

Environmental Due Diligence Report

Project Number: 59011-001
Grant Number: G9258
June 2026

Tajikistan: Managing Glacier Loss and Water Security Project (M-GLOW)

(Financed by the Japan Fund for Prosperous and Resilient Asia and the Pacific)

Package GDS-10 “PIG Office Renovation”

Prepared by Managing Glacier Loss and Water Security Project, the Agency for Hydrometeorology of the Committee for Environmental Protection under the Government of the Republic of Tajikistan (Hydromet) for the Asian Development Bank.

The environmental due diligence report is a document of the borrower. The views expressed herein do not necessarily represent those of ADB’s Board of Directors, Management, or staff, and may be preliminary in nature.

CURRENCY EQUIVALENTS

(As of June 2026)

Currency unit	Tajikistani Somoni
1 TJS	\$ 0.108
\$1.00	9.29 TJS

ABBREVIATIONS

ADB	Asian Development Bank
Hydromet	Agency for Hydrometeorology of the Committee for Environmental Protection under the Government of the Republic of Tajikistan
CEP	Committee for Environmental Protection under the Government of the Republic of Tajikistan
EHS	Environmental, Health and Safety
EMP	Environmental Management Plan
ESMP	Environmental and Social Management Plan
GOST	State Standards (<i>Gosudarstvennie Standarti</i>) – in Russian
HVAC	Heating, Ventilation and Air Conditioning
OHS	Occupational Health and Safety
PPE	Personal Protective Equipment
SEE	State Ecological Expertise
SEAH	Sexual Exploitation, Abuse, and Harassment
SNiP	Construction Norms and Regulations. (<i>Stroitelnie Normi i Pravila</i>) – in Russian
SSEMP	Site-specific Environmental Management Plan

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A. Project overview

1. The Asian Development bank (ADB) has provided financing for the Managing Glacier Loss and Water Security (M-GLOW) Project. The goal of the project is to enhance Tajikistan's resilience to disasters by mitigating the impacts of natural hazards and strengthening national capacity for disaster risk management - aligned with the National Disaster Risk Reduction Strategy of the Republic of Tajikistan for the period 2019–2030.

The project objective is to support the establishment of a unified system for monitoring and early warning of cryosphere-related hazards at the Agency for Hydrometeorology.

The grant agreement between the Republic of Tajikistan and the Asian Development Bank was signed on 19 December 2025.

In accordance with ADB Safeguard Policy Statement (SPS, 2009) and based on screening of the project components and activities, the project is classified as Category C for environment.

Executing Agency: Agency for Hydrometeorology of the Committee for Environmental Protection under the Government of the Republic of Tajikistan (Hydromet).

Source of Funding: Japan Fund for Prosperous and Resilient Asia and the Pacific.

It comprises three outputs:

Output 1: Digital systems for cryosphere and hazard warning established.

Output 2: Cryosphere-related staff are upskilled to operate and to enhance the end-to-end data observation, management, and analytical system.

Output 3: Community-focused early warning system for cryosphere hazards improved.

B. Purpose of the Due Diligence

2. The purpose of this Environmental Due Diligence Report (EDDR) is to assess the existing environmental conditions and potential impacts associated with the proposed minor renovation works within the first floor of an existing six-story building under the RFQ package of the Managing Glacier Loss and Water Security Project, financed by the Asian Development Bank, review compliance with applicable national regulations and Asian Development Bank safeguard requirements under the Safeguard Policy Statement (SPS 2009), and identify appropriate mitigation and corrective measures to ensure environmentally sound implementation of the renovation activities.

The EDDR covers minor renovation works at Hydromet office in Dushanbe under GDS-10 (PIG office renovation) of the Project.

C. The Location of GDS-10 Package

3. PIG office renovation will be on the first floor of Building of Agency for Hydrometeorology, which is located at 13/1 Bobojon Gafurov street, Dushanbe, Tajikistan.

D. Expected Outcome

4. The proposed minor renovation of the PIG office premises will improve the functionality, safety, and working conditions of the office environment within the existing Hydromet building. The renovation works, covering a gross floor area of 244 m² and including repairs to the walls of five office rooms, will enhance the condition and appearance of the premises, supporting the effective implementation and management of the project.

