

**REPUBLIC OF ARMENIA**

**MINISTRY OF TRANSPORT, COMMUNICATION AND INFORMATION  
TECHNOLOGIES**

**TRANSPORT PROJECT IMPLEMENTATION ORGANIZATION**

**LIFELINE ROAD NETWORK IMPROVEMENT  
PROJECT**

**(including on-going Loans IBRD-82290 and IBRD-85230 and the  
proposed Additional Financing 2 Loan)**



**ENVIRONMENTAL AND SOCIAL MANAGEMENT  
FRAMEWORK**

**Yerevan  
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## LIST OF ACRONYMS

AF	Additional Financing
AF1	Additional Financing 1
AF2	Additional Financing 2
EIA	Environmental Impact Assessment
EMF	Environmental Management Framework
ESMP	Environmental and Social Management Plan
ESMF	Environmental and Social Management Framework
EU	European Union
IBRD	International Bank for Reconstruction and Development
IDA	International Development Association
GBV	Gender Based Violence
GRM	Grievance Redress Mechanism
LRNIP	Lifeline Roads Network Improvement Project
MoH	Ministry of Health of the Republic of Armenia
MoTC	Ministry of Transport and Communication of the Republic of Armenia
MoTCIT	Ministry of Transport, Communication and Information Technologies
MoNP	Ministry of Nature Protection of the Republic of Armenia
NGO	Non-Governmental Organization
O&M	Operation and Maintenance
OP	Operational Policy
PIU	Project Implementation Unit
RoA	Republic of Armenia
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
SNCO	State Non-Commercial Organization
TPIO	Transport Projects Implementation Organization
TPIU	Transport Projects Implementation Unit
WB	The World Bank
USAID	Unites State Agency for International Development

## **EXECUTIVE SUMMARY**

In 2012, the Republic of Armenia (RoA) borrowed US\$ 45 million equivalent from the International Bank for Reconstruction and Development (IBRD) to implement Lifeline Road Network Improvement Project (LRNIP). Later, the Government has requested an additional financing (AF) for LRNIP in the amount of US\$ 40 million equivalent. On January 31, 2019, the Government of Armenia, requested a second Additional Financing in the amount of US\$15 to scale up the development effectiveness of the project. It is expected the AF will be able to finance the rehabilitation of additional 60km of local and secondary lifeline roads, bringing the total number of roads to be rehabilitated under the Project (through the two on-going loans and the proposed Additional Financing) to about 450km. The project's closing date is proposed to be extended to December 30, 2021. Additional technical assistance activities in the area of road safety and climate resilient infrastructure are being proposed as part of the Additional Financing.

With the processing of the Additional Financing, the Project Development Objective (PDO) remains the same as the PDO of the LRNIP, i.e., to improve access of rural communities to markets and services through upgrading of selected lifeline roads, and to strengthen the capacity of the Ministry of Transport, Communication and Information Technologies (MoTCIT) to manage the lifeline road network.

The Environmental Management Framework developed for the LRNIP and updated for the purpose of the first AF has been used as a basis for the preparation of the present Environmental and Social Management Framework (ESMF) upon provision of the second AF. As the previous versions, it provides review of the World Bank's corresponding policies and the national legislation to be referenced during the project, as well as describes institutional arrangements. ESMF for AF 2 has respective parts on environmental and social screening of individual investments, potential impacts and risks of the project along with measures of mitigating those impacts and risks. Stakeholder consultations are the other important topic covered in the framework along with the new regulations imported in the ESMF for AF 2 on identification and addressing Gender Based Violence.

## **INTRODUCTION**

RoA has been receiving assistance from the World Bank for the improvement of roads infrastructure for several years. LRNIP, now supplemented with two AFs, will continue providing an immediate economic stimulus to rural communities by improving access to employment, markets, social and educational services; as well as long-term benefits of an improved lifeline infrastructure. In addition to the economic benefits (regional employment, access to markets for agricultural products, etc.), there are substantial social benefits to the rural populations in improving their access to education, medical and social opportunities.

The MoTCIT retains overall responsibility for the implementation of the LRNIP, including AFs, while day-to-day project management function is delegated to the Transport Projects Implementation Organization (TPIO) under the MoTCIT.

All rehabilitation works envisaged under the LRNIP, including AFs, will be undertaken on existing alignments and will include reconstruction, pavement rehabilitation,

improvement of drainage facilities and road safety features resulting in stable and safe roads. Activities to be supported from the AFs are the same in nature and scope as those being undertaken under the original project. They do not trigger any additional safeguard policy of the World Bank and the Project remains environmental Category B. Because the Project finances similar types of rehabilitation works in multiple locations over the country environmental impacts of which are pretty much well known beforehand, the environmental due diligence in project implementation implies the use of present ESMF, which is a guide for the conduct of environmental and social screening of individual investments and the development of site-specific Environmental Management Plans. Due to limited scope of works which are confined to the upgrading of the existing roads, use of a simplified Environmental Management Plan Checklist for Small Scale Road Construction or Rehabilitation is recommended.

## PROJECT DESCRIPTION

The Project Development Objective and Project Components remain the same as in the original project. The Project Development Objective is to improve access of rural communities to market and services through upgrading of selected lifeline roads and to strengthen the capacity of the MoTCIT to manage the lifeline roads. The Project components are - a) Lifeline road improvement; and b) Project management and institutional strengthening. The first component will invest in physical works and the second component will deliver technical assistance.

The Project includes a contingent emergency response funding option so that in case of a natural or man-made event that causes a major disaster, the Government of Armenia may request the World Bank to re-allocate project funds for contributing to emergency response and recovery in road sector. This funding instrument, if case of being included it into the LRNIP and/or (AF 1 and AF2) could also be used to channel additional resources should they become available as a result of the emergency.

Project components:

- **Component 1: Lifeline Road Improvement.** This component will raise the total number of km of lifeline roads to be rehabilitated to about 450 km, increasing the length of roads rehabilitated under the project by an additional 60 km. Safe village program will be continued in all villages benefiting from the project. In addition, this component will implement climate resilience remedial measures' works, such as remedial works at critical rockfall locations. This component comprises civil works for the rehabilitation of roads, civil works for safe villages, and climate resilience remedial measures, supervision and technical designs for road rehabilitation works, and future projects.
- **Component 2: Project Management and Institutional Strengthening.** A number of road safety technical assistance activities will be added to this component, including: development of a road crash database, institutional support to the National Road Safety Council, and scale up of the safe village program to cover more communities along the lifeline road network.

The proposed Project will be implemented by the existing TPIO. The TPIO has experience in cooperating with the World Bank and other donors. The TPIO is adequately staffed and has the capacity to address all aspects of the project implementation. The TPIO will use consultant services for monitoring and ensuring



safeguard compliance of the Project. The civil works will be supervised by a consulting company (Technical Supervisor) commissioned by the TPIO. Along with other responsibilities, this firm will be assigned to track compliance of civil works contractors with the Environmental and Social Management Plans (ESMPs) and will monitor implementation of the prescribed mitigation measures.

## **WORLD BANK SAFEGUARD POLICIES**

LRNIP triggers World Bank's **OP 4.01 *Environmental Assessment*** and, according to this policy, is classified as environmental category B. Works to be supported under the Project are expected to have low to moderate environmental and social risks, majority of which are confined to work sites and fall in the construction period. Effective management of these risks is possible by application of affordable and commonly used mitigation measures. LRNIP funding (including AF 1 and 2) may not be used for any high-risk activity with the likely negative environmental and social impacts which are complex, span over a large area and last long after completion of works. Such activities fall under environmental Category A and are not eligible for funding from the project proceeds. OP 4.01 requires that each individual investment, suggested for inclusion in the Project implementation plan, undergoes environmental screening and classification, and that a site-specific ESMP is prepared that elaborates a detailed set of prescribed mitigation measures as well as a plan for monitoring their application at the road rehabilitation and operation phases.

LRNIP also triggers the World Bank's **OP 4.12 *Involuntary Resettlement***, because road rehabilitation may require small scale land take, temporary or permanent restriction of private property, seasonal loss of crops, or termination of informal land use by squatters. All of these cases are defined as various types of involuntary resettlement and must be handled according to OP 4.12. A Resettlement Policy Framework (RPF), previously used upon provision of the first AF, has been updated to cover the second AF. If any individual investment implies any type of involuntary resettlement, then development of a full or abbreviated (simplified) Resettlement Action Plan (RAP) will be required following the guidance of RPF.

## **NATIONAL LEGISLATION**

The 10<sup>th</sup> Article of the Constitution of the RoA (adopted in 1995 and amended in 2005) stipulates that the State is responsible for environmental protection, regeneration and wise use of natural resources. Since 1991, more than 25 codes and laws as well as numerous by-laws and regulations have been adopted to protect the environment. Summaries of several laws from the list, which are most relevant to the LRNIP (including the AF 1 and 2), are presented below:

### **Law on Environmental Impact Assessment and Expertise (2014, No HO 110-N)**

The Law on Environmental Impact Assessment and Expertise, adopted in 2014, provides legal basis for implementation and introduction of state expertise of planned activities and concept frameworks as well as presents the standard steps of the Environmental Impact Assessment (EIA) process for various projects and activities in Armenia. It establishes the general legal, economic, and organizational principles for conducting mandatory state EIA of various types of projects and concepts of sectoral development (e.g., energy, mining, chemical industry, construction, metallurgy, pulp and paper, agriculture, food and fishery, water, electronics, infrastructure, services, tourism and recreation, etc.). The planned activities are classified into three categories

reflecting different levels of environmental impact assessment according to severity of possible environmental impacts.

The Law also stipulates provisions directly related to road sector. Particularly in the Article 4 “Intended Activities Subject to Expertise” the Law enumerates the types of planned activities subject to environmental impact assessment. According to the Law Article 14, Paragraph 4, Subparagraph 10): “c. in case of construction or reconstruction of new roads with four and more traffic lanes, or expansion of roads with maximum two traffic lanes in order to get four and more traffic lanes, when the relevant section has 10 km and above continuous length” the activity is classified as Category A.

A proposed project is classified as Category B, if it is about tunnels, subway or railway construction with 1 km in length and more, construction of bridges on the rivers with load capacity of 25 tones.

In addition, an EIA is also applicable to activities which are not listed in the Article 4 “Intended Activities Subject to Expertise”, but which will be implemented in protected areas, forests, historical monuments and public green spaces. In this case, the activity falls under Category B.

The EIA Law specifies notification, documentation, public consultations, and appeal procedures and requirements. The Law demands that for the operation of any economic unit, or implementation of a plan or programs, a positive conclusion on an environmental impact assessment must be obtained from the State Non-Commercial Organization (SNCO) of the RA Ministry of Nature Protection (MoNP) called Environmental Impact Expertise Center SNCO.

The Law on Environmental Impact Assessment and Expertise is generally consistent with the EIA approaches followed by international development organizations (e.g., WB, EU and USAID). The law is applicable to a variety of civil works as well as to the development plans/programs (conceptually similar to the Strategic Environmental Assessment). It mandates assessment of trans-boundary impacts of the proposed activities. Also, it requires public disclosure and consultation. For Category A and B activities, issuance of a positive conclusion of expert review is required, which works as an environmental permit.

*Works to be undertaken under LRNIP (including two AFs) will not include new construction and will be undertaken only in the existing alignments. Therefore, according to the Law of Armenia on the Environmental Impact Assessment and Expertise, environmental assessment and issuance of an expert conclusion is not required.*

### **Land Code (2001)**

The Land Code defines the main directives for management and use of the state land, including those allocated for various purposes, such as agriculture, urban construction, industry and mining, energy production, transmission and communication lines, transport and other purposes. The areas used for roads, bridges and tunnels, as well as their relevant alienation zone are considered as land allocated for transport objects. The Code defines the land under the specially protected areas as well as forested, watered and reserved land. It also establishes the measures aimed to the land protection, as well as the rights of state bodies, local authorities and citizens towards the land.

*Disposal of excess material and construction waste under LRNIP (including the two AFs) must follow the Land Code. This law shall be complied with also in case a small-scale land take is required for the purposes of project implementation.*

#### **Law on Wastes (2004)**

The law regulates legal and economic relations connected to the collection, transfer, maintenance, development, reduction of volumes, prevention of negative impact on human health and environment. The law defines objects of waste usage, the main principles and directions of state policy, the principles of state standardization, inventory, and introduction of statistical data, the implementation of their requirements and mechanisms, the principles of wastes processing, the requirements for presenting wastes for the state monitoring, activities to decrease the amount of the wastes, including nature utilization payments, as well as the compensation for the damages caused to the human health and environment by the legal entities and individuals, using the wastes, as well as requirements for state monitoring and legal violations. The law defines the rights and obligations of the state governmental and local governmental bodies, as legal entities and individuals.

