



# **Integrated Solid Waste Management Kutaisi, Georgia**

## **Stakeholder Engagement Plan**

**Draft**

February, 2016

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## 1 BACKGROUND AND OBJECTIVE

This document is the Stakeholder Engagement Plan (SEP) for the Integrated Solid Waste Management (ISWM) Project in Kutaisi, Georgia (*hereinafter referred to as "the Project"*). The Project is being developed by the Project Executing Agency: Georgian Waste Management Company (SWMCG) to enhance waste management in the City of Kutaisi and the two municipalities Chognari and Godogani.

The Project is realized within the framework of the Georgian-German financial cooperation. KfW supports the Self-Governing City of Kutaisi in its efforts to establish an integrated solid waste management System.

### 1.1 OBJECTIVE

Stakeholder engagement refers to a process of sharing information and knowledge, seeking to understand and respond to the concerns of others, and building relationships based on collaboration. Stakeholder consultation and disclosure are key elements of engagement and essential for delivery of successful projects.

The overall aim of this SEP is to ensure that a timely, consistent, comprehensive, coordinated and culturally appropriate approach is taken to consultation and project disclosure. It is intended to demonstrate the commitment of the SWMCG to an 'international best practice' approach to engagement in line with Georgian requirements and the IFC Performance Standards (2012).

This SEP concentrates on consultation and disclosure activities during design of the Project and completion of an Environmental and Social Impact Assessment (ESIA<sup>1</sup>) which is being undertaken to inform investment and design decisions.

*This SEP is a living document, which will be amended and updated in the course of Project planning and implementation.*

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<sup>1</sup> The term Environmental and Social Impact Assessment (ESIA) is used when reference is made to international studies and requirements; whereas the term Environmental Impact Assessment (EIA) is used in context of the national procedures

## 1.2 *BRIEF DESCRIPTION OF THE PROJECT*

The ISWM Project aims to develop a new integrated solid waste management system to serve the city of Kutaisi as well as the communities in Imereti Region and Racha-Lechkhumi and Kvemo-Svaneti Region (referred to as “the Project region”). The objective of the Project is the improvement of waste management in the Project region. The Project will include:

- Development of waste management concept including identification of new sanitary landfill site
- Construction and operation of landfill site designed in accordance with international best practice. This will include:
  - Landfill cells
  - Compactor garages
  - Leachate collection pond, Material recovery facility
  - Workshop building
  - Control building with weight bridge
  - Tire cleaning unit
  - Compressor and combustion station
  - Osmose???
- Closure, rehabilitation and capping of existing dump site
- Operation of transfer stations as collection point for waste prior to transfer to landfill site (location partly at former dump sites)

## 1.3 *SOCIAL CONTEXT*

The closest residential area to the Project is Chognari village. The closest residential houses are located 500 m south- and 700 m southwest of the Project site. Chognari village spreads from this house further to the south and is characterized by a scattered settlement structure. Most of the houses have attached small agricultural parcels. According to provided information Chognari village has 2085 inhabitants. Godogani village has 2700 inhabitants. Both villages have a school, kindergarten, and nursery. Livelihoods are based on agriculture, animal farming, stone quarries and formal employment in Kutaisi town. Unemployment is an issue in the region.

## 2 *REQUIREMENTS FOR STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE*

Stakeholder Engagement for the Yereymentau Project will be performed according to the following requirements:

- Legislative requirements of the Republic of Georgia;

- Principles and procedures specified by the IFC Performance Standards (2012)<sup>2</sup>

## 2.1

### GEORGIAN REQUIREMENTS

The Republic of Georgia is a signatory to the Aarhus Convention<sup>3</sup>. Public participation and access to information in project decisions is legally provided by the Georgian environmental legislation (Article 6 of the Law on Environmental Impact Permit). This includes provisions for public consultation and disclosure of project information. There is no requirement for scoping consultations, whereas public consultation takes place when the results of the Draft EIA are available and the SWMCG applies for Environmental Impact Permit and Construction Permit.

Article 6 of the Law on Environmental Impact Permit sets provisions for public consultation. The main steps are summarized below:

- Announcement of the Project and public disclosure of the EIA report is required 3 days prior to submission of the EIA to the Ministry of Economy and Sustainable Development.
- The meeting must be announced in the national and local newspaper with information on:
  - ✓ The name, objectives and location of the planned activity;
  - ✓ The address where the documents (including EIA report) are available for the public;
  - ✓ The deadline for feedback; and
  - ✓ Time, date and venue of the public hearings.
- Subsequently there is a 60 days disclosure period during which there shall be one public meeting and stakeholders have the opportunity to submit comments in written and oral form. The public meeting is to be carried out after 50 but no later than 60 days of its announcement.
- The developer shall invite the representatives from relevant authorities to the meeting and the meeting shall be held in the centre of the administrative unit, where the proposed activity is planned.

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<sup>2</sup> For the development of this SEP the IFC's handbook "Stakeholder Engagement", 2007" gave best practice guidance.

