

REPUBLIC OF ARMENIA
MINISTRY OF LABOR AND SOCIAL AFFAIRS
SOCIAL PROTECTION ADMINISTRATION II PROJECT
LOAN N 5398-AM

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN
RESTORATION AND CONSTRUCTION OF PREMISES
FOR GYUMRI COMPLEX SOCIAL SERVICES TERRITORIAL CENTER

AUTHORS:

Engineer/Environmental specialist – T. Tadevosyan

ME and Social Safeguards specialist – N. Mkrtchyan

AUGUST 2019

PART A: GENERAL PROJECT AND SITE INFORMATION

INSTITUTIONAL & ADMINISTRATIVE			
Country	Republic of Armenia		
Project title	Social Protection Administration II Project (SPAP II), Restoration and Construction of Premises for Gyumri Complex Social Services Territorial Center (CSSTC) in Shirak Marz		
Scope of site-specific activity	<p>Construction activities to be performed at Gyumri CSSTC include:</p> <ol style="list-style-type: none"> 1. Construction of a new administrative building, including: soil excavation works, foundation construction, outer wall construction, flat roof construction; arrangement of internal and external engineering networks (power, gas, water and sewerage) and connections to the municipal utility systems, installing internal and external doors and windows, construction of new partition walls, finishing of internal walls and ceilings, mounting of internal infrastructure, construction of wheelchair ramps and partial improvement of yard area. 2. Rehabilitation of the existing building, including: demolition works (clearing interior of damaged finishing), arrangement of internal and external engineering networks (power, gas, water and sewerage) and connections to the municipal utility systems, installing internal and external doors and windows, construction of new partition walls, finishing of internal walls and ceilings, mounting of internal infrastructure, construction of wheelchair ramps and partial improvement of yard area. <p>The land plot with an area of 800 sq. m, as well as the 2-storey building with an area of 546.3 sq. m on it have been allocated for the establishment of a CSSTC. On the remaining land plot with an area of about 724.0 sq. m a 3-storied building with an overall area of 1270.3 sq. m will be built.</p>		
Institutional arrangements (WB)	Task Team Leaders: Ivan Drabek, Marina Petrovic		Safeguards Specialists: Hmayak Avagyan, Environment Vera Dugandzic, Social
Implementation arrangements (RoA)	Implementing entity: Ministry of Labor and Social Affairs (MLSA)	Works supervisor: MLSA: Tovmas Tadevosyan, Environment Nvard Mkrtchyan, Social	Works contractor: “Gevorgyan and Nersisyan” LLC
SITE DESCRIPTION			
Name of institution whose premises are to be rehabilitated	Gyumri CSSTC in Shirak marz		
Address and site location of institution whose premises are to be rehabilitated	Manushyan str. 5/5, Gyumri community, Shirak Marz, Republic of Armenia		
Who uses the land (formal/informal)?	<p>The land is owned by Gyumri community.</p> <p>The document confirming the real estate acquisition right is the Certificate of State Registration of the Rights over Real Estate N08-0031, issued 14.11.2018 provided on the basis of the Contract on perpetual right of free use of the real estate dated 09.11.2018 (Appendix 2).</p> <p>The building was constructed in 2005 under the first Social Protection Administration Project, belongs to the MLSA and is currently used by Gyumri Territorial Employment Center (TEC). Thus, the renovation works will not entail any physical displacement (relocation or loss</p>		