*Law on Wastes, along with the Land Code, will govern disposal of excess material and construction waste generated in the course of LRNIP (including both AFs) implementation.*

#### **Law on Environmental Oversight (2005)**

The Law regulates the issues of organization and enforcement of oversight over the implementation of environmental legislation of the RoA and defines the legal and economic basis underlying the specifics of oversight, the relevant procedures, conditions and relations, as well as environmental oversight in the RoA.

*Civil works to be implemented under the LRNIP (including both AFs) will be subject to oversight by the State Environmental Inspectorate to ensure general compliance with the national environmental legislation.*

#### **Law on Automobile Roads (2006)**

The Law regulates economic, legal and organizational basis for development and administration of a motor road network; designing, construction, repair and maintenance, classification and registration of roads in the RoA, as well as regulates legal relationships between bodies and organizations implementing those functions.

*The design, quality control and later maintenance of roads under the LRNIP (including both AFs) are subject to regulation by the Law on Automobile Roads.*

The existing legal framework governing the use of natural resources and environmental protection includes a large variety of legal documents. Governmental resolutions are the main legal instruments for implementing the environmental laws. Environmental field is also regulated by presidential orders, Prime-Minister's resolutions and ministerial decrees.

#### **International Agreements**

In addition to the above presented list and summaries of laws, numerous strategies, concept frameworks, and national programs related to the nature protection have been developed as well as a number of international agreements and conventions have been signed and ratified by the RoA. International Conventions and Protocols signed



and ratified by the RoA, which are most relevant to the LRNIP (including both AFs) are presented in the list below:

- Convention on Biological Diversity (Rio-De-Janeiro, 1992);
- UN Framework Convention on Climate Change (New-York, 1992) and Kyoto Protocol (Kyoto, 1997);
- Convention on Access to Information, Public Participation in Decision-Making and Access to Justice in Environmental Matters (Aarhus, 1998).

### Permitting

Environmental permits necessary for accomplishing the works envisaged by the LRNIP (including the AFs), including data on issuing authorities and tentative timing of obtaining the permit, are summarized in the below table:

<b>Name of permit</b>	<b>Issuing authority</b>	<b>Permit obtaining stage</b>
Construction license	State Committee on Urban Development	After design stage, prior to bidding
State Traffic Police Permit	Road Police of RoA	During the design stage, approval of the traffic management plan
Construction permit	Head of the appropriate community	Prior to construction
Lease agreement or ownership documents for construction site	Property owner	Before establishment of the construction site
Mining license *	Ministry of Energy Infrastructure and Natural Resources	During construction stage
Purchase documents for purchased crushed stone	Authorized seller	During construction stage - purchase of the materials
Maximum permissible discharge permit	Ministry of Nature Protection	During construction stage
Agreement for disposal of construction waste	Head of the appropriate community	Before disposal of the waste off-site, at least 3 months prior to issuance of the final certificate

\* If construction materials are purchased, owner of the quarry must have a valid permit from the MoNP

All of the above permits are relevant for the LRNIP (including both AFs) implementation, however some of them might not be necessary depending on the nature of works and their organization (e.g. contractor is not requested to have a mining license in case the crushed stone is purchased, however the company producing the crashed stone should possess a valid mining license).

### Social Legislation

#### **Law on the Alienation of the Private Property for Public and State Needs (2006)**

The law regulates procedural aspects of land acquisition and compensation rights of titled landowners and owners of immovable property in cases of alienation of their property for public purposes.

*This law will be applicable to small-scale land take under LRNIP (including both AFs), should that be required for the purposes of the Project.*

## **INSTITUTIONAL FRAMEWORK**

This section briefly presents the roles of entities that may have involvement in the LRNIP (including the two AFs), primarily but not exclusively from an environment perspective.

### **Ministry of Nature Protection**

MoNP is responsible for the protection, sustainable use, and regeneration of natural resources as well as the improvement of the environment in the Republic of Armenia. In those areas, the MoNP's authority includes overseeing national policy development, and producing and enforcing environmental standards and guidelines. The MoNP implements these functions through the six core departments within the body of the Ministry, four detached divisions and agencies, and two self-standing subordinated agencies.

*Although LRNIP (including the both AFs) is not subject to environmental permitting and no specific conditions of environmental performance are established for its implementation, the MoNP, and the Nature Protection and Subsoil Inspectorate under the RA government will exercise oversight on works to be undertaken as part of LRNIP (including both AFs) to ensure that undertaken activities are compliant with applicable general environmental norms and standards.*

### **Ministry of Energy Infrastructure and Natural Resources**

The Ministry of Energy Infrastructure and Natural Resources (MoEINR) is a State body of executive authority, which elaborates and implements the policies of the Republic of Armenia Government in the energy and natural resources management sector. The MoEINR implements the functions related to natural resources management through Environmental Protection and Mining Inspection Body that was created based on the RA Law on Inspection Bodies, in the result of restructuring of Environmental Inspectorate of the MoNP and Mining Inspection of the Ministry of Energy Infrastructure and Natural Resources. Environmental Protection and Mining Inspection Body is a governmental body that is subject to the Government's control, supervision and other functions as defined by law, which, in the manner prescribed by law, imposes sanctions/ takes responsibility measures, in the fields of environment and the mining.

*In case of opening and/or use of quarries or borrow pits, a construction company hired on the proceeds of LRNIP (including both AFs) shall obtain permits from the MoEINR.*

### **Ministry of Health**

The Ministry of Health (MoH) is a state body of executive authority, which elaborates and implements the policies of the Republic of Armenia Government in the healthcare sector. The MoH implements the functions related to development and organization of implementation of healthcare management policy and state projects, development and approval and sanitary norms and rules, drafting as well as oversight over implementation of laws and regulations related to healthcare sector.

Within the structure of the MoH, the State Health Inspectorate implements Ministry of Health-entrusted supervisory functions. Acting on behalf of the Republic of Armenia, the Inspectorate may impose sanctions for breach of healthcare, work safety and labor legislation standards and provisions.

*LRNIP-financed activities (including both AFs) will be subject to control from the State Health Inspectorate over their compliance with the national sanitary-hygienic norms.*

### **Ministry of Territorial Development and Administration**

The Ministry of Territorial Administration and Development is a republican body of executive authority, which elaborates and implements the Government's policy in the field of local governance and development; develops and monitors implementation of regional socio-economic development programs.

The Ministry also guides operation of the regional and local bodies of the executive Government, such as Marzpetarans and municipalities/communities. Public roads of local significance falling under the regional jurisdiction are on the books of Marzpetarans (regional administration bodies). Public roads of local significance are registered with communities (bodies of the local self-government).

*Lifeline roads to be rehabilitated under LRNIP are expected to be either on the books of Marzpetarans or local communities. In that regard, they fall in the control area of the Ministry of Territorial Development and Administration.*

### **Ministry of Emergency Situations**

The Ministry of Emergency Situations elaborates and implements the policies of the GoA in the area of civil defense and protection of population in emergency situations. Armenian State Hydro-meteorological and Monitoring Service SNCO is among the structural entities acting within the Ministry of Emergency Situations and conducts regular monitoring of meteorological and hydrological conditions of Armenia through its network of meteorological and hydrological stations and posts.

### **Ministry of Transport, Communication and Information Technologies**

Ministry of Transport, Communication and Information Technologies of the Republic of Armenia (MoTCIT) is a State body of executive authority which elaborates and implements the policies of the RA Government in the transport, communication, and information technologies sectors. The Department on Road Construction is the main structural subdivision of the Ministry involved in road sector, and mainly in developing state policy on improvement and perspective development of road network in the country.

*MoTCIT is the implementing entity for LRNIP (including both AFs).*

### **Transport Project Implementation Unit**

Transport Project Implementation Unit (TPIO), established in 2007, was chosen as an implementing agency for the World Bank-financed Lifeline Road Improvement Project (LRIP)<sup>1</sup> and LRNIP, which aimed to upgrade lifeline roads in selected regions, create local employment in road construction and improve access to markets. In July 2015, the LRNIP received an additional financing in the amount of USD 40mln to finance the scaling up of the project activities.

### **The North-South Road Corridor Investment Programme Implementation Organization SNCO**

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<sup>1</sup> This Project started in 2009 and closed in December 2013.

The North-South Road Corridor Investment Programme Implementation Organization, SNCO was set up under the MoTC on March 11th, 2010, based on the Decree of the RA Government N 446 and has been designated as the implementing entity (North-South Road Corridor Investment Programme Implementation Organization, SNCO) for this Programme.

### **Transport Project Implementation Organization**

According to the Decree of the Government of the Republic of Armenia No 1304-A dated December 15, 2016 the merger of the Transport Projects Implementation Unit State Enterprise and the North-South Road Corridor Investment Programme Implementation Organization SNCO took place and the TPIO, SNCO was established on 1 March 2017 by the order 217-A of the MoTCIT.

The organization is a successor of the TPIU, State Enterprise and the North-South Road Corridor Investment Program Implementation State Non-Profit Organization. The main object and purpose of the organization's activity is to ensure efficient implementation of transport sector projects in the RoA.

Thus, currently TPIO is managing day-to-day coordination, implementation, monitoring and administration activities of LRNIP (including both AFs). TPIO employs appropriate specialists responsible for the management of all the environmental and social aspects of the Project.

*The TPIO is responsible for day-to-day management of LRNIP (including two on-going loans and the proposed Additional Financing Loan), including planning, coordination, supervision, management and reporting.*

## **ENVIRONMENTAL AND SOCIAL SCREENING OF INDIVIDUAL INVESTMENTS**

The main purpose of environmental and social screening of individual investments proposed for funding from the LRNIP (including both AFs) is to assess nature and scope of risks associated with the rehabilitation and operation of the suggested roads and to classify each activity into relevant environmental category by the World Bank's OP 4.01 as well as by the Law of RA on Environmental Impact Assessment and Expertise. Environmental classification by World Bank's OP 4.01 is required to confirm eligibility of the proposed investment, because only Category B activities may be supported under the LRNIP, while Category A activities must be excluded.

Another purpose of the environmental and social screening of the proposed investments is to identify if any type of involuntary resettlement is required for the rehabilitation and operation of the proposed road and to launch preparation of the RAP, as required.

Risks and expected negative environmental and social impacts of the eligible investments identified through the environmental and social screening will shape preparation of site-specific EMPs, which will provide detailed information on the type and scope of the likely impacts, prescribe measures for their mitigation, and provide a blueprint for monitoring application of these measures.

## **POTENTIAL IMPACTS AND RISKS**

In general, the potential adverse environmental and social impacts associated with rehabilitation works carried out on local roads are expected to be minor, short-term and localized. Vast majority of the potential adverse impacts are likely to occur during the construction/rehabilitation period. Long term environmental impacts are expected to be generally neutral, and long-term social impacts will be positive due to improved transportation conditions and better accessibility for local communities.

**Degradation of landscapes, rock failure and soil erosion.** No significant impacts on landscapes are expected, because all works will be undertaken on the existing roads. Erosion-prone areas occur in many locations throughout the country, which has a complex, hilly terrain. Earth works, especially on the mountain slopes, may trigger erosion/rockfall or aggravate ongoing processes. Because of the natural geophysical activity amplified by Armenia's belonging to the high seismic zone, many roads are generally prone to rock failure and rockfall. Rockfall accidents are inherent in mountainous areas due to steep slopes and rocky outcrops; also due to past road construction practice that relied on intensive excavation and blasting techniques which resulted in weakening of rocky slopes. Rock failure may be triggered by different factors, including seismic ground motion, rainfall, freeze-thaw and progressive rock mass degradation. Hence, even if the Project intervention does not affect slopes, there may be a risk of rockfall for workers during construction phase and for vehicles moving on the road in the operation phase.

**Pollution with construction run-offs.** As a result of fuel/lubricant leakage from machinery and stock piled asphalt, oil products and chemicals may pollute soil, penetrate to the ground water or run off to surface water bodies. Servicing and washing of vehicles and machinery in proximity to rivers or streams may also result in water pollution from construction run-offs. If construction camps are established on-site, environment pollution may occur from sanitation facilities provided at these camps.

**Impacts on the biodiversity.** During the construction period, earth works required for adjusting road alignment and arrangement of road shoulders may result in damage to the vegetative cover. Borrowing for construction materials, disposal of excess material and waste may also lead to disturbance of wildlife, including impacts on habitats. However, because all works will be undertaken within the existing road corridors with minor deviation from the present alignment, significant damages are unlikely, as well as impacts on critical or natural habitats.