<sup>3</sup> (UNECE Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters, Aarhus, Denmark, 25 June 1998)

- Minutes of meeting must be provided five days after the meeting is being held and signed off by the responsible authority.
- Comments have to be considered in the final version of the EIA Report. If comments are not acceptable, reasons have to be explained by the developer in writing to the person(s) raising the concern. The letters and the Minutes of Meeting have to be added to the final EIA which has to be submitted to the permit issuing Ministry in five hardcopies and in electronic version.

## 2.2

### *INTERNATIONAL REQUIREMENTS*

In addition to aligning to national requirements, SWMCG has committed to developing the Project in line with international good practice standards, and in particular the International Finance Corporation (IFC) Performance Standards (PS). IFC Performance Standard requirements relating to stakeholder engagement are summarised below<sup>4</sup>:

The objectives of the IFC Performance requirements as they relate to stakeholder engagement are to: a) ensure that affected communities are appropriately engaged on issues that could potentially affect them; b) develop and maintain a constructive relationship with communities; and c) establish a grievance mechanism.

#### Who to Consult:

- directly and indirectly affected communities;
- positively and negatively affected communities/individuals;
- those with influence due to local knowledge or political influence;
- vulnerable groups
- elected representatives;
- non-elected community officials and leaders;
- informal/traditional community institutions and/or elders;
- indigenous peoples, where the Project is identified to have adverse impacts on them; and
- communities in the wider area of influence.

#### When to Consult:

As early as possible or at the latest, consultation should begin prior to construction. Consultation should be an on-going process throughout the life

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<sup>4</sup> Source: IFC Performance Standard 1, (paragraphs 25-35), (2012)

of the Project, i.e. it should be iterative. Consultation should also allow for a feedback mechanism where affected people are able to present their concerns and grievances for consideration and redress.

What to Consult on:

- disclosure of Project information (purpose, nature, scale);
- risks and impacts of the Project; and
- updates on actions and proposed mitigation measures to address negative impacts and areas of concern for affected communities.

How to Consult:

- be inclusive and culturally appropriate;
- allow for free, prior and informed participation of affected communities;
- be in the language preferred by the affected communities;
- consider the needs of disadvantaged and vulnerable groups;
- be fed into the decision making process including proposed mitigation, sharing of benefits and opportunities;
- be iterative;
- be documented;
- be responsive to community concerns and grievances;
- be easily understood and transparent; and
- allow for differentiated means of engagement particularly for disadvantaged or vulnerable groups.

Where engagement relies substantially upon a community representative the client will aim to ensure that the views of affected communities are communicated, and that the results of consultation are communicated back to the community.

A stakeholder is defined as any individual or group who is potentially affected by a project or who has an interest in the Project and its impacts. The objective of stakeholder identification is therefore to establish which organizations and individuals may be directly or indirectly affected (positively and negatively), or have an interest in the Project. Stakeholder identification is an ongoing process, requiring regular review and updating as the Project proceeds.

The main groups of stakeholders identified so far are listed in *Table 1*. The list will be updated and modified in the course of the Project development.





Table 1

*Identified Groups of Stakeholders related to the Project*

Group of Stakeholders	Stakeholders
<b>1. Former and current land owner and users</b>	1.1 Individuals, legal entities, local administration holding land title documents 1.2 Tenants or occupiers without formal rights 1.3 Land users (grazing or other activities);
<b>2. Local population</b>	2.1 Inhabitants of Kutaisi, Godogani and Chognari villages; 2.2 Residents located near landfill site (especially houses located south and southeast of the site) 2.3 Residents of settlements located near roads used for transporting materials during construction
<b>3. Administrative Bodies and Authorities</b>	3.1. Republic authorities 3.2. Regional authorities 3.3. Local authorities/ village representatives
<b>4. General public, Non-Governmental Organizations (NGOs) and independent experts</b>	4.1. General public 4.2 Specialized environmental, social and research organizations, NGOs 4.3 Experts on a national and international level
<b>5. Media</b>	5.1. Print media, 5.2 Radio, TV 5.3. Internet sources
<b>6. Organizations involved in Project implementation</b>	6.1 Construction and design companies involved in implementation of the Project 6.2 Company staff 6.3 Contractors and contractor's staff
<b>7. Specific vulnerable groups who may be impacted by the Project.</b>	7.1 People with difficulty in engaging with the stakeholder consultation process 7.2 People with special vulnerability due to physical disability, social, political or economic standing, legal status, limited education, lack of employment or housing

The full list of stakeholders (Administrative bodies, media and NGOs) is given in the *Annex A* to this SEP.

### 3 PAST STAKEHOLDER ENGAGEMENT ACTIVITIES

#### 3.1 SCOPING/BASELINE DATA GATHERING

As part of the scoping and environmental and social baseline data gathering a site visit was conducted on 11 and 12 February 2016. This included notification of the village heads of Chognari village and Godogani village. Meetings were held in these villages on 11 and 12 February. Attendees lists of the meetings are attached in Annex B to this SEP. The purpose of the meetings was three-folded:

1. Start the formal stakeholder engagement process as part of the ESIA;
2. Inform the village leads about the planned Project; and
3. Receive information and perceptions on eg land users, environmental specifications to consider, expectations and other planned projects in the area.