	of shelter) or economic displacement (loss of assets or access to assets that leads to loss of income sources or means of livelihood).
Description of physical and natural environment around the site	<p>The building is in the central part of Gyumri community. There are residential and public buildings nearby. The road leading to the Center is asphalted, there are no trees and bushes hindering the construction works.</p> <p>The premises are State property and cannot be used for private reasons or profit.</p> <p>The civil works will not interfere with everyday life of nearby residents or the activity of the public transportation.</p> <p>The renovation works will take 29 months from the start of works.</p> <p>The project's Social and Environmental Specialists have visited and pre-screened the site.</p>
Locations and distance for material sourcing, especially aggregates, water, stones?	<p>The necessary aggregates and other construction materials are available from nearby vendors or wholesale trade centers.</p> <p>Water required for construction works is available inside the existing building, supplied by "Veolia Jur" CJSC.</p> <p>There is enough space for parking of construction vehicles and machinery on the territory adjacent to the CSSTC and to arrange temporary storage of building materials and construction waste.</p>
LEGISLATION	
National & local legislation & permits that apply to project activity	<p>The following Armenian legislation defines a legal framework applicable to project activities:</p> <ul style="list-style-type: none"> - Law on Atmospheric Air Protection of RoA (1994). <p>The purpose of Law on Atmospheric Air Protection is to define main principles of the RoA, directed to provision of purity of atmospheric air and improvement of air quality, prevention and mitigation of the chemical, physical, biological and other impacts on air quality and regulation of public relation, as well as the principle of setting standards of emission limits on atmospheric air pollutants and on permissible physical harmful influences.</p> <p style="text-align: center;"><i>According to this law contractor shall undertake repairs activities as well as transportation and temporary storage of wastes the way to minimize dust and other emissions to the air.</i></p> <ul style="list-style-type: none"> - RoA Law on Waste (2004). <p>The law provides the legal and economic basis for collection, transportation, disposal, treatment, re-use of wastes as well as prevention of negative impacts of waste on natural resources, human life and health. The law defines the roles and responsibilities of the state authorized bodies as well as of waste generator organizations in waste management operations.</p> <p style="text-align: center;"><i>According to this law, the waste generated during renovation of the building should be recycled as appropriate or disposed of in designated locations. According this law, the contractor shall absorb costs of safe storage, transportation and disposal of the waste.</i></p> <ul style="list-style-type: none"> - RoA Law on Environmental Impact Assessment and Expertise (2014) <p>The law defines types of activities which are subject to environmental impact assessment and ecological expertise.</p> <p style="text-align: center;"><i>According to this law, works for the rehabilitation of premises for the CSSTC are not subject to the ecological expertise.</i></p> <ul style="list-style-type: none"> - Land Code of the Republic of Armenia (2001) <p>Taking into account the nature protection, economic and social significance of the land, the Land Code defines the basic directions of State regulatory system concerning land relations, development of various organizational and legal forms of land economy, fertility of land, land use efficiency raise, protection and improvement of an environment – favorable for human vitality and health, the legal framework concerning the protection of the rights on land, as well as regulation of resettlement and evacuation problems.</p> <p style="text-align: center;"><i>Rehabilitation of Gyumri CSSTC will not cause resettlement neither as defined by this</i></p>

	<p><i>law nor as by OP/BP 4.12 of the World Bank.</i></p> <ul style="list-style-type: none"> - RoA Law on Nature Protection and Nature Utilization (1998) <i>The Construction Company that implements activities specified in this law is responsible for nature protection and nature utilization payments.</i> - RoA Law on Urban Development (1998). <p>The law defines types of activities which are subject to construction permitting. <i>According to this law, restoration and construction of premises for Gyumri CSSTC require obtaining of a construction permit.</i></p>
PUBLIC CONSULTATION	
When / where the public consultation process will take /took place	<p>Draft ESMP was disclosed through the web page of MLSA (www.mlsa.am) in Armenian and English languages upon clearance by the World Bank.</p> <p>Public consultation on the draft ESMP was held on August 2, 2019 in Gyumri community. All stakeholders were given the opportunity to attend the meeting, ask questions and receive requested information.</p> <p>Brief information on the planned works and contact information of contractor for addressing questions and grievance will be placed at the work site and/or in its immediate surroundings.</p>
ATTACHMENTS	
<p>Attachment 1: Site layout and photos of existing of premises</p> <p>Attachment 2: Building ownership certificate</p> <p>Attachment 3: Conclusion of the seismic survey of the building</p> <p>Attachment 4: Minutes of public consultation meeting and announcement-invitation</p> <p>Attachment 5: Waste disposal permission</p> <p>Attachment 6: Construction Permit</p>	

PART B: SAFEGUARDS INFORMATION

ENVIRONMENTAL /SOCIAL SCREENING			
	Activity/Issue	Status	Triggered Actions
Will the site activity include/involve any of the following?	1. Building rehabilitation	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If “Yes”, see Section A below
	2. New construction	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If “Yes”, see Section A below
	3. Individual wastewater treatment system	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If “Yes”, see Section B below
	4. Historic building(s) and districts	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If “Yes”, see Section C below
	5. Acquisition of land ¹	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If “Yes”, see Section D below
	6. Hazardous or toxic materials ²	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If “Yes”, see Section E below
	7. Impacts on forests and/or protected areas	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If “Yes”, see Section F below
	8. Handling / management of medical waste	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If “Yes”, see Section G below
	9. Traffic and Pedestrian Safety	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If “Yes”, see Section H below

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

² Toxic / hazardous material includes but is not limited to asbestos, toxic paints, noxious solvents, removal of lead paint, etc.