**Noise vibration and temporary air pollution.** Dust will be generated due to transportation of construction materials and truck traffic. Dust and the bitumen smoke arising from road construction works will have localized and temporary negative impact on the air quality. Noise and vibration from the operation of construction machinery and traffic of heavy vehicles will cause nuisance to local communities during works undertaken in the immediate proximity to settlements.

**Generation of excavated material and construction waste.** Demolition debris will be generated during roads rehabilitation. This may include fragments of removed asphalt pavement, concrete stubs, road rails, etc. Other types of waste, such as excess soil and rock; removed trees, shrubs or branches; and household waste generated from the presence of construction workers on-site and from operation of construction camps.

**Safety hazards from construction activities.** No major hazards are expected during construction of the proposed project elements as long as proper construction practices

and safety procedures are applied. During the operation period, negative impact may occur as a result of driving at high speed. Increased speed and expected higher traffic volumes can increase the number of traffic accidents.

**Involuntary resettlement.** It is unlikely that road rehabilitation works will cause involuntary resettlement (e.g. small scale land take, temporary or permanent restriction of private property, seasonal loss of crops, or termination of informal land use by squatters), as the selected roads follow existing road alignments and the road and/or sidewalk width is varied, if needed, to avoid damage to any property and avoid any adverse impacts on any assets. However, the earlier RPF is being updated, as a precautionary measure. If any individual investment results in involuntary resettlement, a full or abbreviated (simplified) Resettlement Action Plan (RAP) will be prepared.

**Other Social impacts.** Negative social impacts of the construction phase are expected to be minimal – confined to nuisance from noise, vibration, and possibly some disruption of traffic in those sections of roads that are located in or around human settlements. Works may also limit or block access of people to their houses, land plots, pastures or other private or communal property. Local residents may not be notified well on time about upcoming works and about temporary disruption of municipal service provision or communications resulting from works on roads. There is a likelihood of project-affected people suffering from inappropriate behavior of works' contractors or observing negative impacts of ongoing works while not knowing how to voice their concerns and make their voices heard. Likely positive social impact of the construction phase is temporary employment of local population by works' contractors. However, while recruiting local non-skilled work force, work's contractor may discriminate people by ethnic identity and gender.

**Gender-Based Violence (GBV) remains a challenge in Armenia** although it is barely recognized on a wider public scale. Amongst others, challenges include defining discrimination and gender-based violence in the national legislation and creating an effective multi-sectoral response to GBV. It is difficult to measure the prevalence of violence against women in Armenia largely because of the latency of the issue and high rates of underreporting. According to the UN Global Database on Violence against Women<sup>2</sup>, Lifetime Physical and/or Sexual Intimate Partner Violence rate<sup>3</sup> in Armenia is 8% and Physical and/or Sexual Intimate Partner Violence in the 2017 was 4%<sup>4</sup>. The child marriage rate is 5%<sup>5</sup>. There exists no official national statistics on lifetime non-partner sexual violence.

On December 13, 2017 with the Government decree 1433-A, the Government of Armenia adopted the Law “On the Prevention of Family Violence, Protection of Persons Subjected to Family Violence, and the Restoration of Family Peace”.

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<sup>2</sup> Data on prevalence of Different Forms of Violence against Women, <http://evaw-global-database.unwomen.org/en/countries/asia/armenia>

<sup>3</sup> Proportion of ever-partnered women aged 15-59 years experiencing intimate partner physical and/or sexual violence at least once in their lifetime. Source: National Statistical Service, Ministry of Health, and ICF. 2017. Armenia Demographic and Health Survey 2015-16. Rockville, Maryland, USA: National Statistical Service, Ministry of Health, and ICF.

<sup>4</sup> Proportion of ever-married women aged 15-49 years experiencing intimate partner physical and/or sexual violence in the last 12 months. Source: National Statistical Service, Ministry of Health, and ICF. 2017. Armenia Demographic and Health Survey 2015-16. Rockville, Maryland, USA: National Statistical Service, Ministry of Health, and ICF.

<sup>5</sup> Percentage of women aged 20 to 24 years who were first married or in union before age 18. Source: UNICEF global databases, 2018, based on Demographic and Health Surveys (DHS), Multiple Indicator Cluster Surveys (MICS) and other nationally representative surveys.



Currently, respective stakeholders are in the process of developing all necessary by-laws and procedural regulations to ensure the smooth implementation of the Law based on the Action Plan by the decision of the Prime Minister. At present there is no coordinated referral mechanism for GBV in Armenia with clear division of responsibilities, defined procedures for data collection, and documentation and cooperation among all entities. After the adoption of the above-mentioned law, the state is obliged to adopt a referral mechanism for provision of services to domestic violence survivors. Aside from the repetition of functions by service providers, there is a significant gap in professional capacity of service providers (social worker, health-care employees, case managers, etc.). In addition to the services provided by the state, there are non-governmental organizations working with women/children /persons subjected to violence. Their quality and coverage vary though. There are a few regions (e.g. Vayots Dzor, Ararat, Aragatsotn) with almost no representation of the NGOs.

**Long term social impacts will be positive.** Improved connectivity is likely to increase economic activity in the project beneficiary areas leading to decreased out-migration of young work force. Residing in villages and commuting to work will also become easier. The rehabilitated roads will increase the access to markets for local producers and promote development of the agricultural sector, tourism and in some cases development of local industry. Furthermore, improved roads will give access to new employment. The economic development will help to get more investments in public utility facilities, energy, telecommunications, education, public health, cultural and entertainment, etc. The rehabilitated road sections will lead to reduction of vehicle operating costs, which also will have a positive effect on the private economy of car owners. Another negative impact could be the increased number of traffic accidents due to speeding on rehabilitated roads after the quality is improved.

**Impacts on physical cultural resources.** Because the project will finance only rehabilitation works, it will not affect any known cultural or historic monuments. However, earth works carry possibility of chance finds.

## **MITIGATION MEASURES**

Expected environmental and social risks of LRNIP (including both AFs) are predominantly small or medium for individual road sections. However, application of mitigation measures is important for managing these risks and keeping negative impacts at the possible minimum level. The present ESMF provides description of a generic set of mitigation measures applicable to potential impacts of design, construction and operation phases which are known upfront and pretty similar for all potential investments. This menu of mitigation measures will be used for preparing site-specific ESMPs once detailed designs of individual road sections become available.

### **Design phase**

In order to reduce number and severity of traffic accidents the designs should provide for crash barriers on hazardous sections, traffic calming road humps where appropriate, direction posts in curves and new traffic signs and road markings. In some places the stabilization of steep slopes with gabions shall also be considered.

### **Assessing and mitigating rock failures**

The design team should assess risk of rockfall on a road section selected for rehabilitation by the moment of Project intervention as well as the likelihood of this risk increasing as a result of cutting slope if this is part of the design for the purpose of standardizing with of the road bed. In case the likelihood of rockfall and/or its expected negative consequences are found to be above moderate, mitigation measures should be included into the design.

## **Construction phase**

### ***Reducing impacts on vegetative cover and wildlife***

Construction workers must operate in a manner to minimize environmental footprint at the work site. Movement of vehicles and construction machinery shall be allowed only within along the road under rehabilitation or designated access roads if required in order to avoid damage of grass cover and other vegetation around the work site. If removal of trees is needed within the right of way in order to allow space for adjusting alignment, arranging road shoulders, or allowing operation of construction machinery, then cutting should be undertaken under strict control to avoid extraction of unnecessary number of trees and an avoidable damage to other trees growing nearby. In case there is a need for establishing work camps, plots with minimal growing vegetation should be selected for locating them.

### ***Managing waste***

Special locations should be designated for on-site storage of waste. Hazardous wastes should be piled separately from excavated soil, excess material and other non-hazardous waste. Official agreements should be obtained from relevant authorities for final disposal of waste by works contractors, collection and removal of waste by municipal service providers, or acceptance of waste for re-cycling by specialized companies.

### ***Preventing pollution of soil and water***

Servicing and fueling of construction vehicles and machinery should be undertaken at service centers away from work sites to the extent possible. If performed on-site, a non-permeable surface should be provided for fueling and a stock of absorbents should be kept for addressing accidental spills. Washing of machinery must be forbidden in proximity to surface water bodies. Used automobile oil, stock of fuel and oil, and other hazardous substances must be kept also upon non-permeable surfaces, preferably under shelter and in safe from fire. In case of construction camps include housing for workers, septic tanks or pit toilets should be provided and maintained in a manner preventing direct discharge to surface water bodies and deterioration of sanitary conditions.

### ***Avoiding soil erosion***

Earth works may last over extended period of time along road alignments and at borrowing sites. Compacting, landscaping and reinstatement of excavated plots and cut slopes should be undertaken promptly upon completion of works in individual segments of an affected area, rather than being delayed till full completion of works. Terracing of non-stable slopes, arrangement of gabions, provision of drainage, and sawing or planting of vegetation should be undertaken as required to avoid erosion. Topsoil must always be stripped from excavation sites and kept separately during earth works, so that it can be used effectively for site reinstatement and permit natural regeneration of vegetation to the extent possible. Use of the existing quarries should be encouraged to avoid extended environmental foot print of works.

### ***Handling chance finds***

If chance find is encountered in the course of earth works, then works contractor must immediately stop all physical activities on site and notify the TPIO. The TPIO shall communicate information to the Agency for the Protection of Cultural Property and keep works on hold till written communication is received from this Agency clearing resumption of works.

### ***Ensuring work site safety***

Signaling systems and relevant signage must be installed on the roads under rehabilitation. Additional means of traffic regulation may be required in individual locations. Sites of waste and material storage, work camps and access roads should be clearly demarcated. Works on roads should be planned and undertaken in the manner minimizing traffic disruption and risks to local residents. Construction workers and personnel should be provided with uniforms and individual protective gear. Personnel operating construction machinery and heavy vehicles should hold relevant licenses and be adequately trained.

### ***Managing nuisance to local communities***

Local communities should be notified about timing and scope of planned works upfront. If road rehabilitation will cause temporary disruption of utility or communication services, then service users should also be notified about this in advance. If works are performed within or in the immediate proximity to settlements, then working hours should be strictly limited to daytime hours and dust control through sprinkling should be applied. Special signage and possibly fencing should be used if works are ongoing near children's institutions. Speed limits should be imposed for vehicle movement within settlements. Temporary storage of construction materials and waste as well as parking of construction machinery shall not block or limit access of local residents to their property and to public spaces or, if this is inevitable, then alternative temporary access should be provided.

### ***Public consultations***

Public consultation process will start at the early stage of design, prior to construction and continue throughout project implementation. Additional consultations may be conducted in cases the need arises, enabling efficient awareness-rising among project beneficiaries, and their input on the matters affecting them as well as addressing project related concerns they may have. Public consultation will be organized and implemented by the TPIO with technical support of a Design company and will ensure participatory involvement of directly affected persons, as well as community representatives. Presentation of the draft designs, Grievance redress mechanism, and environmental and social issues, such as gender-based violence, that may arise on the different stages of the project will be covered during public consultations along with mitigation measures aimed at reducing those impacts. Consultation will be held in the places accessible for all the beneficiaries such as community centers or premises provided by the community school; they will be inclusive, so that every beneficiary can express his/her point of view. However, separate consultations for beneficiary groups (for women, for instance) will be considered if necessary.

### ***Addressing applications of the residents through Grievance Redress Mechanism***

For the purpose of implementing LRNIP (including both AFs), the Grievance Redress Mechanism (GRM) offers a locally based, formalized way to accept, assess, and resolve community feedback or complaints. The TPIO has an established and effectively operating GRM which allows project-affected people to communicate their

concerns and seek their resolution following a pre-defined set-up. Applications / complaints/ grievances related to the design and construction process, will be channeled through the TPIO GRM. Potential applicants will be provided with necessary information on operation of the GRM and TPIO contacts at the early stages of the Project and during public consultations.

The grievance redress procedure for the proposed project will follow several steps: (i) first people with companies will approach head of their community or Grievance Focal Point (GFP) appointed by the community head. Community head/ GFP will regularly coordinate with the Contractor and Supervisor to identify and address emerging issues. All complaints and responses provided to applicants should be properly documented, archived by the GFP and Contractor, and then forwarded to TPIO for further monitoring. People with complains can also apply to the Contractor directly for resolution of their issue.

