously there were farmer associations established by the WB financial support. Later, these associations stopped functioning and were under the Municipality management. It's essential to create such associations again in order to control and manage such issues under the participation of local communities. It will be better if water -supplier associations are still established.

Yes, we had such practice in previous Project. It's still planned to create such associations within the Project and local farmers will be the part of it.

It's also important to establish a management unit that will take control of these associations.

## **Minutes of meetings N6**

Place of Meeting: Bolnisi Municipality (city Blonisi, Sulkhan-Saba Orbeliani str. N 106)

Date: December 1, 2023

Number of Attendees: 26

Ethnical Minorities: - 3 Azerbaijanians from the local community

Meeting was conducted by the Environmental, Social and Health and Safety Group of Project Consultants from the Ministry of Environmental Protection and Agriculture of Georgia.

Aim of the consultation meeting was to present Environmental and Social documents of Georgian Resilient Agriculture, Irrigation, and Land Project to local Stakeholders and receive feedbacks from them. List of documents discussed during the meeting were: (1) Environmental and Social Commitment Plan; (2) Environmental and Social Management Framework; (3) Stakeholder Engagement Plan; (4) Labor Management Procedures; and (5) Resettlement Policy Framework.

Meeting was organized by the representatives of Project Implementing Unit:

Meeting was attended by:

Representative of Bolnisi City Hall;

Representative of Bolnisi City Hall;

And land owners - irrigation services users from Bolnisi Municipality.

### *Issues Discussed:*

During the meeting Project Stakeholders received general information regarding Project Environmental and Social Management Framework as well as World Bank and Georgian Legislation Standards and Norms relevant to Project planning and implementation stage. Addition to this were discussed: External and Internal Grievance Mechanism, WB Gender Based Violence Operating Procedure; procedures described in Resettlement Policy Framework, Occupational Health and Safety management, as well as Grant program and its opportunities within the Project. During the meeting Project Engineer also discussed some technical characteristics acknowledgeable at that moment.

### *Questions Raised:*

1. Is it planned to make rehabilitation of Mashavera irrigation system?

No, Project considers only rehabilitation of Zeda-Arkhi irrigation system.

2. Will Zeda-Arkhi irrigation system be enough for every villager in Bolnisi? Now, existing system

is not enough for Shua-Arkhi (village Arkhi) and village houses. Currently Shua-Arkhi system is not functioning. Does Project consider its rehabilitation? Approximately 1500 families are irrigating agricultural lands from this system. Currently this part of the village is not irrigated.

Project considers rehabilitation of canals that irrigate all agricultural lands by Zeda-Arkhi system, that is 1500 hectare in total. If following area goes under Shua-Arkhi system, then it will also be rehabilitated.

3 . When rehabilitation activities will start?

Project design company might be selected in January. Design should be ready in 18-20 month after contract is signed. Approximately a year or more will be needed to go through all logistical and technical procedures before the construction activities actually start.

4. Will the pipeline networking be arranged for every agricultural land?

Yes, that's exactly how it's planned to be. Open and closed systems will be arranged. Benefit of the closed system is that water loss will be minimum. The aim of Project is to provide water for everyone equally and with minimum loss.

*Feedback Received:*

- Rehabilitation of Zeda-Arkhi system is important, but Shua-Arkhi rehabilitation is essential. The last one collects 4 cub meter water in it.
- Is it possible to connect Shua-Arkhi with the Village canal and to make rehabilitation of Shua-Arkhi separately? Plenty of agricultural land were irrigated with village canal, now it's not functioning for several years.

Detail observation and assessment has to be done regarding that issue. After design company will start operating, more information will be obvious.

Aim of this meeting is to give you a general information regarding the Project. After design company will start operating, more detailed discussion will be conducted with local community. Active involvement of local farmers in Project implementation stage is essential. Several Consultation Meetings will be conducted, where information regarding separate collectors will be introduced and relevant feedbacks will be expected.

- The network systems have also to be considered and fixed. It occurred that some farmers could irrigate the lands for days and some could not do it at all, that was the reason of unequal distribution.

Particular training and awareness sessions will be conducted to farmers on that issue. In order to give them information and instruct what amount of water can be used by them for proper irrigation process for particular types of crops. The land laboratory tests will also be done, according to that precise information will be known which cultures are better to plant and which not.