PART C: MITIGATION MEASURES

ACTIVITY	PARAMETER	MITIGATION MEASURES CHECKLIST
General Conditions	Notification and Worker Safety	(a) The local construction and environment inspectorates and communities have been notified of upcoming activities (b) The public has been notified of the works through appropriate notification in the media and/or at publicly accessible sites (including the site of the works) (c) All legally required permits have been acquired for construction and/or rehabilitation (d) The Contractor formally agrees that all work will be carried out in a safe and disciplined manner designed to minimize impacts on neighboring residents and environment. (e) Workers' PPE will comply with international good practice (always hardhats, as needed masks and safety glasses, harnesses and safety boots) (f) Appropriate signposting of the sites will inform workers of key rules and regulations to follow.
A. General Rehabilitation and /or Construction Activities	Air Quality	(a) Demolition debris shall be kept in controlled area and sprayed with water mist to reduce debris dust (b) During pneumatic drilling/wall destruction, dust shall be suppressed by water spraying and/or installing dust screen enclosures at site (c) The surrounding environment (sidewalks, roads) shall be kept free of debris to minimize dust (d) There will be no open burning of construction / waste material at the site (e) There will be no excessive idling of construction vehicles at sites
	Noise	(a) Construction noise will be limited to restricted times agreed to in the permit. The civil works will cause some noise mostly in defined working hours, however the Contractor shall maximally reduce inconvenience caused to the nearby residents (b) During operations the engine covers of generators, air compressors and other powered mechanical equipment shall be closed, and equipment placed as far away from residential areas as possible
	Water Quality	(a) The site will establish appropriate erosion and sediment control measures such as e.g. hay bales and / or silt fences to prevent sediment from moving off site and causing excessive turbidity in nearby streams and rivers.
	Waste management	(a) Waste collection and disposal pathways and sites will be identified for all major waste types expected from demolition and construction activities. (b) Mineral construction and demolition wastes will be separated from general refuse, organic, liquid and chemical wastes by on-site sorting and stored in appropriate containers. (c) Construction waste will be collected and disposed properly by licensed collectors (d) The records of waste disposal will be maintained as proof for proper management as designed. (e) Whenever feasible the contractor will reuse and recycle appropriate and viable materials (except asbestos)
H. Traffic and Pedestrian Safety	Direct or indirect hazards to public traffic and pedestrians by construction activities	In compliance with national regulations the contractor will insure that the construction site is properly secured, and construction related traffic regulated. This includes but is not limited to <ul style="list-style-type: none"> ▪ Signposting, warning signs, barriers and traffic diversions: site will be clearly visible, and the public warned of all potential hazards ▪ Traffic management system and staff training, especially for site access and near-site heavy traffic. Provision of safe passages and crossings for pedestrians where construction traffic interferes. ▪ Adjustment of working hours to local traffic patterns, e.g. avoiding major transport activities during rush hours or times of livestock movement ▪ Active traffic management by trained and visible staff at the site, if required for safe and convenient passage for the public. ▪ Ensuring safe and continuous access to office facilities, shops and residences during renovation activities, if buildings stay open for public.