(ii) If the complaint remains unresolved within two weeks after being considered at the local self-government level or by the Contractor applicants may take their complaints to the MoTCIT/TPIO (particularly for technical or contracts-related issues). The MoTCIT/TPIO will review the complaint and provide its decision to the applicants after receiving the complaint. MoTCIT/TPIO may involve appropriate stakeholders during the revision of the complaint (Design Consultant, Contractor, Supervisor, different qualified experts etc.). If the complaint cannot be resolved by the MoTCIT/TPIO, grievance redress committee (GRC) may be convened upon request of the applicant.

(iii) If there is no resolution within two weeks after being considered at the MoTCIT/TPIO and GRC level, applicant can apply to the court for resolution according to RA legislation, with the understanding that for all project related land use, social and environmental issues the specific agreements between the Government of RoA and WB, and OP 4.12 as part of those, will supersede national law.

The GRM will also include channels to receive complaints on GBV, procedures on confidential reporting and safe and ethical documentation, and addressing of the GBV cases, which may include referral to existing GBV service providers.

### ***Mitigating Gender-Based Violence***

The TPIO, based on the assessment of an independent consultant, will identify and address gender gaps, if any. The consultant collected and provided TPIO with information on identification of the initial risks for GBV, corresponding service providers and shelters as well as channels of reporting GBV complaints. Based on the recommendations of the independent consultant, TPIO will update its GRM, to document and address GBV cases.

**To address potential project-related risks of GBV, particularly Sexual Exploitation and Abuse (SEA) that can emerge in projects involving civil works,** the project will incorporate the recommendations of the Bank's Good Practice Note "Addressing Gender-Based Violence in Investment Project Financing involving Major Civil Works."<sup>6</sup> According to the Bank's GBV Risk Assessment Tool, the AF is rated 'Low' risk on GBV. The project is currently putting in place measures that are commensurate to this risk level, such as, mapping GBV service providers in the project adjoining communities, enhancing the project GRM to integrate specific procedures

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<sup>6</sup> <http://pubdocs.worldbank.org/en/399881538336159607/Good-Practice-Note-Addressing-Gender-Based-Violencev2.pdf>.

for GBV, undertaking GBV-sensitive consultations with the project-affected communities and strengthening contractor obligations to address GBV risks, e.g. adopting Code of Conduct by the contractors that defines obligations of all their staff regarding policies related to GBV, particularly SEA and workplace sexual harassment. The existing project GRM will be expanded to include channels to receive complaints on GBV, procedures on confidential reporting and safe and ethical documentation, referral and resolution of GBV cases to existing service providers, which are currently being identified as part of the service provider mapping. The GRM operators will be trained accordingly.

TPIO will discourage works' contractors from ethnic or gender discrimination while recruiting local low-qualified work force as temporary labor.

### **Operation phase**

Maintenance works on the rehabilitated roads should be undertaken on a regular basis. This would imply cleaning of drainage systems to avoid water logging on the road surface and its shoulders, collection and removal of roadside garbage, cleaning of snow and repair of road surface as required. Waste generated during pothole patching or other repair works should be collected and disposed at designated locations. Waste dumping at the road shoulders must be strictly forbidden. Theft of road signs is common in remote secondary and local roads. Signage should therefore regularly be monitored and replaced promptly as required.

## **STAKEHOLDER CONSULTATION**

The draft ESMF was disclosed through the web pages of the TPIO and MoTCIT in Armenian and English languages and a public consultation meeting was held in Yerevan on February 22, 2019 to discuss it with stakeholders. Present ESMF carries minutes of this consultation meeting as well as records of previous consultations held during preparation of the original project and the provision of the AF 1.

### ***Consultation on the Site-Specific EMPs***

All draft site-specific ESMPs, once developed, will be disclosed through the web page of the TPIO in Armenian and English languages and several hard copies in Armenian language will be placed in the offices of local governments for convenient access by the project-affected communities. The TPIO will consult with local governments on the most convenient and adequate format and medium for engaging affected communities into commenting on the ESMPs. Meaningful inclusion of women, youth, and vulnerable groups into public consultations will be mandatory. Received feedback will be incorporated into the final versions of ESMPs and the ESMPs will then be re-disclosed.

## **ENVIRONMENTAL AND SOCIAL MANAGEMENT PLANS**

Environmental and social screening of the proposed individual investments will be carried out by the TPIO. Once a road is identified for rehabilitation, the TPIO will inspect the area in order to identify environmental and social risks associated with the proposed works in the identified location. At this stage the environmental classification of the proposed investments will be undertaken and in an unlikely case of an activity falling under environment Category A, it will be rejected.

For the investments approved by the MoTCIT and the World Bank for further elaboration, the detailed design will be developed and site-specific ESMPs will be

produced. The TPIO is not staffed with environmental and social specialists and will use consultant services for ensuring good environmental and social performance under the LRNIP (including both AFs). This would imply oversight on the adherence to national environmental legislation, the World Bank's safeguard policies, present ESMF, and site-specific ESMPs.

ESMPs, and RAPs, if required, will be produced by external consultants as well, in combination with the development of road rehabilitation designs. ESMPs will be included into tender packages and be attached to works contracts, making their implementation mandatory for works' contractors. In case a works provider violates requirements of ESMP or otherwise causes environmental damage, then the TPIO will work out a time-bound plan for damage liquidation and the contractor will be obligated to implement it. Works contracts shall, therefore, carry adequate provisions for imposing environmental damage liquidation upon contractors.

The TPIO will hire a licensed technical supervisor of works and will include environmental supervision into the terms of reference of such supervisor. *Terms of reference will be subject to review and clearance by the World Bank.* The supervision consultant will be obligated to produce monthly environmental supervision reports of all active work sites. Overall responsibility for the environmental and social compliance under the LRNIP (including both AFs) will rest with the MOTCIT and the TPIO under it. Therefore, the TPIO will be mandated to assure quality of environmental and social monitoring of works that is undertaken by the technical supervisor. This would imply verification of information provided by the technical supervisor through occasional spot-checks on site.

The TPIO will be responsible for reporting on the LRNIP (including both AFs) progress to the MoTCIT and the World Bank. Providing information on the environmental and social compliance will be an integral part of the project progress reporting. It will be based on the monthly inputs from the supervision consultant as the part of monthly environmental supervision reports of all active work sites. The TPIO reports will contain analytical information on the overall status of environmental and social compliance of works within the report period, will flash out issues encountered, and remedial measures applied. Monthly field environmental monitoring checklists provided by technical supervisor to the TPIO will be attached to TPIO's progress reports.



# Attachment I: Environmental Management Plan Checklist for Small Scale Road Construction or Rehabilitation

## PART 1: GENERAL PROJECT AND SITE INFORMATION

<b>INSTITUTIONAL &amp; ADMINISTRATIVE</b>				
Country	Republic of Armenia			
Project title	Lifeline Roads Network Improvement			
Road to be rehabilitated				
Scope of rehabilitation activities				
Institutional arrangements (Name and contacts)	WB Project Team Leader	TPIO Director	Local Counterpart and/or Recipient (marz / municipal authority)	
Implementation arrangements (Name and contacts)	WB Safeguard Specialists	TPIO Safeguard Staff	Technical Supervisor of Works	Works Contactor
<b>SITE DESCRIPTION</b>				
Name of site				
Site location				
Land ownership and use				
Geographic, physical, biological, geological, hydrographic and socio-economic context				
Locations and distance for material sourcing, especially aggregates, water, stones				
<b>LEGISLATION</b>				
National & local legislation & permits that apply to project-supported activity				
<b>PUBLIC CONSULTATION</b>				
When / where ESMP was disclosed and public consultation place				
<b>ATTACHMENTS</b>				
Minutes of public consultation Site map and photo material Expert conclusion on the risk, likelihood and expected impacts of rockfall during works and operation				

## PART 2: SAFEGUARDS SCREENING AND TRIGGERS

ENVIRONMENTAL /SOCIAL SCREENING FOR SAFEGUARDS TRIGGERS			
	Activity/Issue	Status	Triggered Actions
Will the site activity include/involve any of the following?	1. Roads rehabilitation	<input type="checkbox"/> Yes <input type="checkbox"/> No	If "Yes", see Section <b>A</b> below
	2. New construction of small traffic infrastructure	<input type="checkbox"/> Yes <input type="checkbox"/> No	If "Yes", see Section <b>A</b> below
	3. Impacts on surface drainage system	<input type="checkbox"/> Yes <input type="checkbox"/> No	If "Yes", see Section <b>B</b> below
	4. Historic building(s) and districts	<input type="checkbox"/> Yes <input type="checkbox"/> No	If "Yes", see Section <b>C</b> below
	5. Acquisition of land <sup>7</sup>	<input type="checkbox"/> Yes <input type="checkbox"/> No	If "Yes", see Section <b>D</b> below
	6. Hazardous or toxic materials <sup>8</sup>	<input type="checkbox"/> Yes <input type="checkbox"/> No	If "Yes", see Section <b>E</b> below
	7. Impacts on forests and/or protected areas	<input type="checkbox"/> Yes <input type="checkbox"/> No	If "Yes", see Section <b>F</b> below
	8. Risk of unexploded ordinance (UXO)	<input type="checkbox"/> Yes <input type="checkbox"/> No	If "Yes", see Section <b>G</b> below
	9. Traffic and pedestrian safety	<input type="checkbox"/> Yes <input type="checkbox"/> No	If "Yes", see Section <b>H</b> below
	10. Social risk management	<input type="checkbox"/> Yes <input type="checkbox"/> No	If "Yes", see Section <b>I</b> below

<sup>7</sup> 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.

<sup>8</sup> Toxic / hazardous material includes but is not limited to asbestos, toxic paints, noxious solvents, removal of lead paint, etc.

## PART 3: MITIGATION MEASURES

ACTIVITY	PARAMETER	MITIGATION MEASURES CHECKLIST
<b>0. General Conditions</b>	Notification and Worker Safety	<ul style="list-style-type: none"> <li>(a) The local construction and environment inspectorates and communities have been notified of upcoming activities</li> <li>(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).</li> <li>(c) All legally required permits have been acquired for construction and/or rehabilitation.</li> <li>(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.</li> <li>(e) Workers' PPE will comply with international good practice (hardhats, as needed masks and safety glasses, harnesses and safety boots).</li> <li>(f) Appropriate signposting of the sites will inform workers of key rules and regulations to follow.</li> </ul>
<b>A. General Rehabilitation and /or Construction Activities</b>	Air Quality	<ul style="list-style-type: none"> <li>(a) During excavation works dust control measures shall be employed, e.g. by spraying and moistening the ground.</li> <li>(b) Demolition debris, excavated soil and aggregates shall be kept in controlled area and sprayed with water mist to reduce debris dust.</li> <li>(c) During pneumatic drilling or breaking of pavement and foundations dust shall be suppressed by ongoing water spraying and/or installing dust screen enclosures at site.</li> <li>(d) The surrounding environment (sidewalks, roads) shall be kept free of soil and debris to minimize dust.</li> <li>(e) There will be no open burning of construction / waste material at the site.</li> <li>(f) All machinery will comply with the national emission regulations, will be well maintained and serviced and there will be no excessive idling of construction vehicles at sites.</li> </ul>
	Noise	<ul style="list-style-type: none"> <li>(a) Construction noise will be limited to restricted times agreed to in the permit.</li> <li>(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.</li> </ul>
	Water Quality	<ul style="list-style-type: none"> <li>(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 canalization and nearby streams and rivers.</li> </ul>
	Waste management	<ul style="list-style-type: none"> <li>(a) Waste collection and disposal pathways and sites will be identified for all major waste types expected from excavation, demolition and construction activities.</li> <li>(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.</li> <li>(c) Construction waste will be collected and disposed properly by licensed collectors.</li> <li>(d) The records of waste disposal will be maintained as proof for proper management as designed.</li> <li>(e) Whenever feasible Contractor will reuse and recycle appropriate and viable materials (except when containing asbestos).</li> </ul>
<b>B. Impacts on surface drainage system</b>	Water Quality	<ul style="list-style-type: none"> <li>(a) There will be no unregulated extraction of groundwater, nor uncontrolled discharge of process waters, cement slurries, or any other contaminated waters into the ground or adjacent streams or rivers; the Contractor will obtain all necessary licenses and permits for water extraction and regulated discharge into the public wastewater system.</li> <li>(b) There will be proper storm water drainage systems installed and care taken not to silt, pollute, block or otherwise negatively impact natural streams, rivers, ponds and lakes by construction activities.</li> <li>(c) There will be procedures for prevention of and response to accidental spills of fuels, lubricants and other toxic or noxious substances.</li> <li>(d) Construction vehicles and machinery will be washed only in designated areas where runoff will not pollute natural surface water bodies.</li> </ul>