E. Implementation arrangements and timeline

5. The Agency for Hydrometeorology under the Committee for Environmental Protection (Hydromet) is the project's executing agency. A Project Implementation Group (PIG) under Hydromet manages day-to-day implementation of the project. The project is classified as

Category C for environment, involuntary resettlement (IR), and indigenous peoples (IP) in accordance with ADB's Safeguard Policy Statement (2009). The project does not involve any major civil works, land acquisition, physical or economic displacement, or impacts on indigenous peoples. Only minor internal renovation works are proposed. -Therefore, no adverse environmental or social safeguard impacts are anticipated.

II. LEGAL AND REGULATORY FRAMEWORK

A. Tajikistan's Legislative and Policy Framework

6. The following national environmental acts, laws, regulations, guidelines and policies are relevant to the project:

7. Law on Environmental Protection (2011, as amended). The foundational environmental legislation in Tajikistan that establishes state policy for environmental management, pollution prevention, rational use of natural resources, and protection of ecosystems. It mandates environmental impact assessment (EIA) and environmental monitoring for activities with potential environmental impacts.

8. Law on Environmental Impact Assessment (2017). This Law establishes legal and organizational basis of environmental impact assessment, its interrelation with the state environmental assessment, and also accounting treatment and classifications of objects of environmental impact assessment

9. Law on Ecological Expertise (2012). This law regulates the state ecological expertise (SEE) process, which ensures that proposed activities meet environmental protection standards before implementation. It requires submission of environmental documentation for expert review and approval.

10. Law on Production and Consumption Waste (2011). Defines the legal framework for waste generation, collection, transport, recycling, and disposal. It categorizes wastes, including hazardous and e-waste, and requires licensed disposal and reporting by enterprises.

11. Law on Atmospheric Air Protection (2012). Aims to maintain and improve air quality by regulating emissions from vehicles, machinery, and stationary sources. Establishes norms for maximum permissible emissions and requires dust and emission controls during works.

12. Labour Code of the Republic of Tajikistan (2016). Provides comprehensive regulation of employment relations, including occupational health and safety, workers' rights, employment contracts, and labor dispute resolution. Employers must ensure safe and healthy working conditions.

13. Construction Norms and Rules (SNiP) and Technical Regulations. Provide detailed engineering and safety standards for design, construction, and renovation of buildings. They define structural integrity, electrical safety, fire resistance, and seismic design requirements.

14. Local Government Regulations (Municipal Permitting and Waste Disposal). Municipal rules govern construction permits, noise limits, work hours, and waste disposal procedures. These ensure public safety and local environmental protection during civil works.

15. Strategy of development of “green” economy of the Republic of Tajikistan for 2023-2037. In line with the Strategy the share of waste recycling should reach at least 20% by 2037, compared to 3% fixed in 2021. The Strategy has developed an Action Plan for the first phase of 2023- 2025, focused on improving legislation on industrial and household waste, opening MSW collection points, introducing separate waste collection, establishing waste recycling facilities in all cities and districts.

B. ADB Safeguard Policy Statement (SPS, 2009) Requirement

16. The SPS 2009 consists of three operational policies on environment, indigenous peoples, and involuntary resettlement. This policy provides the scope, triggers, and principles to avoid, minimize, or mitigate adverse environmental and social impacts, including protecting the rights of those likely to be affected marginalized by the development process.

17. The environmental requirements of SPS 2009 aim to ensure project environmental soundness and sustainability, integrate environmental considerations into the project decision-making process. The principal objective is to conduct an environmental assessment for each proposed project to identify potential impacts, and then mitigate the negative impacts. The proposed mitigation measures, monitoring and reporting requirements, institutional arrangements, schedules, cost estimates, and performance indicators are documented in the environmental assessment report. The ADB requires environmental assessment of all project loans, program loans, sector loans, sector development program loans, financial intermediation loans, and private sector investment operations. Environmental assessment is a process rather than a one-time report and includes necessary environmental analyses and environmental management planning that take place throughout the project cycle.

18. Each subproject is first categorized through ADB’s Rapid Environmental Assessment (REA) Checklists that enable to identify potential risk/impacts of the subprojects and determine the appropriate extent and type of environmental assessment an early stage of project cycle. According to the findings of the REA checklist, the project will be categorized as A, B, or C. The definitions and reporting requirements of the environmental categories are summarized below.