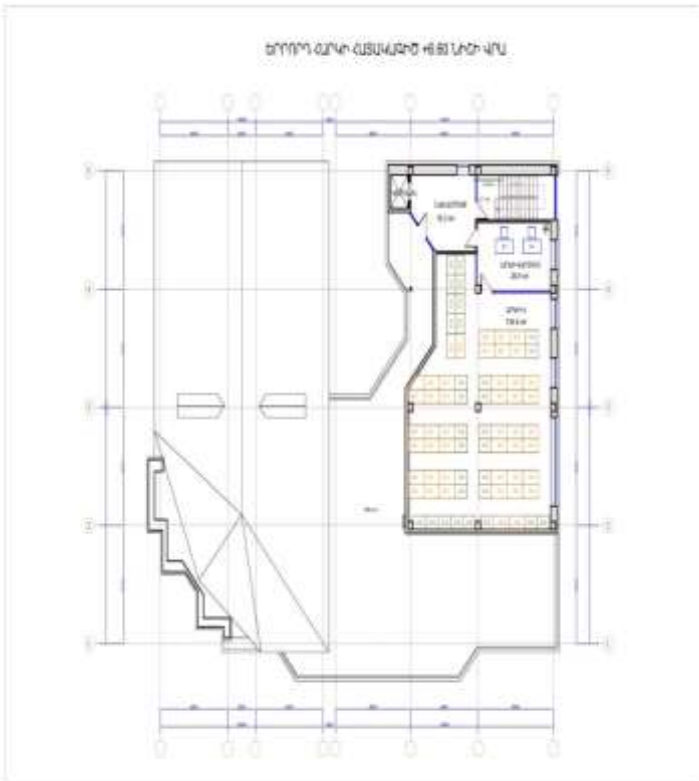
PART D: MONITORING PLAN

Activity	What (Is the parameter to be monitored?)	Where (Is the parameter to be monitored?)	How (Is the parameter to be monitored?)	When (Define the frequency / or continuous?)	Why (Is the parameter being monitored?)	Who (Is responsible for monitoring?)
CONSTRUCTION PHASE						
Provision of construction materials	Purchase of construction materials from the registered providers	Provider's office or warehouse	Verification of labels of the materials and/or certificates	During conclusion of supply contracts	Ensure reliability of construction materials and their safety for human health	MLSA
Generation of construction waste	<ul style="list-style-type: none"> - Temporary storage of construction waste in especially allocated areas; - Timely disposal of wastes to the formally designated locations 	Work site	Inspection	Periodically during reconstruction and upon its completion	<ul style="list-style-type: none"> - Prevent pollution of territory - avoid accidents at construction site due to scattered fragments of construction materials and debris - retain esthetic appearance of the reconstruction site and other floors 	MLSA
Transportation of construction materials and waste	<ul style="list-style-type: none"> - Technical condition of vehicles and machinery; - Confinement and protection of truck loads with lining; - Respect of the established hours and routes of transportation 	<ul style="list-style-type: none"> - Construction site - Routes of transportation of construction materials and wastes 	Inspection of roads adjacent to the construction object in the direction of the movement route	Selective inspections during work hours	<ul style="list-style-type: none"> - Limit pollution of soil and air from emissions; - Limit nuisance to local communities from noise and vibration; - Minimize traffic 	Traffic Police

					disruption.	
Workers' health and safety	<ul style="list-style-type: none"> - Provision of constructors with working clothes and PPE; - Strict compliance with the rules of construction equipment operation and usage of PPE; - Presence of fire extinguishing and medical aid kits at work site 	Work site	Inspection	Entire period of works	Reduce probability of traumas and accidents	MLSA
Traffic and road safety	<ul style="list-style-type: none"> - Presence of traffic regulation and warning signs as needed; - Construction site demarcated/fenced, and all construction activities confined to the site; - No construction materials and waste piled up or scattered outside the construction site 	Adjacent area to the construction site	Inspection	Entire period of construction works	Prevent the violation of interests of the passengers and/or pedestrians because of the construction works	MLSA
Site reinstatement	Land plot around the reconstructed premises cleared of any residual waste and reinstated	Construction site	inspection	Final stage of works	Ensure complete close-down of the construction site with no residual trash left behind	MLSA
Public information and grievance redress	<p>Information board installed at the work site carrying:</p> <ul style="list-style-type: none"> - the name of works provider (contractor), works commissioner (MLSA), and works financing Project (SPAP); - contact information / hotline in MLSA for local communities to refer complains on the 	Field office of the contractor and construction site	Inspection of documents	Before and during the construction works	Communicate with the residents or employees as well as other stakeholders of the area adjacent to the construction site and register the complaints	MLSA

	nuisance caused by construction works					
OPERATION PHASE						
Operational waste management	- Organized collection of household waste generated during office operation inside CSSTC; - Arrangements in place and operational for removal of household waste from CSSTC	CSSTC space	Inspection of office area	Entire period of office operation	Ensure sanitary safety and favorable conditions for CSSTC staff	CSSTC administration
Maintenance of internal communication systems	Electric wiring and water/waste water pipes maintained in good operation condition	CSSTC space	Inspection of office area	Entire period of office operation	Exclude risks of electric shocks, short circuits, and leakage of pipes	CSSTC administration
Improved space (premises)	Exterior area of the building kept clean and groomed	Premises of the CSSTC	Inspection	Entire period of works implementation	Ensure favorable social impact of the improved premises on the beneficiaries attending the center.	CSSTC administration