<b>C. Historic building(s)</b>	Cultural Heritage	<p>(a) If construction works take place close to a designated historic structure, or are located in a designated historic district, notification shall be made, and approvals/permits be obtained from local authorities and all construction activities planned and carried out in line with local and national legislation.</p> <p>(b) It shall be ensured that provisions are put in place so that artifacts or other possible “chance finds” encountered in excavation or construction are noted and registered, responsible officials contacted, and works activities delayed or modified to account for such finds.</p>
<b>D. Acquisition of land</b>	Land Acquisition Plan/Framework	<p>(a) If expropriation of land was not expected but is required, or if loss of access to income of legal or illegal users of land was not expected but may occur, that the Bank’s Task Team Leader shall be immediately consulted.</p> <p>(b) The approved Land Acquisition Plan/Framework (if required by the project) will be implemented.</p>
<b>E. Toxic materials</b>	Asbestos management	<p>(a) If asbestos is located on the project site, it shall be marked clearly as hazardous material.</p> <p>(b) When possible, the asbestos will be appropriately contained and sealed to minimize exposure.</p> <p>(c) The asbestos prior to removal (if removal is necessary) will be treated with a wetting agent to minimize asbestos dust</p> <p>(d) Asbestos will be handled and disposed by skilled &amp; experienced professionals.</p> <p>(e) If asbestos material is stored temporarily, the wastes should be securely enclosed inside closed containments and marked appropriately. Security measures will be taken against unauthorized removal from the site.</p> <p>(f) The removed asbestos will not be reused.</p>
	Toxic / hazardous waste management	<p>(a) Temporarily storage on site of all hazardous or toxic substances will be in safe containers labeled with details of composition, properties and handling information.</p> <p>(b) The containers of hazardous substances shall be placed in a leak-proof container to prevent spillage.</p> <p>(c) The wastes shall be transported by specially licensed carriers and disposed in a licensed facility.</p> <p>(d) Paints with toxic ingredients or solvents or lead-based paints will not be used.</p>
<b>F. Affected forests, wetlands and/or protected areas</b>	Ecosystem protection	<p>(a) All recognized natural habitats, wetlands and protected areas in the immediate vicinity of the activity will not be damaged or exploited, all staff will be strictly prohibited from hunting, foraging, logging or other damaging activities.</p> <p>(b) A survey and an inventory shall be made of large trees in the vicinity of the construction activity, large trees shall be marked and cordoned off with fencing, their root system protected, and any damage to the trees avoided.</p> <p>(c) Adjacent wetlands and streams shall be protected from construction site run-off with appropriate erosion and sediment control feature to include by not limited to hay bales and silt fences.</p> <p>(d) There will be no unlicensed borrow pits, quarries or waste dumps in adjacent areas, especially not in protected areas.</p>
<b>G. Risk of unexploded ordinance (UXO)</b>	Hazard to human health and safety	<p>(a) Before start of any excavation works the Contractor will verify that the construction area has been checked and cleared regarding UXO by the appropriate authorities.</p>
<b>H Traffic and pedestrian safety</b>	Direct or indirect hazards to public traffic and pedestrians by construction activities	<p>(a) In compliance with national regulations the Contractor will insure that the construction site is properly secured, and construction related traffic regulated. This includes but is not limited to:</p> <ul style="list-style-type: none"> <li>▪ Signposting, warning signs, barriers and traffic diversions: site will be clearly visible, and the public warned of all potential hazards,</li> <li>▪ 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,</li> <li>▪ Adjustment of working hours to local traffic patterns, e.g. avoiding major transport activities during rush hours or times of livestock movement,</li> <li>▪ If required, active traffic management by trained and visible staff at the site for safe passage for the public,</li> <li>▪ Ensuring safe and continuous access to all adjacent office facilities, shops and residences during construction.</li> </ul>

I. Social Risk Management	Public relationship management	<ul style="list-style-type: none"> <li>(a) Assign local liaison person within Contractor's team to be in charge of communication with and receiving requests/complaints from local population</li> <li>(b) Consult local communities to identify and proactively manage potential conflicts between an external workforce and local people</li> <li>(c) Raise local community awareness about sexually transmitted disease risks associated with the presence of an external workforce and include local communities in awareness activities.</li> <li>(d) Inform the population about construction and work schedules, interruption of services, traffic detour routes and provisional bus routes, blasting and demolition, as appropriate.</li> <li>(e) Limit construction activities at night. When necessary ensure that night work is carefully scheduled, and the community is properly informed, so they can take necessary measures.</li> <li>(f) At least five days in advance of any service interruption (including water, electricity, telephone, bus routes), advice community through postings at the work site, at bus stops, and in affected homes/businesses.</li> <li>(g) Address concerns raised through Grievance Redress Mechanism established by the Employer within the designated timeline within the scope of Contractor's liability</li> <li>(h) To the extent possible, work camps should not be located in close proximity to local communities</li> <li>(i) Siting and operation of worker camps should be undertaken in consultation with neighboring communities</li> <li>(j) Ensure that grievances are received, recorded and addressed promptly by contractors and the TPIO.</li> </ul>
	Labor management	<ul style="list-style-type: none"> <li>(a) Recruit unskilled or semi-skilled workers from local communities to the extent possible. Where and when feasible, worker skills training, should be provided to enhance participation of local people.</li> <li>(b) Provide adequate lavatory facilities (toilets and washing areas) in the work site with adequate supplies of hot and cold running water, soap, and hand drying devices. A temporary septic tank system should be established for any residential labor camp and without causing pollution of nearby watercourses</li> <li>(c) Raise awareness of workers on overall relationship management with local population, establish the code of conduct in line with international practice and strictly enforce them, including the dismissal of workers and financial penalties of adequate scale</li> </ul>
	Gender-Based violence (GBV)	<ul style="list-style-type: none"> <li>(a) Share information on GBV risks during public consultations</li> <li>(b) Ensure that GBV grievances are received, recorded and addressed through the project GRM in a confidential manner</li> <li>(c) Refer GBV survivors to existing, identified service providers and ensure that they are provided services promptly</li> </ul>
	Code of Conduct (CoC)	<ul style="list-style-type: none"> <li>(a) Introduce requirement in the procurement for the contractors to (i) adopt CoC, which stipulates norms and regulations of conduct and which addresses GBV (ii) have it signed and understood by all the contractors' staff with a physical presence at the project sites, and (iii) train its staff on the obligations under the CoC.</li> </ul>

## PART 4: MONITORING PLAN

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<b>What</b> (Is the parameter to be monitored?)	<b>Where</b> (Is the parameter to be monitored?)	<b>How</b> (Is the parameter to be monitored?)	<b>When</b> (Define the frequency / or continuous?)	<b>Why</b> (Is the parameter being monitored?)	<b>Cost</b> (if not included in project budget)	<b>Who</b> (Is responsible for monitoring?)
<b>CONSTRUCTION PHASE</b>						
1.						
2.						
3.						
...						
x.						
<b>OPERATION PHASE</b>						
1.						
....						
y.						



## Attachment II: Monthly Field Environmental Monitoring Checklist

Site location					
Name of contractor					
Name of supervisor					
Date of site visit					
Status of civil works					
Documents and activities to be examined	Status				Comments
	Yes	Partially	No	N/A	
Contractor holds license for extraction of natural resources					
Contractor holds agreement for final disposal of construction waste					
Work site is fenced, and warning signs are installed					
Works do not impede pedestrian access and motor traffic, or temporary alternative access is provided					
Construction machinery and equipment is in standard technical condition (no excessive exhaust and noise, no leakage of fuels and lubricants)					
Construction site is watered in case of excessively dusty works					
Contractor's camp is supplied with water and sanitation is provided					
Contractor's camp or work base is equipped with first medical aid and fire-fighting kits					
Workers wear uniforms and protective gear adequate for technological processes (gloves, helmets, respirators, eye-glasses, etc.)					

Servicing and fuelling of vehicles and machinery is undertaken on an impermeable surface in a confined space which can contain operational and emergency spills					
Vehicles and machinery are washed away from natural water bodies in the way preventing direct discharge of runoff into the water bodies					
Construction waste is being disposed exclusively in the designated locations					
Extraction of natural construction material takes place strictly under conditions specified in the license					
Excess material and topsoil generated from soil excavation are stored separately and used for backfilling / site reinstatement as required					
Works taken on hold if chance find encountered and communication made to the					
Upon completion of physical activity on site, the site and contractor's camp/base cleared of any remaining left-over from works and harmonized with surrounding landscape					
Construction contractor's and TPIO's contact information is displayed on boards at work camp and key work sites					
Construction contractor keeps a log of grievances/questions incoming from affected communities/individuals					

# Attachment III: Records of Public Consultation on the EMF for the initial LRNIP

## Minutes of Public Consultation on ENVIRONMENTAL MANAGEMENT FRAMEWORK AND RESETTLEMENT POLICY FRAMEWORK FOR LIFELINE NETWORK IMPROVEMENT PROJECT

Date: September 20, 2012

Venue: Ministry of Transport and Communication, 28 Nalbandyan St. Yerevan

The meeting was summoned at 11:00.

18 participants attended the meeting, including representatives of the Ministry of Transport and Communication, State Expertise, Transport PIU, North-South Road Corridor Investment Program, MCA-Armenia Program, USAID EDMC, Kocks Consult, local companies for design and technical supervision, road construction and maintenance companies, representatives of beneficiary communities. Participants of the public consultation have registered in the List of Participants and provided their contact details (Annex I). Photographs made during public consultation are presented in the Annex II. Annex III presents an announcement posted in the building of the Ministry of Transport and Communication on a day of public consultation.

Mr. Alexander Bakhtamyan, Director of Transport PIU opened the meeting, presented the purpose of public consultation and briefly provided details on Lifeline Network Rehabilitation Project preparation and implementation. He emphasized the importance of environmental and social analyses conducted during the preparatory phase of the project. Mr. Bakhtamyan noted that the documents to be discussed were posted at the web-site of the Ministry of Transport and Communication and can be also requested from Transport PIU in printed copy whenever is needed. The announcement on public consultation was published in the national newspaper and at the web-site of the Ministry of Transport and Communication. Mr. Karen Badalyan, Deputy Director of Transport PIU welcomed participants and briefly presented the key information regarding the Lifeline Network Rehabilitation Project, including works planned for the first year of the project.

Following opening remarks, Ms. Armine Simonyan, Environmental and Social Specialist of Transport PIU, presented the Environmental Management Framework and Resettlement Policy Framework developed for Lifeline Network Improvement Project.

Presentation on Environmental Management Framework (EMP) covered the purpose of EMF development, its objectives and issues addressed in the document. Information was also provided on World Bank's Safeguard Policies and triggers for each policy, relevant legislation of the Republic of Armenia and institutions that may be involved in the current project. The potential environmental impacts associated with rehabilitation works to be carried out on local roads as well as major mitigation measures that could be used to prevent or minimize the impacts were presented. At the end of presentation information was provided on Environmental Management Plans developed for seven road links included in the first-year activities of the project.

Presentation on Resettlement Policy Framework (RPF) covered the purpose of RPF development, its objectives and approaches presented in the document. Information was also



provided on World Bank's Operation Policy on Involuntary Resettlement and relevant Armenian legislation, gaps identified and approaches recommended in order to address gaps, eligibility and compensation mechanism to be applied for the project, as well main entities to be involved in development, review, approval and implementation of land acquisition / resettlement process. Steps of development and implementation of Resettlement Action Plan were also presented, and followed by presentation of details on monitoring and grievance redress approaches. It was emphasized that no new roads will be constructed as a part of the project, and that the project envisages implementation of rehabilitation works on existing road alignment. Taking the above facts into account, it was noted that though no resettlement is expected for the Lifeline Network Improvement Project, the RPF is developed to serve as a tool in case the land acquisition / resettlement is required for any of the road sections to be rehabilitated as a part of the project activities.

Afterwards, the participants were invited for a question-and-answer session. The main questions raised during the consultation and responses provided are briefly summarized below.

#### Question 1

In case the project requires relocation of utilities, how this will be carried out? What happens if the trees have to be cut?

#### Reply

Mr. Badalyan provided clarification with respect to the question on relocation of utilities and explained that relocation will be included in the design and will be carried out by respective utility managers (e.g. Armenian Water and Sewerage Company for water supply and wastewater system, Electric Networks of Armenia for power transmission lines, etc.). He also mentioned that in case the land is required for installation of relocated utilities, the land acquisition will be carried out prior to commencement of works. Ms. Simonyan provided explanation with respect to the second question, and clarified that in case of resettlement the compensation is envisaged not only for the lost land, houses, other structures, employment and income, but also for the lost assets, such as crops and trees, thus the trees and crops will be also compensated. In addition, eligibility and compensation matrix, in addition to other provisions, envisages allowances for livelihood restoration, relocation, vulnerable groups, etc.