Table 0-1. ADB Environmental Categories

Category	Project Impact	Reporting Requirement
A	A proposed project is classified as category A, if it is likely to have significant adverse environmental impacts that are irreversible, diverse, or unprecedented. These impacts may affect an area larger than the sites or facilities subject to physical works.	Environmental Impact Assessment (EIA)
B	A proposed project is classified as category B, if its potential adverse environmental impacts are less adverse than those of category A projects. These impacts are site-specific, few if any of them are irreversible, and in most cases mitigation measures can be designed more readily than for category A projects.	Initial Environmental Examination (IEE)
C	A proposed project is classified as category C, if it is likely to have minimal or no adverse environmental impacts.	No environmental assessment is required although environmental implications need to be reviewed.

19. The project is classified as Category C for environmental safeguards, as it involves only minor renovation within existing premises and do not involve land acquisition, sensitive receptors. Renovation activities will be small-scale and temporary in nature, resulting in only minor, localized impacts such as noise, dust, which can be readily managed through standard mitigation measures. No significant, irreversible, or cumulative environmental impacts are anticipated.

C. Comparison of Tajikistan National Regulations and ADB Safeguard Policy Statement (SPS, 2009)

20. This matrix compares the key national environmental, occupational health and safety, and social safeguard laws of Tajikistan with the requirements of the ADB Safeguard Policy Statement (2009). It identifies alignment, gaps, and recommended compliance actions for the Managing Glacier Loss and Water Security.

Table C-1. Comparison of Tajikistan National Regulations and ADB Safeguard Policy Statement (SPS, 2009)

ADB SPS 2009 Requirement Area	Relevant National Regulation	Gaps and Recommended Actions for Minor Renovation Works
Environmental Assessment and Management	Law on Environmental Protection (2011); Law on Ecological Expertise (2012); Law on Environmental Impact Assessment (2017)	Minor indoor renovation works are unlikely to require a full national environmental assessment. Prepare a simple EDDR and site-specific Environmental Management Plan (EMP) addressing dust, noise, waste management, and occupational safety.
Pollution Prevention and Resource Efficiency	Law on Atmospheric Air Protection (2012); Water Code (2000); Law on Production and Consumption Waste (2011)	National regulations provide general pollution control requirements but do not specifically address resource efficiency. Ensure proper collection and disposal of construction waste, use low-VOC paints where feasible, and minimize material wastage.
Occupational and Community Health and Safety	Labour Code (2016); Law on Sanitary and Epidemiological Safety (2003); Construction Norms (SNiP)	Community safety provisions are limited. Contractors should implement an OHS Plan, provide personal protective equipment (PPE), restrict access to work areas, and maintain safe conditions for building occupants during renovation works.
Involuntary Resettlement	Land Code (2016)	Not applicable. The renovation works will be undertaken within existing office premises and will not require land acquisition, physical displacement, economic displacement, or restrictions on access.
Consultation, Disclosure, and Grievance Redress	Law on Environmental Protection (2011) – provisions for public participation	National requirements focus mainly on environmental assessment processes. Inform building occupants about the renovation schedule, establish a simple grievance mechanism for workers and occupants, and disclose relevant environmental and safety measures.
Climate Change and Disaster Risk	National Strategy on Adaptation to Climate Change (to 2030); National Disaster Risk	Climate and disaster risks are not significant for minor interior renovation works. Ensure that repairs do not adversely affect fire safety, emergency exits, ventilation systems,

	Reduction Strategy (2019–2030)	or the structural integrity of the building.
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21. **Conclusion:** The proposed room renovations (painting, priming, localized plastering, and MDF wall paneling) are expected to result in minor, temporary, and site-specific environmental impacts that can be effectively managed through good construction practices. No standalone EMP is required, but basic environmental, OHS, waste, GRM, and SEAH requirements should be included in the contract. No involuntary resettlement impacts are anticipated.

D. Requirements for the Prevention of Sexual Exploitation, Abuse, and Harassment (SEAH)

22. These requirements below will apply to all contractors, subcontractors, and their personnel engaged under this project. Compliance is mandatory and constitutes a condition of contract.