Attachment 1. Site layout and photos of existing premises





Attachment 2
Building Ownership Certificate

 **ՀԱՅԱՍՏԱՆԻ ՀԱՆՐԱՊԵՏՈՒԹՅՈՒՆ**
ԿԿԱՅԱԿԱՆ
ԱՆՇԱՐԺ ԳՈՐԶՔԻ ԵՎԱՏԱՍԱՐ ԻՐԱԿՈՒՆԱՆԵՐԻ
ՊԵՏԱԿԱՆ ԳՐԱՆՑՄԱՆ

Սույն վայրկյանով հաստատվում է «14» Լոկեմբերի 2018 թվականին քույրի կառույցի կառույցի իրավունքների պետական գրանցման փաստաթղթի մատչելիության կապակցում սկզբում քույրի կառույցում իրավունքի պետական գրանցումը հետևյալ տվյալներով

1. ԳՐԱՆՑՄԱՆ ԻՐԱԿՈՒՆԵՐԻ ՍՈՐՏԵՅԿՆԵՐ (Ն.Ն.Մ.)

ՀԱՅԱՍՏԱՆԻ ՀԱՆՐԱՊԵՏՈՒԹՅՈՒՆ

2. ԱՆՇԱՐԺ ԳՈՐԶՔԻ ԳՏԿԿԵԼՈՒ ՊԱՅՐԸ ԵՎ ԱՆԿԱՎՈՐՄԱՆ

Սարգ Շիրակ, Խանկեր Գրանի ք. Ամենուշյան փողոց թիվ 5/5

3. ԳՐԱՆՑՄԱՆ ՀԱՄԱՐ ՀՆԱՐ ՀԱՆՐԱՊԵՏՈՒԹՅԱՆ ՓՈՒՍՏԱԳՐՈՒԹՅԱՆ

Քույրի անհատույց տարածքի մարմնակազմի վավերացման 09.11.2018թ. պահանջարկն ինչ 7050

4. ՀՈՒՄԱՆԱՆԻ ԲԵՆՈՒԹԱԳՐԵՐԸ

Կադաստրային ճանաչողը՝ 08-001-0458-0003

Սակերտի շաղկ՝ 0.08

Կառույցային կառուցվածքային շինարարություն

Գրանցման կառուցվածքային կամ հողատեսքը՝ Հաստատման կառուցվածքային

Գրանցման իրավունքի տեսակը՝ ԱՆՀԱՏՈՒՄՑ ԾԳՏԱԳՈՐԾՈՒՄ

«Վայրկյան N 14112018-08-0031, գաղտնաբաժնի՝ BGQ/CX56A2W] էջ 1

5. ՀԻՄՈՒՅՁՈՒՆԵՐԻ ԲԵՆՈՒԹԱԳՐԵՐ

1) Կառույցային կառուցվածքային՝ Հաստատման

2) Բուքազրկող ըստ առանձին շինարարությունների

Ը/Ի	Կադաստրային ճանաչողը	Տեսակը	Մակերեսի չափը	Գրանցման իրավունքի տեսակը
1	08-001-0458-0003-001	«Կերականգման կենտրոն»	546.3 ք.մ.	ԱՆՀԱՏՈՒՄՑ ԾԳՏԱԳՈՐԾՈՒՄ

Կապակցի կառույցի և տեղեկություններ

Քույրի անհատույց է «ՀՀ պետական և տեղաբնակչության հարցերի կառավարության պետական գրանցման կառուցվածքային կառույցի»

«Վայրկյան N 14112018-08-0031, գաղտնաբաժնի՝ BGQ/CX56A2W] էջ 2

Republic of Armenia

Certificate of State Registration of the Rights over
Real Estate

This Certificate confirms the state registration of the rights over real estate in the integrated registry of state registration of rights over real estate on Nov. 14, 2018 by the following details:

1. Entity(s) of registered right

Ministry of Labor and Social Affairs of the Republic of Armenia

2. The place and name of the real estate

Manushyan str. 5/5, Gyumri community, Shirak marz

3. Documents on which the registration is based

Contract on perpetual right of free use of real estate, notarized on 09/11/2018

4. Land characteristics

Cadaster Code 08-001-0458-0003

Surface (ha) 0.08

Target use - public

Operational use – public construction

Type of registered right – free use

5. Building characteristics

1) Target use – public

2) Characteristics of the separate buildings;

N	Cadaster Code	Type	Surface	Type of registered right
1	08-001-0458-0003-001	Rehabilitation Center	546.3 sq. m	free use
2				
3				

Additional Notes and Information

The real estate has been attached to the “RoA Ministry of Labor and Social Affairs” State Administrative Institution.

Registering official – Roman Harutyunyan

Position – Real estate register of the State Committee of the Real Estate Cadaster adjunct to the RoA Government.

Attachment 3.

Conclusion of the Seismic Resistance Survey


ԼՆՏՐԱՅԻՆ ԲՈՒՅՐԱՆՈՒՄԻ ՔԱՆՈՒՑՈՒՄ . Urban Design

ՏՆՈՐԵՆ

ՏԵՂԵԿԱՔ

«Սոցիալական Պաշտպանության Վարչարարության Երկրող Օրագիր» վարկային ծրագրի շրջանակում Գյումրի քաղաքի համալիր սոցիալական ծառայությունների տարածքային կենտրոնի (ՀԱՕՏԿ) նոր կառուցվող շենքը հարակից է գործող մասնաշենքին, որի շինարարությունը ավարտվել է 2009 թվականին: Կառույցը իրականացված է գործող սկզբնիկ նորմերի համապատասխան:

Վերսիշխալ ծրագրի շրջանակներում գործող շենքում նախատեսված են մասնակի վերանորոգման աշխատանքներ: Հակերության մասնագետների հետազոտության արդյունքում շենքի սկզբնական վանդակային համադրվել է լավարար:

Վ. Նվարտիյան


ՀՀ 0028 Կոմսոմ. Կյանքի ԿՊ
Պատմ. ԾՁ. 18, Կապույտ 0122 ՔԱ

☎ (010) 214 307

E-mail: igsn@igsn.am
<http://www.igsn.am>

HGSHN
URBAN DESIGN COMPANY

N VH-87
19.06.2019

REFERENCE

The new building of the Complex Social Services Territorial Center (CSSTC) to be constructed in Gyumri community under Social Protection Administration II Project is adjacent to the currently operating building, the construction of which has been completed in 2009. The mentioned building was constructed in compliance with all the acting construction and seismic norms.

Within the framework of the above-specified Project partial renovation works of the operating building are envisaged. **Based on the examination of our company's specialists the seismic state of the building is satisfactory.**

Director

V. Hovasapyan (signature)

Attachment 4. Records of Public Consultation

ANNOUNCEMENT-INVITATION

To Open Public Consultation on Environmental and Social Management Plan of Restoration and Construction of Premises for Gyumri CSSTC

Open public consultations on Environmental and Social Management Plan of Restoration and Construction of Premises for Gyumri Complex Social Services Territorial Center (CSSTC) will be held on August 2, 2019, at 15:30 in the conference hall of the Shirak marz administration building at Garegin Nzhdeh Ave. 16, Gyumri, Shirak Marz.

“Social Protection Administration II Project” Coordination Unit (SPAP II PCU) of the RoA Ministry of Labor and Social Affairs invites all the stakeholder physical and legal entities to participate in the consultations on the draft ESMP.

You can send your recommendations and observations through infospap@mlsa.am electronic mail or submit to the following address: Office # 361, Government bld. 3, Republic Square, Yerevan not later than August 1, 2019.

Documents can be accessed on the website of the RoA Ministry of Labor and Social Affairs - <http://www.mlsa.am> as well as at the following address: Office # 361, Government bld. 3, Republic Square, Yerevan, tel.: 010 54 15 72.

“Social Protection Administration II Project” Coordination Unit (SPAP II PCU) of the RoA Ministry of Labor and Social Affairs.