#### Question 2

What are the major differences between in Armenian laws and World Bank's Operation Policies in terms of development of environmental documents?

#### Reply

Ms. Simonyan explained that the local legislation requires Environmental Impact Assessment for various types of projects exceeding the thresholds defined by respective Governmental Decree. The World Bank OP 4.01 "Environmental Assessment" is considered to be the umbrella policy for the Bank's environmental safeguard policies, which are critical for ensuring that potentially adverse environmental and social consequences are identified, minimized, and properly mitigated. The World Bank carries out screening of each proposed project to determine the appropriate extent and type of environmental assessment to be undertaken and whether or not the project may trigger other safeguard policies. Lifeline Network Rehabilitation Project is assigned "B" category and an Environmental Management Plan is required for each road section, while

there is no such provision under the local legislation. From environmental perspective, application of more strict requirement (the World Bank's requirement) allows ensuring timely identification of potential adverse environmental impacts and their adequate mitigation in compliance with best environmental practices.

Question 3

Please provide information on the road links to be included in second and third years of project activities?

Reply

Mr. Badalyan clarified that the road links for the second and third years of the project are not identified yet, and details are available only for seven road links included in the first-year activities of the project.

Question 4

How the project road links are selected?

Reply

Mr. Badalyan explained that the links are selected from a pool of lifeline road sections, connecting communities with other settlements and marz centers, and the selection is made as a result of review and appropriate analysis by a number of components.

The meeting was closed at 12:15.

Minutes taken by Armine Simonyan, Environmental and Social Specialist of the Transport PIU.



**ANNEX I. LIST OF PARTICIPANTS**

NN	Name, Surname	Occupation / position	Contact detail	Signature
1	Viktor Bakhtamyan	USAID EDMC, Environmental Expert	091011304	
2	Karen Badalyan	Transport PIU, Deputy Director	091417389	
3	Kajik Kababyan	Ministry of Transport and Communication, Transport Department, Deputy Head	094220116	
4	Carsten Griese	Kocks Consult, Project Manager	+4926113020	
5	Davit Hovsepyan	Dorproject Institute, Chief Engineer	091430416	
6	Armine Yedigaryan	North South Road Corridor Investment Program, Head of Unit on Resettlement and Environment	091727245	
7	Bagrat Badalyan	Transport PIU, Head of Road Construction Project Implementation Unit	091007809	
8	Varad Karapetyan	Ministry of Finance, FFPMC, MCA-Armenia Program	093282350	
9	Vladimir Sidorov	"Chanaparh" Ltd., Chief Engineer	010627240	
10	Sergey Avagyan	RA State Expertise, Chief Engineer	09143288	
11	Garnik Tadevosyan	"Ijevan Road Maintenance and Construction" CJSC, Chief Engineer	091042300	
12	Armen Mkrtchyan	"Talin Road Maintenance and Construction" CJSC, Director	091419916	
13	Erik Poghsyan	"Sisiani BUAT" CJSC, Deputy Director	077805090	
14	Sahak Harutyunyan	Kotayk Marz, Kotayk Community	093208971	
15	Rubik Ghukasyan	Gegharkunik Marz, Verin Getashen Community Leader	094208971	
16	Vrezh Sargsyan	Gegharkunik Marz, Madina Community Leader	093430059	
17	Varduhi Sargsyan	Office Manager, Kocks Consult	099-457088	
18	Armine Simonyan	Transport PIU, Environmental and Social Specialist	093000325	



## ANNEX II. PHOTOGRAPHS MADE DURING PUBLIC CONSULTATION



## **Attachment IV. Records of the Public Consultation on the ESMF and RPF for the LRNIP First Additional Financing**

### **ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK AND RESETTLEMENT POLICY FRAMEWORK FOR LIFELINE NETWORK IMPROVEMENT PROJECT (ADDITIONAL FINANCING)**

**Date: May 15, 2015,**

**Venue: Ministry of Transport and Communication, 28 Nalbandyan St. Yerevan**

The meeting was summoned at 11:30.

23 participants attended the meeting (13 men and 10 women), including representatives of the Transport PIU, representatives of regional governments (marzpetarans), representatives of environmental and resettlement NGOs, representatives of NGOs and experts/specialists dealing with women/gender issues.

Participants of the public consultation have registered in the List of Participants and provided their contact details (Annex I). Photographs made during public consultation are presented in the Annex II. Annex III presents an announcement posted on the official website of the Ministry of Transport and Communications, as well as in the national newspaper.

Mr. Karen Badalyan, Deputy Director of Transport PIU opened the meeting, presented the purpose of public consultation and briefly provided details on Lifeline Network Rehabilitation Project preparation and implementation. He emphasized the importance of environmental and social analyses conducted during the preparatory phase of the project.

Mr. Badalyan noted that the documents to be discussed were posted at the web-site of the Ministry of Transport and Communication and can be also requested from Transport PIU in printed copy whenever is needed. The announcement on public consultation was published in the national newspaper and at the web-site of the Ministry of Transport and Communication. Mr. Badalyan, welcomed participants and briefly presented the key information regarding the Lifeline Network Rehabilitation Project-Additional financing (LNRP-AF), including works planned for the first year of the project.

He informed the participants that the Republic of Armenia has requested an additional loan from the World Bank in the amount of US\$ 40 million to implement the LRNIP-AF, in order to rehabilitate and repair local roads in different regions of Armenia in the period of 2016-2019. In addition to WB funding the RA Government will provide its contribution in the amount of approximately US\$10 million.

Mr. Badalyan mentioned that it is expected that LRNIP-AF will provide an immediate economic stimulus to rural communities by providing employment as well long-term benefit of an improved lifeline infrastructure. In addition to the economic benefits (regional employment, access to markets for agricultural products, etc.), there are substantial social benefits to the rural populations in improving their access to education, medical and social opportunities. The MoTC has the overall responsibility for implementation of the LRNIP-AF and has delegated implementation functions to the Transport Projects Implementation Unit State Institution of MoTC(Transport PIU).

Ms. Sona Poghosyan, Social safeguard and resettlement Consultant of Transport PIU presented Resettlement Policy Framework (RPF) developed for LRNIP-AF. Presentation on updated RPF covered the purpose of RPF development, its objectives and approaches presented in the document. Information was also provided on World Bank's Operation Policy on Involuntary Resettlement and relevant Armenian legislation, gaps identified and approaches

recommended in order to address gaps, eligibility and compensation mechanism to be applied for the project, as well main entities to be involved in development, review, approval and implementation of land acquisition / resettlement process. Steps of development and implementation of Resettlement Action Plan was also presented, and followed by presentation of details on monitoring and grievance redress approaches. It was emphasized that no new roads will be constructed as a part of the project, and that the project envisages implementation of rehabilitation works on existing road alignment. Taking the above facts into account, it was noted that though no resettlement is expected for the Lifeline Network Improvement Project, the RPF is developed to serve as a tool in case the land acquisition/ resettlement is required for any of the road sections to be rehabilitated as a part of the project activities.

Mr. Badalyan added that according to the WB Operation Policy the suggested Project was categorized as category B which means that no resettlement impacts are considered within the Project, however the developed RPF allow the Transport PIU and MOTC to be ready for addressing resettlement issues, if needed.

Following opening remarks, Mr. Gevorg Afyan, Environmental Consultant of Transport PIU, presented the Environmental and Social Management Framework (ESMF) developed for LRNIP-AF.

Presentation on ESMF covered the purpose of ESMF development, its objectives and issues addressed in the document. Information was also provided on World Bank's Safeguard Policies and triggers for each policy, relevant legislation of the Republic of Armenia and institutions that may be involved in the current project. The potential environmental impacts associated with rehabilitation works to be carried out on local roads as well as major mitigation measures that could be used to prevent or minimize the impacts were presented. At the end of presentation information was provided on the checklists to be used for monitoring of implementation the Environmental and Social Management Plans.

Ms. Poghosyan also informed that at the end of the public consultation the focus group discussion will be held with the representatives, specialists and advocates involved in organizations dealing with women and gender issues. Afterwards, the participants were invited for a question-and-answer session. The main questions raised during the consultation and responses provided are briefly summarized below.

### **Questions & Answers**

1 Is there information available on the preliminary list of road links to be included in the project activities for coming years?

Mr. Badalyan clarified that, for this moment it is planned to involve the road links of Gegarkunik, Shirak, Kotayk and Syunik marzes (regions) for the first-year activities of the project. The list of road links for coming 4-5 years of the Project are not identified yet but are now subject for necessary surveys. He also mentioned that the selection of the lifeline roads for the Project will be based on the economic analyses. The lifeline roads from the list of roads which have been identified by regions and then have been approved by Government as priorities will also be included in the Project.

2 Is the WB/MOTCMOTCIT requiring defect liability period planned for the road maintenance after the construction?

Mr. Badalyan provided clarification with respect to the question on requiring defect liability period for the road maintenance and explained that there is an experience to include this issue in the Contract of the Contractor to implement also the maintenance of the constructed roads. The results of such experience can be assessed as satisfactory and effective for the Projects, as the Contractor is motivated to provide high quality of works to facilitate the further maintenance, so for the suggested Project the main approach will be applied.

3 How the road will be passed to the communities for further exploitation and maintenance? What is the procedure?

Mr. Badalyan clarified, that the road will be passed to the maintenance body after the State commission will accept the road through the handover act. Also, the “Strategic development plan for the lifeline road network” will be developed within the suggested Project, which will define all these procedural issues.

4 What procedure will be applied if as a result of acquisition for example in 70-80% after the acquisition/resettlement the land/property of the owners becomes no cultivable or usable?

Ms. Poghosyan informed that the local legislation, particularly the Article 5 of the “RA Law on alienation of the property for state and public purposes provides a legal opportunity for the owners to request the alienation of their total land/property for the mentioned cases providing the satisfactory argumentation and grounds for such request. She also mentioned that during after the land acquisition and resettlement, if any, the Project should provide accesses to the property owners.

5 How the unregistered users of the lands will be compensated within the presented RPF? What is the developed mechanism?

Ms. Poghosyan clarified, that according to the WB’s Operational Policy and developed RPF the unregistered users of the private or community lands will be compensated with cash compensation for activities related to land plot development, maintenance, protective measures, improvements on the land plot such as crops, trees etc.

6 From which budget the land acquisition and resettlement: for the state budget or form the loan?

Ms. Poghosyan clarified that the land acquisition and resettlement will be planned and approved by RA government and fully implemented by the state budget. She informed that this is the defined also by the loan agreement.

7 Will the exhaust be monitored during the Project implementation? What will be done if the level of exhaust is higher than the acceptable norms?

Mr. Afyan clarified that the special company (technical supervision company) will be hired for monitoring of exhaust, dust and noise levels during the construction. He also mentioned that the provision of appropriate machinery and equipment will be considered under the Contractor’s contract which will allow minimizing this issue and ensuring the acceptable levels of exhaust, dust and noise. Mr. Badalyan added that the Environmental and Social Management Plan will be the integral part of the Contractor’s contract and is subject for implementation and monitoring. If as a result of monitoring the incompliance with the Environmental and Social Management Plan is revealed, the Contractor will be penalized, after the several penalties the Contract can be even terminated.

8 Why it was decided to have monthly monitoring reports and not weekly?

Mr. Afyan explained that the monthly monitoring reports will be enough for this Project as no major environmental impacts are considered. At the same time the technical supervisor will be responsible for daily monitoring of all construction related works.

The meeting was closed at 13:40 and the focus group at 14:40.