- Adopt and enforce a written SEAH policy prohibiting all forms of sexual exploitation, abuse, and harassment.
- Require all employees, subcontractors, and agents to sign a Code of Conduct (CoC) as a condition of engagement, prior to mobilization.
- Conduct mandatory SEAH awareness training for all personnel before the commencement of work activities.
- Provide refresher training at least annually and whenever new workers are mobilized.
- Training must cover: definitions of SEAH, prohibited behaviors, reporting channels, and consequences of violations.
- Establish a confidential, safe, and accessible grievance mechanism that allows workers and affected community members to report SEAH incidents without fear of retaliation
- Maintain a dedicated reporting channel (e.g., contacts, suggestion box, or designated focal point) separate from the general project grievance redress mechanism (GRM).
- Ensure female workers and community members can access reporting channels confidentially, including through a female focal point where feasible.
- All reports must be documented, investigated promptly, and escalated to the Employer and ADB where required
- Apply disciplinary action up to and including termination for substantiated violations.

III. ANTICIPATED ENVIRONMENTAL IMPACTS AND RISKS

A. Anticipated risks and impact

23. The project is expected to have minimal environmental impacts and risks, as it primarily supports capacity building, digital systems development, data management, and technical assistance activities. The only physical interventions involve minor renovation of existing facilities and installation of monitoring and information technology equipment within existing premises. These activities are small-scale, site-specific, and not expected to result in significant adverse environmental impacts. Any temporary impacts associated with renovation works, such as noise, dust, or generation of small quantities of construction waste, are expected to be minor and can be managed through good housekeeping and standard environmental practices. No significant, irreversible, or cumulative environmental impacts are anticipated.

A few photos of areas requiring minor office renovation:



24. The Works consist of: Removal of old plaster and priming of walls, painting with water-based emulsion paint, MDF panel cladding of the lower part of the walls, and partial patching/filling of damaged wall areas.

25. Table 2 provides general mitigation measures to address the potential impacts and risks during project implementation and operation

Table 0-1, General mitigation measures

Risk Area	Description of Risk	Likelihood / Magnitude	Mitigation and Management Measures
Employee health and safety	Occupational health and safety	Low	<ul style="list-style-type: none"> - Raise employee awareness of the general principles of community relations management - Instruct contracted employees not to discriminate on any aspect of labor relations, harassment, intimidation and/or

			<p>exploitation, GV/SE/SEAH, prohibition of child/forced labor, code of conduct (to be attached to contracts) and other labor requirements in accordance with the Labor Code of the Republic of Tajikistan</p> <ul style="list-style-type: none"> - Adopt and strictly adhere to a code of conduct. Prevent the use of child (under 18) or forced labor - Ensure that contractors and subcontractors comply with local laws and health and safety requirements in accordance with an ADB Good Practice Note on Addressing Sexual Exploitation, Abuse, and Harassment in ADB-Financed Projects with Civil Works and ADB Safeguard Requirements. - Provide personnel with personal protective equipment - Ensure proper sanitation (toilets and wash basins) in the workplace with an adequate supply of running water, soap, antiseptics and hand dryers. - Provide working conditions that meet the requirements of the legislation of the Republic of Tajikistan on labor protection and safety
Waste Generation	Old plaster, paint containers, MDF offcuts, packaging, dust/debris	Low	<p>Remove waste from the site regularly to prevent accumulation and maintain good housekeeping practices.</p> <p>Keep waste storage areas clearly marked and protected from wind and rain to prevent littering and environmental contamination.</p>
Air and Dust Emissions	Dust from minor works during renovation.	Low	<p>Wet sweeping or damp mopping before painting to remove loose dust; Covering furniture, floors, and equipment with plastic sheets or tarpaulins</p>
Noise and Vibration	Noise from renovation may disturb staff.	Low	<p>Noise control during working hours, especially work on weekend. Work-hour control</p>
Water Pollution	Water contaminatio	Low	<p>Prevent discharge of construction waste, chemicals, paints, and</p>

	n from renovation activities.		wastewater into drains; store materials properly; implement spill prevention and response measures; maintain good housekeeping; and ensure proper collection and disposal of waste to avoid water pollution.
Hazardous Materials	Exposure to or improper handling of hazardous materials.	Low	Store, handle, and dispose of hazardous materials safely; provide appropriate PPE; follow safety procedures; and use licensed disposal services where required.

26. **Conclusion:** Implement good housekeeping practices; provide workers with appropriate PPE; manage waste properly; control dust and noise; ensure safe storage and handling of materials; maintain workplace sanitation; comply with national labor and safety regulations; and address any grievances promptly through the project GRM.