MINUTES OF THE PUBLIC CONSULTATION MEETING ON

THE RESTORATION AND CONSTRUCTION WORKS AND POSSIBLE ENVIRONMENTAL,
SOCIAL AND ADMINISTRATIVE PROBLEMS OF GYUMRI COMPLEX SOCIAL SERVICES
TERRITORIAL CENTER (CSSTC)

Date 2.08.2019

Meeting duration: 15:30 - 16:30

After the official publication (<http://www.mlsa.am>, 25.07.2019) of the Armenian and English language announcement regarding the public consultation of the restoration and construction works, as well as the Environmental and Social Management Plan of Gyumri Complex Social Services Territorial Centre (hereinafter CSSTC), a public consultation meeting was held in the conference hall of the Shirak marz administration building at Garegin Nzhdeh Ave. 16, Gyumri, Shirak Marz with the purpose of raising awareness among the employees of the future CSSTC, their beneficiaries and other stakeholders by the Project Coordination Unit (PCU) of the joint Social Protection Administration II Project (SPAP II) of the RoA Ministry of Labor and Social Affairs and the World Bank. 35

stakeholders (including 24 women) actively participated in the public consultation meeting.

AGENDA

1. The main changes related to the introduction of the Complex Social Services System in the social services provided to the RoA population.

Speaker – Vardan Gevorgyan – Social Protection Projects Implementation Specialist of SPAP II,

2. Introduction of possible problems related to the design-cost estimates and rehabilitation works of Gyumri CSSTC, as well as simultaneous implementation of everyday work activity of territorial services.

Speaker – Samvel Harutyunyan – SPAP II Engineer-Consultant

3. Works aimed at the solution of possible environmental problems related to the establishment of Gyumri CSSTC.

Speaker – SPAP II Environmental Specialist/Engineer Tovmas Tadevosyan.

4. Works aimed at the solution of possible unfavorable social impacts related to the establishment of Gyumri CSSTC.

Speaker – SPAP II ME & Social Safeguards Specialist Nvard Mkrtychyan.

5. Questions and answers

Summary of the Public Consultation Meeting:

Vardan Gevorgyan, Social Protection Projects Implementation Specialist for SPAP II, introduced major changes aimed at the introduction of the Integrated Social Services System (ISSS) in the Republic of Armenia and the legal basis for their enactment. He also overviewed institutional changes undertaken upon introduction of ISSS.

Samvel Harutyunyan, Engineer-Consultant for SPAP II, described the scope of physical works to be undertaken for rehabilitation of premises for CSSTC office in Gyumri.

Tovmas Tadevosyan, Environmental Specialist/Engineer for SPAP II, introduced the draft Environmental and Social Management Plan (ESMP). He talked about environmental risks associated with the Project implementation and explained what measures will be taken to mitigate these risks. Particular attention was given to good construction practice to be used for avoiding nuisance of local residents during construction, because the work site is located within a densely populated area. It was noted that SPAP II Coordination Unit (PCU) will use services of the Technical Supervisor to monitor the implementation of all the mitigation measures in compliance with the ESMP. In case of violations, Technical Supervisor will report to the PCU and PCU management will take remedial action.

Nvard Mkrtychyan - Monitoring, Evaluation and Social Specialist of SPAP II, discussed social impacts expected from the operation of CSSTC. She explained the main principles

of the provision of social services by CSSTC and the associated procedures. Ms. Mkrtchyan covered possible social impacts of the rehabilitation works too and informed participants that once construction contractor is mobilized to the site, a board will be posted at this site displaying contact information of the works contractor, the client of works (MLSA), and the PCU. For grievance redress the MLSA hotline telephone number “114” is provided.

Meeting participants were given floor for questions and comments.