List of Participants

ԿԵՆՍԱԿԱՆ ՆՇԱՆԱԿՈՒԹՅԱՆ ՃԱՆԱՊԱՐՀԱՑԱՆՑԻ  
ԲԱՐԵԼԱՎՄԱՆ ԼՐԱՑՈՒՑԻՉ ՖԻՆԱՆՍԱՎՈՐՄԱՆ ՀԱՄԱՐ  
ԱՌԱՋԱՐԿՎՈՂ ԾՐԱԳԻՐ

LIFELINE ROADS NETWORK IMPROVEMENT  
(ADDITIONAL FINANCING) PROJECT

Հանրային իրազեկման խորհրդակցություն

Public Consultation

ՄԱՆԱԿԻՑՆԵՐԻ ՑԱՆԿ/ATTENDANCE LIST

N	Անուն, ազգանուն Name	Կազմակերպություն Organization	Հեռ., Էլ. փոստ Tel/Email	Ստորագրություն Signature
1	Գ. Բաղդասարյան	Մոնիտորինգի ԾԻԳ	091-41-73-89, ardearen@mail.ru	
2	Արմա Պրոսպեկտ	Տրանսպորտի ԾԻԳ, Վերականգնողական ծրագրի կազմակերպություն	093-59-86-85, soira-prospect@yandex.ru	
3	Գևորգ Աբգյան	Տրանսպորտի ԾԻԳ, Հարավային շրջանի կազմակերպություն	095-111-428, abgiansa@yahoo.com	
4	Վարդան Գևորգյան	Հոտել Երկ. Տր. և Հանրային կառուցվածք	091-200-885 gevorg26@mail.ru	
5	Հովհաննես Զոհրաբյան	Քաղաքացիական ծրագրի կազմակերպություն	092 52 98 07 zohrab@mail.ru	
6	Քաղաքացիական ծրագրի կազմակերպություն	Է.Է. Զեյնաբյանի ծրագրի կազմակերպություն	093 47 28 70	
7	Պապուկյան Արթուր	ԿԵՆՍԱԿԱՆ ՆՇԱՆԱԿՈՒԹՅԱՆ ԾՐԱԳ	091-18-91-21	
8	Պրոսպեկտ Զեյնաբյան	Հ.Է. Աբգյանի ծրագրի կազմակերպություն	093-26-26-64	
9	Քաղաքացիական ծրագրի կազմակերպություն	ՊՆ Պեդագոգիկական ծրագրի կազմակերպություն	093-57-51-09	
10	Արշակ և Արշակյան	ՀՀ Տեղաշարժի Կենտրոն	094/755604	
11	Արմա Պրոսպեկտ	Epi's international	091 811 219	



N	Անուն, ազգանուն Name	Կազմակերպություն Organization	Հեռ., Էլ. փոստ Tel/Email	Ստորագրություն Signature
12	Ինչպե՞ս Բեյքանյան	ՆԻՔ ՕՊԳ քաղաքացիական ընկերություն	ruzanna.voskanyan@yerevan.am	
13	Նոյնիկ Բեյքանյան	"Նոյնիկ" ՍՊԸ	beglaryan.a@gmail.com	
14	Էդվարդ Զեյնալդյան	Բեյքանյանի մշակութային ժամանակակից կենտրոն	editavard@gmail.com	
15	Զարիկ Սիրոյան	«Հայաստանի երիտասարդ կուլտուրայի միություն» ՍՊԸ (ՀԱՄԿԱ)	zarik.siroyan@ayv.am 095-28-01-74	
16	Դավիթ Կարամյան	Քաղաքացիական ընկերություն	harutyunyan-david@yahoo.com 091329943	
17	Տիգրան Կոչարյան	«ԱՓՈՒՅԱՆ» ԱՊԸ	093900504 tigrigoyan@optcom.am	
18	Ասատյան Ասատյան	Վրաստանի ՕՊԳ	091552266 asatgagan.sotnik@gmail.com	
19	Միլեդա Զարյան	Վրաստանի ՕՊԳ	096-49-49-00 milstgasparyan@optcom.am	
20	Մարինե Գրիգորյան	Վրաստանի ՕՊԳ	077936060 marianka@optcom.am	
21	Վարդանիկ Կարամյան	«Վրաստանի երիտասարդ կուլտուրայի միություն» ՍՊԸ	094212336 kh.vars@gmail.com	
22	Դավիթ Կարամյան	ՆԻՔ ՕՊԳ քաղաքացիական ընկերություն		
23	Սինարա Կանդեյան	ՍՊԸ, Գ ՆԿԿ	sinara-nd@yandex.ru	
24				
25				

## Photos from the Public Consultation Meeting



## **Minutes of Focus group discussion with the representatives and specialists involved in organizations dealing with women and gender issues**

The focus group discussion was conducted after the completion of the general consultations on ESMF and RPF on May 15 in Yerevan. It was carried out to discuss issues of gender, road safety, and transportation, and local roads in Armenia, as well as understand the potential impact of the Project on different social groups (including women, men elderly, youth, unemployed, etc.). Questions that were discussed with focus group participants are available in Annex IV. The summary of the discussion with the focus group is provided below.

### **Introduction to FG**

Ms. Sona Poghosyan, Social safeguard and resettlement Consultant of Transport PIU one more time presented the main objective of the proposed LRNIP-AF, particularly she mentioned that it is expected to provide an immediate economic stimulus to rural communities by providing employment as well as long term benefit of an improved lifeline infrastructure. In addition to the economic benefits (regional employment, access to markets for agricultural products, etc.), here are substantial social benefits to the rural populations in improving their access to education, medical and social opportunities.

Then, she suggested discussing the Project's possible impacts on different social groups of society (poor, elderly, disabled, and women) and revealing the possible social risks, impacts and appropriate mechanisms for their redress within the proposed Project. Annex IV presents the questionnaire of the focus group discussion. The Minutes presents summary of main approaches of participants on discussed questions and general results of discussion.

### **1. Project Stakeholders**

All groups of the communities will be affected by the Project. The impacts mainly depend on the type of constructed roads, particularly if this road is the only road which is connecting the community to other communities and center of the marz (region), or it is alternative one. As the Project is related to the rehabilitation of lifeline roads/infrastructures, so it means that these roads will be used by all groups of the communities, but of course there are some differences in usage of the rural roads/transport by different groups. The impacts of the Project will be extensive, starting from the level of noise and dust, time spent on the road and ending with the lighting of the road and availability of different social services.

### **2. Social Characteristics and Rural Road Use**

Of course, there are primary differences in roads/transport use among different groups and the impact of the Project will affect them accordingly. The poor transport options adversely affect women's mobility, access to services, and income generating options, so the project should provide opportunities to mobilize and benefit women.

### **Health Services**

Transport supports the mobility of medical staff and their supervisors, especially into remote and isolated areas, such as rural communities, where health services may previously have been minimal. Patients may be more readily taken to health facilities in an emergency or transferred to a higher level of the health care system. Reliable road/transport and communication services significantly reduce maternal mortality rates. Transport can play a crucial role in decreasing maternal deaths, most of which can be prevented by timely access to childbirth care.

The rehabilitation of the lifeline roads is very important for the women as they are the main users of health services for themselves and their children, particularly there were many cases in rural communities, when, as a result of bad conditions of the road there was not possible to get the medical clinic for birth, and they had to give a birth at home. For this point of view the women will be benefited from the project.



### **Education Services**

Similarly, the suggested project can improve access to schools. This is especially important in remote and isolated (rural) areas. The suggested/road projects can so strengthen schools by supporting the mobility of teachers, teaching supplies, and school inspectors. Better transport connections help school systems maintain teachers in remote locations where they were previously reluctant to work.

For example, if the rehabilitated road is the main road for the children to go to school or to other education centers which may be located in the marz-center, then after the rehabilitation of the roads, the availability of different education centers and safety of the roads will be raised as they can go there also in late hours and by the lightened road.

### **Mobility**

Women often have the primary responsibility for transporting goods to and from market and for collecting supplies such as firewood, crops, fodder, and water that may be necessary for agricultural, income-generation, and household purposes.

Many trips made by women may be ignored or categorized incorrectly as nonessential trips not associated with formal work. Public transport generally caters to the formal workforce, leaving women without adequate or no link for their tasks, which may require access to health care, education, informal workplaces, subsistence agricultural sites, and markets. As a result, women often make long and tiring journeys each day, especially in rural communities. Women currently spend considerable time waiting for transport and traveling to adequate health facilities. Intersectional cooperation between road and health planners can improve patients' access and referral to health services.

Women provide the main social functions for their families, for example they organize the visits to their relatives in other communities etc. so if the Project will provide the communities with rehabilitated roads with lightening, this will facilitate the safe and comfortable entry and exit from the communities. The change of the station places for public transport is also very important, for example, in the rural communities if there are no special stations available for the public transport, it is not so safe and comfortable for women to get the needed transport as they have to wait for them just standing on the road, which may cause serious issues for them. The women and children are also involved in the carry water from the other places, usually far from their houses and even communities (if the community has no water supply), so the rehabilitation of the lifeline roads will affect them in a good manner facilitating the mentioned process.

### **Impacts on business activity**

The project will affect business activity along the road, as we know that many women have small businesses along the road: they are selling the agricultural products from their agricultural activities, or they collect different variety of green from the forests etc. and sell them on the road, so in this case the impacts can be both negative and positive.

The negative impacts related to the temporary stoppage of their business activity along the road during the construction, on the other side many workers will come to the communities for construction works, and they will be additional clients who will consume the agricultural and other products created by women. Besides, women can be involved in the construction-related activities, such as housemaids, cooks which will raise their income and livelihood.

### **3. Social Risks and Project Impacts**

The negative impact of the Project can be seen during the construction period related to the disruption of public utilities and limitation of road usage. The rehabilitation of the road will not have so much impact on the disabled people, as the issue is not related to the road conditions, but with the stereotypes of the society. Directly targeting women for transport construction work may help reduce the risk that they or their children will be exploited by human traffickers.

#### **4. Citizen engagement and gender**

For mobilization measures to facilitate women's participation in project activities; first of all the need assessment should be done for each community to understand their needs, only after that the mechanisms should be developed both for consultation of different groups (women, the poor, the disabled, and the elderly), and ensure the extension of equal opportunities to male and female community members to participate in project activities and benefit from skill development, employment, and/or other opportunities.

For motivation of women to participate in the project-related activities only the consultation and provision of information will not be enough as in the rural communities, women are not encouraged to participate in the activities which are mainly considered as "male", so other mechanisms also should be developed and applied in cooperation with communities and also with the Contractor.

The following mechanisms can be applied:

- i. Need assessment for each community in early stages of the project, starting from the road design. Social analysis and stakeholder consultations help define local social and economic settlement and use patterns, identifying particularly dangerous zones and risk groups to highlight the need for design countermeasures. Special working group can be involved for these tasks.
- ii. Communities should be informed and consulted during the early stages of the project, they should be clarified, and that the road/transport project is also related to women needs and demands mentioning the main aspects of such needs.
- iii. The close cooperation should be established with the schools, the schools may become the main focal point for female participation in decision-making process, and the parents of pupils can help and ensure the women participation in all Project-related activities.
- iv. Man also should be involved in discussion of women issues and needs.
- v. Development of the list of employment opportunities for the construction and analyzing this information within the needs of each community not separating them to male and female and finding the opportunities for women involvement.
- vi. The Contractor should be instructed and encouraged to involve women in the construction-related activities.
- vii. Information materials can be disclosed to community members presenting the experience of other countries, special accents must be given to community members, especially women to understand the importance of their involvement in Project-related activities.
- viii. NGOs may be engaged to conduct safety awareness and traffic education campaigns, working with state government agencies and private sector entities such as automobile companies, automobile associations, truckers' associations, and community groups to educate road users on, for example, the meaning of traffic safety signs.
- ix. Women-owned businesses can be supported to benefit from services such as management training and advice on markets and products. Regulations can be amended to ensure access to markets for disadvantaged women.

## **Questionnaire for Focus group discussion with women and gender NGO representatives/ specialists and advocates**

### **Project Stakeholders**

1. Who will be affected by the proposed project?

### **Social Characteristics and Rural Road Use**

1. What are the primary patterns of rural roads/ transport use among different social groups? What are the differences in roads/transport use among men, women, youth, poor, elderly and the disabled?

2. What are the needs, demands, and capacities of key groups for rural road/transport, including the poor, elderly, disabled, and women?

3. What are the primary road safety issues for key groups (women, children, and other specified users) for rural road/transport use may be raised during and as a result of the Project implementation?

### **Social Risks and Project Impacts**

1. Will the Project affect women and men differently and how?

2. Will the Project affect business activity along the road or in road stations and how?

3. Will the Project increase the vulnerability and/or safety of different groups?

4. What are the Project components directly affecting or benefiting women or girls (e.g., road safety activities).

### **Citizen engagement and gender**

1. How should the project consult with women, the poor, the disabled, and the elderly?

2. How should the project ensure the extension of equal opportunities to male and female community members to participate in project activities and benefit from skill development, employment, and/or other opportunities?

3. What are the mechanisms to ensure women's equal representation and participation in decision-making processes and structures related to the design, operation, and maintenance of infrastructure/road?

4. What are the mechanisms to support for women-targeted awareness, livelihood enhancement, and income generation programs?

5. What sort of collaboration will be possible between rural road users of different groups and planners? Is there a role for NGOs?