Table 0-2, Environmental and health and safety risk factors for renovation of rooms

Risk Category	Description of Risk	Likelihood / Magnitude	Mitigation and Management Measures
Site Selection and Route Planning	N/A		
Land Use and Permitting	N/A		
Soil Excavation and Trenching	N/A		
Damage to Underground Utilities	N/A		
Dust, Noise, and Air Pollution	Generation of dust, noise, and air emissions affecting workers and nearby occupants	Low	Keeping doors and windows closed or controlling airflow to prevent dust spread to other rooms; Wet sweeping or damp mopping before painting to remove loose dust; Light water spraying on surfaces (if appropriate) before surface preparation; Noise control during working hours, especially work on weekend. Work-hour control

Vegetation Clearance	N/A		
Community Disturbance (Noise, Access Restriction)	N/A		

27. **Conclusion:** No significant environmental liabilities were identified during the due diligence. Potential risks are localized, short term, and reversible, mainly related to worker safety, and temporary disturbance during renovation activities.

IV. BASELINE CONDITIONS

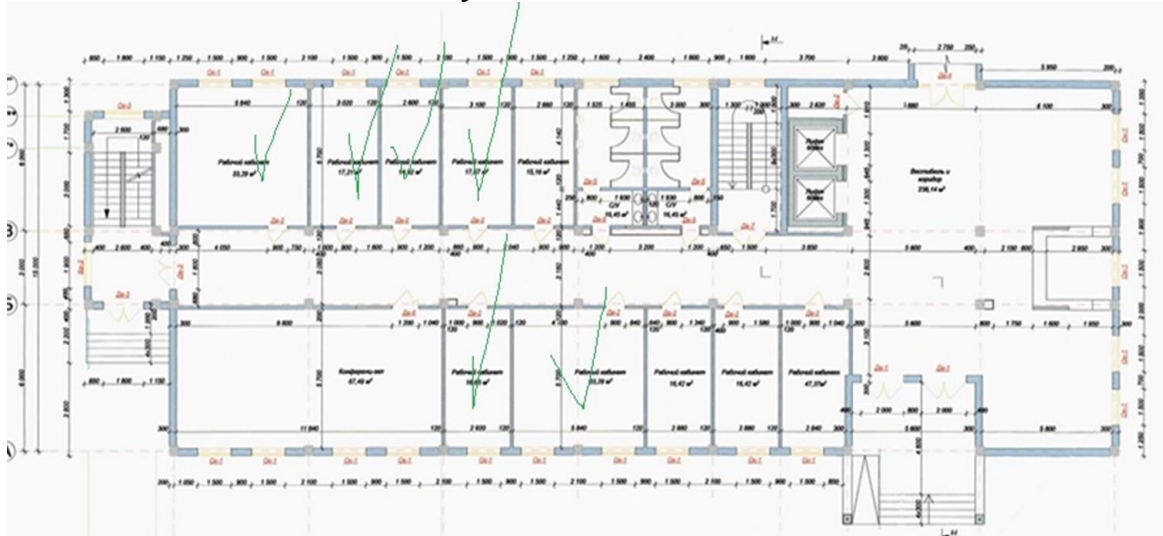
28. The project area is located in the west part of Dushanbe (coordinates: 38°34'11.55"N - 68°44'31.78"E) within the territory of the city, in Sino District of Dushanbe – see Figure 1 (Google image view of the project area). This site is an Agency owned site, located in an urban area. The project sites are located at 13/1 Bobojon Gafurov street, Dushanbe city, Tajikistan. The surrounding environment includes only the building of Agency for Hydrometeorology. No critical habitats or protected areas are expected to be affected.



29. Structurally, the building is compliant with applicable standards. It is constructed with a strip concrete foundation, load-bearing masonry walls, steel-reinforced inter-floor concrete slabs. Construction of the Hydromet main office and building auxiliary buildings was completed in June 2022.

30. Based on the inspection of the PIG office premises (244 m²) located in the Hydromet building, the working commission recommended undertaking partial repair works, including wall priming and painting, localized plaster repairs, partial patching/filling of damaged wall areas, and the installation of MDF paneling on the lower portions of the walls.

Layout of office room



V. CONCLUSION AND RECOMMENDATIONS

A. Conclusions

31. **Findings.** The project involves only minor internal renovation activities such as room repairs and painting within an existing facility, with no major civil works, land acquisition, or environmentally sensitive components. In accordance with the ADB SPS (2009), the project is classified as Category C, as it is expected to have minimal or no adverse environmental impacts. Given the limited scope and absence of significant risks, a formal Environmental Management Plan (EMP) is not required; however, good construction practices and basic environmental safeguards (waste management, dust control, and safe handling of materials) should still be applied during implementation.