1. Social Protection Administration II Project Coordinator Vahagn Stepanyan was also present at the public consultation meeting in Gyumri and stressed that the Complex Social Services Territorial Center (CSSTC) is one of the key features of the Integrated Social Services System, which enables the process of meeting the needs of vulnerable groups in one place, for which sufficient conditions are created: building conditions, technical equipment and property base. The new building will be designed so that every citizen can access it freely, even those with disabilities. As a result of the reform, in addition to ensuring adequate working conditions there will also be clearly defined procedures and responsibilities for each employee of the CSSTC. Changes that target the most precious capital, humans, are obvious in technical and ideological terms. Automated system of queuing instead of queues, replacing old and unheated buildings with state-of-the-art buildings with modern solutions that will never make any obstacles for beneficiaries.
2. Question –Ani Martirosyan– Beneficiary
Is it envisaged to introduce the profession of a social worker also in secondary school program so that the school age children are informed about this profession?
Answer – Vardan Gevorgyan
I think in the result of this reform where the social worker is the key role player, being an intermediary link between the citizen and the state, the importance and priority of this profession will become clearer to a broader layers of the society.
3. Question – Serine Martirosyan - Beneficiary
In the result of the integration of social services how many specialists will work with one beneficiary?
Answer – Vardan Gevorgyan
In the result of the reform the social worker shall implement a case management, that is to **say assess the beneficiary’s needs, draft an individual social program and coordinate the activities envisaged under the specific program considering the rights and legal interests of the beneficiary, as well as mediate in the process of meeting the beneficiary’s need with state,** community and local self-governing bodies, NGO-s. etc. The social worker also has to provide the beneficiary with a conclusion on the necessity (expediency) of being included in state social protection programs. So, this means that one specialist will work with the beneficiary in taking steps towards meeting his/her needs.

Please see the list of participants and the photos of the meeting below:

LIST OF PARTICIPANTS

N	Name	Institution	Position	E-mail/Telephone
1.	Amalya Adamyan	TEC	Director	gyumriztk@mail.ru
2.	Karen Malkhasyan	SSS territorial dept.	Head of Dept.	karen.malkhasyan@sss.am
3.	Edward Baghramyan	SATA 1	Head of Agency	
4.	Artashes Yegoryan	SATA 2	Head of Agency	
5.	Lamara Abrahamyan	SATA	Leading Specialist	
6.	Araksi Harutyunyan	SATA	Leading Specialist	
7.	Armen Tomikyan	SATA	Senior Specialist	
8.	Edik Stepanyan	SATA	Leading Specialist	
9.	Tigran Farzadyan	SATA	Senior Specialist	tigranfarzadyan@mail.ru
10.	Arpine Amiryan	SATA	Senior Specialist	
11.	Aida Avetisyan	SATA	Senior Specialist	
12.	Tigran Aslanyan	SATA	Senior Specialist	
13.	Aram	SATA	Senior Specialist	
14.	Mariam Sargsyan	TEC	Senior Specialist	
15.	Ani Martirosyan		Unemployed	
16.	Aida Norikyan	“Shahparonyan” LLC	Accountant	norikyan.aida@mail.ru
17.	Ashkhen Karapetyan	“Shahparonyan” LLC	HR employee	
18.	Gayane Stepanyan	P/E		
19.	Svetlana Asatryan	MSEA of Shirak Marz	Chairman	
20.	Yelena Asatryan	MSEA of Shirak Marz	Statistician	
21.	Hayk Aleksanyan	MSEA of Shirak Marz	Expert	
22.	Shoghik Khachkalyan	MSEA of Shirak Marz	Statistician	

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Attachment 5.
Waste Disposal Permission



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№ 02/3166
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«Հայգյուղջիննախագիծ» ՍՊԸ-ի
տնօրեն Վ. Հովասափյանին

Հարգելի պարոն Հովասափյան

Գյումրի համայնքի ղեկավարին հասցեագրված Ձեր №27 գրության կապակցությամբ հայտնում ենք, որ շինարարական աղբը թափելու համար նախատեսված վայրը Մայիսյանի չօգտագործվող քարհանքերի տարածքն է:

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Ռ. ՍԱՆՈՅԱՆ

Կատարող՝ Վ. Սամսոնյան
0312 22214

Գյումրի, Գ. Ապրիլ 16

Ստացվել է
02.04.2019թ.

ROA SHIRAK MARZ
FIRST DEPUTY HEAD OF GYUMRI COMMUNITY

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N 02/3166

To: Mr. V. Hovasapyan
Director of "HGSHN" LLC

April 02, 2019

Dear Mr. Hovasapyan,

In response to your letter N27 addressed to the Head of Gyumri Community, please be informed that the dump where the construction waste, generated during the construction works will be transported and disposed of is the territory of unused stone pit of Mayisyan community (about 7 km away from the construction site).

Regards

signature

R. Sanoyan