6. Which are the mobilization measures to facilitate women's participation in project activities; provision or preference for hiring women for project-related work (e.g., construction or maintenance of project facilities or labor for road construction); requirement of equal or fair pay for male and female workers?

## Photos from the Focus Group Discussion



# **Attachment V: Records of the Public Consultation on the ESMF and RPF for the LRNIP Second Additional Financing**

## **ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK AND RESETTLEMENT POLICY FRAMEWORK FOR LIFELINE NETWORK IMPROVEMENT PROJECT (SECOND ADDITIONAL FINANCING)**

**Date: February 22, 2019**

**Venue: Transport Project Implementation Organization, Tigran Mets str. 4, Yerevan**

The meeting was summoned at 12:00.

17 participants attended the meeting (13 men and 4 women), including representatives of the Transport Project Implementation Organization (TPIO), representatives of regional governments (marzpetarans) representatives of the Ministry of Transport, Communication and Information Technologies (MoTCIT), the Ministry of Nature Protection, and the Ministry of Territorial Development.

Ms. Lyudmila Aghabekyan, Project Coordinator for Lifeline Roads Network Improvement Program opened the meeting and welcomed the participants. She has informed the participants that the Republic of Armenia has requested an additional loan from the World Bank in the amount of US\$ 15 million to implement the Second Additional Financing for the Lifeline Roads Network Improvement Program (LRNIP-AF 2), in order to rehabilitate and repair local roads in different regions of Armenia in the period of 2020-2021.

She referred to the expected outcomes of the LRNIP-AF 2 such as an immediate economic stimulus to rural communities by providing employment as well long-term benefit of an improved lifeline infrastructure. In addition to the economic benefits (regional employment, access to markets for agricultural products, etc.), there are substantial social benefits to the rural populations in improving their access to education, medical and social opportunities.

She has presented the purpose of public consultation and briefly provided details on Lifeline Network Rehabilitation Project implementation, as well as preparation of the Second Additional Financing of the project. She also presented road sections and works already implemented, such as designs prepared for the first year roads as well as works planned for the first year of the project, after which she emphasized the importance of environmental and social analyses conducted during the preparatory phase of the project.

Ms. Aghabekyan noted that the documents to be discussed were posted at the web-sites of the TPIO and Ministry of Transport, Communication and Information Technologies. Printed versions were provided to the participants along with one page summary of the main data on the project, Environmental and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF). Besides, the summary also specified new regulations regarding Gender Based Violence, included in the ESMF.

The MoTCIT has the overall responsibility for implementation of the LRNIP-AF 2 and has delegated implementation functions to the Transport Projects Implementation Organization State Institution of MoTCIT (TPIO).

Ms. Shushan Kurkchyan, Social and Environmental Safeguards Specialist of TPIO presented Environmental and Social Management Framework and Resettlement Policy Framework developed for LRNIP-AF 2.

Presentation on updated RPF covered the purpose of RPF development, its objectives and approaches presented in the document. It was emphasized that no new roads will be constructed

as a part of the project, and rehabilitation works are envisaged the on existing road alignment. Taking the above facts into account, it was noted that though no resettlement is expected for the Lifeline Network Improvement Project, the RPF is developed to serve as a tool in case the land acquisition/ resettlement is required for any of the road sections to be rehabilitated as a part of the project activities.

Information was provided on World Bank's Operation Policy on Involuntary Resettlement and relevant Armenian legislation, gaps identified and approaches recommended in order to address gaps, eligibility and compensation mechanism to be applied for the project, as well main entities to be involved in development, review, approval and implementation of land acquisition/resettlement process. Steps of development and implementation of Resettlement Action Plan was also presented, and followed by presentation of details on monitoring. Grievance redress mechanism (GRM) was presented to the participants in detail and it was mentioned that apart from regular complaints and applications the GRM will also channel complaints on Gender Based Violence (GBV) according to the new regulations introduced by the World Bank.

Presentation on ESMF covered the purpose of ESMF development, its objectives and issues addressed in the document. Information was also provided on World Bank's Safeguard Policies and triggers for each policy, relevant legislation of the Republic of Armenia and institutions that may be involved in the current project. The potential environmental impacts associated with rehabilitation works to be carried out on local roads as well as major mitigation measures that could be used to prevent or minimize the impacts were presented. Participants were also informed on the composition and function of the Environmental and Social Management Plans (ESMP) to be prepared for every road section, monitoring checklists to be used for monitoring of implementation the ESMP and functions of the TPIO, Construction Supervisor and Contractor in this respect.

Ms. Kurkchyan emphasized that according to the WB Operation Policy the suggested Project was categorized as category B, which means that no resettlement impacts are considered within the Project, however the developed RPF allow the Transport PIO and MoTCIT to be ready for addressing resettlement issues, if needed.

After the presentation the participants were invited for a question-and-answer session. The main questions raised during the consultation and responses provided are briefly summarized below.

### **Questions & Answers**

**1. Question:** (Representative of the Ministry of Nature Protection) How many lanes will the road sections under reconstruction have?

**Answer:** These are mainly two-lane road sections, 6-meter-wide as the rule.

**2. Question:** (Representative of Ararat region) you mentioned that for some road sections you already have designs ready. It will be good if road section designs are also considered by marzpetarans. In particular, there were works implemented on Norashen-Dvin road section during Soviet times, such as construction of retaining walls. Nevertheless, a settling was formed and because of this, the section becomes impassable for vehicles during rain and snow.

**Answer:** There is a gas supply pipeline running illegally along the edge of the road and it is impossible to operate any machinery over this gas supply pipeline. As to the retaining walls, I should indicate that engineer has the detailed design. You can have a look at it see what solutions are provided.

**3. Question:** (Representative of Ararat region) Road surface should have a gradient, so that water does not stay on the road. A person residing near the rehabilitated Arevshat-Abovyan road section complained that the storm water coming from the roof of the neighbor onto the road is seeping into his house.

**Answer:** We are well aware of the issue and the problem has been solved. The engineer can answer this question in detail. At the design stage, particular attention is paid to the drainage systems, because this is one of the factors on which quality and sustainability of the investment we make depends a lot. Everybody in this room realizes this very well. The designer considers and solves a lot of issues for every investment. Besides, contractor, during his work in the community, tries to solve problems which the residents may raise, whether these problems are related to the road rehabilitation or not. We always have had this approach. We suggest to invite representatives of the regional municipalities (marzpetarans) to the Public Consultations we conduct in communities, and where representatives of the TPIO and Design Company are present. You will send your representatives and/or specialist to participate.

**4. Question: (Representative of Ararat regions)** Shoulders of the renovated road in Hovtashen community are covered with pebble (crashed stone). Don't you think that it would be more advisable to have these shoulders paved with asphalt? In rural communities, there is clay ground. Cars get often stuck in the clay, then get out on the shoulders and this causes difficulties.

**Answer:** All the standards prescribed by specifications applicable to the shoulders are respected. Both Engineer and Technical Supervisor carefully supervise works during construction. First inter-ministerial committee has to consider the road and confirm that the road corresponds to the criteria and only after that the road will be accepted. As to the pavement of the slopes with asphalt it is very expensive. We implement works in the scope of our possibilities.

**5. Question** (Representative of Aragatsotn regions): How many years is the defect liability period?

**Answer:** Defect liability period is one year. However, any investment into the rehabilitation of roads will be wasted if the roads are not maintained. So a lot of attention should be paid to the road maintenance.

**Suggestion** (Representative of Aragatsotn regions): While developing designs for road programs, it is advisable to cooperate with the organizations undertaking road maintenance, since they know every detail related to the given road as well as climatic conditions of the area.

**6. Question** (Representative of Gegharkunik region) Roads under marz jurisdiction are being renovated, community heads sign to accept them and one year later they are transferred to marz municipalities for maintenance. Marz municipality starts maintenance of the road with all its problems. Very often, heads of communities are not specialists in this purview and cannot understand designs in detail; the same can be said about community residents. Before accepting designs, marz municipality has to participate actively to this process.

**Answer:** The problem is in the legal sphere. We can inform marz municipalities, we can involve them in our works, but this will be based on our good will. It will be more expedient to find more grounded solution of the program and to solve it in the legal field.

**7. Question** (Representative of Gegharkunik region): The carriageway in the Akhpradzor section of the road is on the same level as the gravel layer. Is it possible to increase the gravel layer by one meter?

**Answer:** The option suggested by you is very expensive. We will go together with you to that section, we will examine it and will find out the most dangerous places and will find solutions as soon as the weather keeps up.

**8. Suggestion** (representative of Lori region) There is problem with the retaining wall on Yeghegnut road which is being deteriorated. There is a roadside café in the areas of M6 road and cars often park there which hinders traffic in this place. Is it possible to find solution to this problem?

**Answer:** Please present your suggestion in writing with all details and you letter will be provided to the design company.

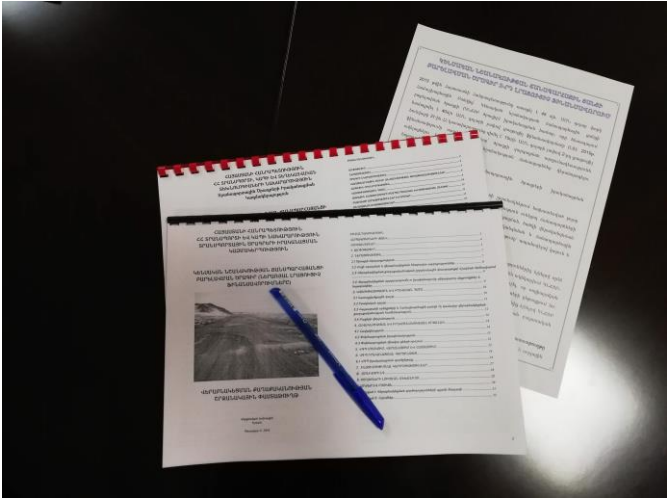
9. **Question:** Will the exhaust be monitored during the Project implementation? What will be done if the level of exhaust is higher than the acceptable norms?

**Answer:** Technical Supervision Company will be hired for monitoring of exhaust, dust and noise levels during the construction. Provision of appropriate machinery and equipment will be considered under the contract for the provision of works which will allow minimizing this issue and ensuring the acceptable levels of exhaust, dust and noise. If as a result of monitoring the incompliance with the Environmental and Social Management Plan is revealed, the Contractor will be penalized, after the several penalties the Contract can be even terminated.

The meeting was closed at 13:50.

**Pictures of the Public consultation**





List of participants

Տրանսպորտային ծրագրերի իրականացման կազմակերպություն  
ՊՈԱԿ

Transport project implementation organization SNCO

Կենսական նշանակության ճանապարհացանցի բարելավման  
լրացուցիչ 2-րդ ֆինանսավորման առաջարկվող ծրագրի  
Հանրային իրազեկման խորհրդատվություն




2-nd Additional Financing for Lifeline Roads Network  
Improvement program  
Public consultation

Փետրվարի 22, 2019

February 22, 2019

ՄԱՍՆԱԿԻՑՆԵՐԻ ՑԱՆԿ/ ATTENDANCE LIST

	Մասնակցի անուն, ազգանուն	Կազմակերպություն	Պաշտոն	E-mail	Չև. համար	
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7.	Համես Կարամյան	Գրասենյակ	Գլխավոր օգնական		093 26 26 64	
8.	Գրասենյակ Երևանցի	Գրասենյակ	Գլխավոր օգնական	garantshin@snco.am	9.15 37 00	
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13.	Հարություն Գարսեպյան	«ՏՕԻԿ» ՊՈԱԿ	Կենտրոնի տնօրենի ազգային բնակիչ	vardan.m.karapetjan @mail.ru	0-95-111-755	
14.	Աստղիկ Չեբեգչյան	«ՏՕԻԿ» ՊՈԱԿ	Կենտրոնի տնօրենի ազգային բնակիչ	ruben.aragyan @trio.am	0-95-111-275	
15.	Արմեն Բոչայան	«ՄԾԻԿ» ՊՈԱԿ	ՄԻԵՑ Զբոսայգի հիմնադրամ	armen.kochanyan @LP10.am	0-95-111-268	
16.	Միհայել Զեփեղյան	«ՄԾԻԿ» ՊՈԱԿ	ՄԻԵՑ Զբոսայգի հիմնադրամ	mikael.zepheryan @LP10.am	0-95-111-244	
17.	Լիլիթ Գրիգորյան	«ՄԾԻԿ» ՊՈԱԿ	Կենտրոնի տնօրենի ազգային բնակիչ	lilit.grigoryan @tpio.am	093-51-71-12	