B. Recommendations

32. The project is recommended for approval and implementation as an ADB SPS (2009) Category C activity, as it involves only minor renovation works with no significant environmental impacts. No formal Environmental Management Plan (EMP) is required. However, it is recommended that basic environmental good practices be followed during implementation, including proper waste management, dust and noise control, safe handling of materials, and occupational health and safety measures.

Annex 1. Rapid Environmental Assessment (REA) checklist

Environment Impact Screening Checklist

KEY CONCERNS (Please provide elaborations on the Remarks column)	Yes	No	N/A	Remarks
A. Project Siting Is the project area adjacent to or within any of the following environmentally sensitive areas?				
Cultural heritage site		X		The project involves minor renovation of existing Hydromet office premises in Dushanbe city. Project site was screened and are not adjacent to any culturally sensitive areas
Protected Area		X		
Wetland		X		
Mangrove		X		
Estuarine		X		
Buffer zone of protected area		X		
Special area for protecting biodiversity		X		
B. Potential Environmental Impacts Will the Project cause...				
Encroachment on historical/cultural areas; disfiguration of landscape by road embankments, cuts, fills, and quarries?			X	Not applicable
Alteration of surface water hydrology of waterways crossed by roads, resulting in increased sediment in streams affected by increased soil erosion at construction site?			X	Not applicable.
Deterioration of surface water quality due to silt runoff and sanitary wastes from worker-based camps and chemicals used in construction?			X	Not applicable
Increased local air pollution due to rock crushing, cutting and filling works, and chemicals from asphalt processing?			X	Not Applicable
Risks and vulnerabilities related to occupational health and safety due to physical, chemical, biological, and radiological hazards during project construction and operation during project construction and operation?			X	Not Applicable

Noise and vibration due to blasting and other civil works?			X	Not Applicable
Dislocation or involuntary resettlement of people?			X	No applicable
Dislocation and compulsory resettlement of people living in right-of-way?			X	Not applicable.
Disproportionate impacts on the poor, women and children, Indigenous Peoples, or other vulnerable groups?			X	Not anticipated.
Other social concerns relating to inconveniences in living conditions in the project areas that may trigger cases of upper respiratory problems and stress?			X	Not applicable
Hazardous driving conditions where construction interferes with pre-existing roads?			X	Not applicable
Poor sanitation and solid waste disposal in construction camps and work sites, and possible transmission of communicable diseases (such as STI's and HIV/AIDS) from workers to local populations?			X	Not applicable
Creation of temporary breeding habitats for diseases such as those transmitted by mosquitoes and rodents?			X	Not applicable
Accident risks associated with increased vehicular traffic, leading to accidental spills of toxic materials?			X	Not applicable
Increased noise and air pollution resulting from traffic volume?			X	Not applicable
Social conflicts if workers from other regions or countries are hired?			X	Not applicable
Large population influx during project renovation and operation that causes increased burden on social infrastructure and services (such as water supply and sanitation systems)?			X	Not applicable

Annex 2: Simple method statement / environmental and OHS checklist

ENVIRONMENTAL SAFEGUARDS REQUIREMENTS FOR BIDDING DOCUMENTS

Managing Glacier Loss and Water Security Project

1. INTRODUCTION

These Environmental Safeguards Requirements form an integral part of the bidding documents for works under the Managing Glacier Loss and Water Security (M-GLOW) Project financed by the Asian Development Bank (ADB). The project has been classified as Category C for environmental safeguards, with minimal anticipated environmental impacts related to small-scale facility renovation.

Permits and Approvals

Prior to commencement of any works, the Contractor shall obtain and maintain all necessary permits, licenses, and approvals from relevant authorities including:

N/A

Staffing and Training

The Contractor shall:

- Ensure all personnel undergo mandatory site-specific environmental induction training before commencing work

DUST SUPPRESSION MEASURES

- Wet sweeping or damp mopping before painting to remove loose dust;
- Light water spraying on surfaces (if appropriate) before surface preparation;
- Covering furniture, floors, and equipment with plastic sheets or tarpaulins;
- Using vacuum cleaners instead of dry sweeping for dust removal;
- Keeping doors and windows closed or controlling airflow to prevent dust spread to other rooms;
- Minimizing dry sanding; using wet sanding where possible;
- Proper waste collection, segregation, and disposal;
- Noise control during working hours, especially work on weekend. Work-hour control;
- Emergency preparedness and response procedures.