## Minutes of Meetings N 7

Place of the meeting: Dusheti Municipality (city, Dusheti, Rustaveli str. N27)

Date: December 6, 2023

Number of Attendees:15

Meeting was conducted by the Environmental, Social and Health and Safety Group of Project Consultants from the Ministry of Environmental Protection and Agriculture of Georgia.

Aim of the consultation meeting was to present Environmental and Social documents of Georgian Resilient Agriculture, Irrigation, and Land Project to local Stakeholders and receive feedbacks from them. List of documents discussed during the meeting were: (1) Environmental and Social Commitment Plan; (2) Environmental and Social Management Framework; (3) Stakeholder Engagement Plan; (4) Labor Management Procedures; and (5) Resettlement Policy Framework.

Meeting was organized by the representatives of Project Implementing Unit:

Meeting was attended by:

Representative of City Hall, Jimvally administrative district;  
Representative of City Hall, Magaro-Kari administrative district;  
Representative of City Hall, Chopotri administrative district;  
Head of Finance Department of Dusheti City Hall;  
And land owners - irrigation services users from Dusheti Municipality.

### *Issues Discussed:*

During the meeting Project Stakeholders received general information regarding Project Environmental and Social Management Framework as well as World Bank and Georgian Legislation Standards and Norms relevant to Project planning and implementation stage. Addition to this were discussed: External and Internal Grievance Mechanism, WB Gender Based Violence Operating Procedure; procedures described in Resettlement Policy Framework, Occupational Health and Safety management, as well as Grant program and its opportunities within the Project. During the meeting Project Engineer also discussed some technical characteristics acknowledgeable at that moment.

### *Questions Raised:*

1. Water reservoir is located in Gremiskhevi administrative district. Does Project consider system networking on this territory?

No, Project does not consider system networking on this territory. Its planned only to purchase a water pump.

2. What impact will Project have on Dusheti Municipality?

Water reservoir will be cleaned, water pump will be installed, more water will be accumulated, that will improve the irrigation process.

3. When Project is planning to start?

Project design company might be selected in January. Design should be ready in 18-20 month after contract is signed. Approximately a year or more will be needed to go through all logistical and technical procedures before the construction activities actually start.

*Comments:*

1. Rehabilitation process will lose its sense if pump stations is not installed. Previously water was coming from Bazaleti water reservoir and that's how these territories were irrigated. If Project is planning to follow previous scheme, that will have no positive impact on local population.
2. Have you visited Gremmy Valley? River bed is forested and wild. Environmental conditions are very bad. The following has to be taken in to account.

Please inform design company about the issue. The Company should be in active communication with local community during Project design and implementation phase. Design company will make detailed assessment of particular territory.

3. Main fields are at the left side of the canal, which need to be irrigated. Does Project consider there rehabilitation as well?

Project does not consider rehabilitation of the canal's left side. But local community can write an official letter regarding the issue and address to the Ministry.

4. Rehabilitation process will lose its sense if river basin and valley are not cleaned. They have not been treated last 5 years. The risk of flooding is high because of valley absence on the territory.

As the following reservoir is located in Gremiskhevi, Head of Municipality was interested why it was named as Narekvavi. Previously there was 1200 agricultural lands around this territory, currently the amount of land plots decreased, because of the irrigation problem.

The issue is also important from environmental point of view. There is no fish in the river.

Attendees requested full rehabilitation of the system. Also, they asked who was recipient of the following request.

An official letter should be officially sent to the Ministry of Environmental Protection and Agriculture of Georgia and Georgian Melioration Company.





### Annex 3. Records of Public Consultations

Institutional Affiliation of Stakeholder: -----

Place and format of the consultation: -----

Consultation Date -----

Number of participants -----

Number and category of vulnerable group members (if applicable) -----

Topics Discussed:

- 
- 
- 
- 

Questions raised:

- 
- 
- 
- 

Feedbacks received:

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- 
- 

Comments –

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- 
- 

Concerns -

- 
- 
- 

Stakeholder Representative:

PIU/ Representative:

Contractor/Supervision Company:

Annex 4. Grievance Logbook

<b>Name of reporter:</b>			
<b>Institutional affiliation of reporter:</b>			
<b>Date of report:</b>			
<b>Name of the Project:</b>			
<b>Name of the creditor/grant recipient:</b>			
<b>Name of responsible person for grievance resolution (if any):</b>			
<b>Grievance Nature</b>	<b>Response</b>	<b>Actions Taken</b>	<b>Subsequent Developments</b>