OCCUPATIONAL HEALTH AND SAFETY (OHS)

- Provide PPE to workers
- Install warning signs and barriers
- Conduct safety training/toolbox talks
- Ensure first-aid availability
- Maintain fire extinguishers on site
- Incident reporting and investigation

The contractor shall implement site-specific occupational health and safety measures consistent with national labor and safety requirements.

EMPLOYEES HEALTH AND SAFETY

- Restrict public access to work area
- Maintain safe employees' access
- Use temporary signage

ENVIRONMENTAL SUPERVISION AND MONITORING

- Assign responsible EHS personnel
- Conduct routine site inspections
- Maintain incident records
- Report accidents

No significant environmental liabilities were identified. The recommended corrective actions are expected to ensure compliance with applicable national regulations and ADB safeguard requirements. Environmental risks and liabilities are low and manageable through routine mitigation and supervision measures.

CODE OF CONDUCT AND SEAH PREVENTION

Contractor and personnel shall comply with requirements for Prevention of Sexual Exploitation, Abuse, and Harassment (SEAH):

- Adopt and enforce a written SEAH policy prohibiting all forms of sexual exploitation, abuse, and harassment
- Require all employees and subcontractors to sign a Code of Conduct prior to mobilization
- Conduct mandatory SEAH awareness training before commencement of work
- Provide refresher training at least annually
- Establish confidential reporting channels separate from general GRM

ENVIRONMENTAL MONITORING AND REPORTING

Monitoring Requirements

The Contractor shall implement the following monitoring program:

Compliance Monitoring (Internal):

- Daily visual inspections of all work sites

GRIEVANCE REDRESS MECHANISM (GRM)

The Contractor shall support the project Grievance Redress Mechanism by:

- Posting GRM contact information visibly at all work sites
- Recording all grievances in grievance register
- Acknowledging receipt of grievances within 3 working days
- Investigating and responding to grievances within 15 working days
- Escalating unresolved grievances to Hydromet Project Management
- Maintaining confidentiality, especially for SEAH-related complaints

Mr. Tabarov Rahmonali – Administrator of MGLOW Project will be focal point and his contact details in below:

cellphone: (992) 981114491; email: r.tabarov71@gmail.com

All grievances will be recorded in the grievance log.

Problems will be resolved as soon as possible and complainants will be informed of action taken.

The grievance log will be kept in the Project's office and will include all records, claims and grievances arising during project implementation. The grievance redressal process will be carried out as follows:

Complaints received (written or verbal) will be registered in the grievance log with a grievance number and the date of receipt.

The Administrator will review the grievance;

The Contractor will report claims to the Engineer;

The working unit of the contractor involved in the grievance will take the necessary action. If no satisfactory action is taken, the complainant may appeal to local authorities.

The following procedures will be developed to handle complaints from the public:

- All complaints/questions received by telephone or other form (in person, in writing) will be passed directly to the Administrator who will identify the appropriate person to respond to the request;
- All complaints/questions will be handled through the grievance register, which will be regularly updated.
- All grievances/requests created under sub-plans will also be placed on the register.

Details of the complaint/request include:

- 1) Caller's full name;
- 2) Time/date of receipt or filing of the complaint;
- 3) A detailed statement of the appeal; and
- 4) The time frame required to complete the complaint/investigation.
- 5) Nature of the complaint/problem
- 6) The root cause of the complaint
- 7) Reporting method
- 8) Responsibility

9) Actions taken

The structure of the register is described and a sample grievance/request register is provided below.

Structure of the register of complaints/requests

Complaint No.	Date	Time	Name of the contact person for filing a grievance	Contact number	Nature of the complaint	The root cause of the problem	As the problem has been reported	The Council is informed		Responsible person	Actions taken
								Yes	No		
1											
2											
3											
4											
5											
6											
7											

SITE RESTORATION AND DEMOBILIZATION

Upon completion of works, the Contractor shall:

- Clean and repair any damage to existing structures or infrastructure
- Dispose of all remaining materials and waste through approved channels
- Submit photographic evidence of site restoration
- Conduct a final site inspection jointly with the client/engineer to confirm satisfactory completion and cleanliness
- Hand over the site in a safe, clean, and usable condition.