At the meeting in Chognari (Jognari) village the head of the village as well as other leaders of the community, all in all 10 attendees, were present (all male). The meeting in Godogani village with the head of village and other village representatives was attended by 5 persons (4 male, one female). Both meetings were structured similar. After a short introduction of the Project and the ESIA team and -tasks, the technical considerations, open questions and main concerns of the village representatives were discussed. The proposed Project site will be located on the land of Godogani village. The main concerns and expectations collected so far are listed below:

*Table 2 Main Concerns and Expectations to date*

Concerns	Expectations
Risk to safe and clean water supply (groundwater and surface water)	Employment opportunities
Nuisance through odor	Improvement of waste management in the communities
Lack of alternative grazing land for cows	
Mismanagement of environmental and social topics in the long-term	
Location not suitable	

#### 3.2 UXO CLEARANCE

As part of the clearance of unexploded ordnance (UXO) conducted in early March by Halo Trust the local population was informed about the planned

activities. This included visits of the above mentioned villages Chognari and Godogani village. As part of this the owner of the buildings/ former quarry northwest of the Project site was informed about the Halo Trust activities. In addition signposts were placed at locations around the area subject to clearance to raise awareness among the local population.

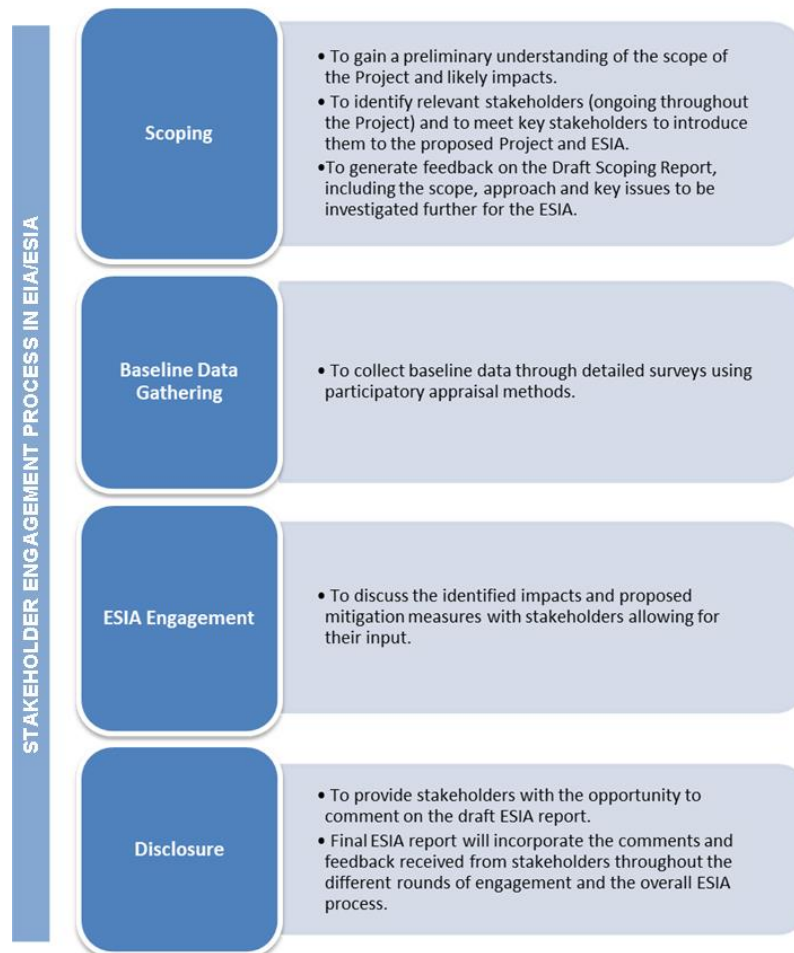
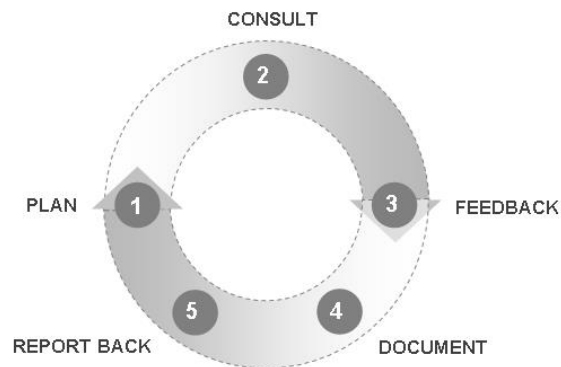
#### **4**

#### ***STAKEHOLDER ENGAGEMENT PROGRAM***

All ESIA stakeholder engagement activities are informed by an iterative process of stakeholder identification, analysis and mapping. This process ensures that all relevant parties are considered as part of the engagement process. The stakeholder engagement process is illustrated in the *Figure 1* below:

Figure 1

Stakeholder Engagement Process



Stakeholder engagement will be carried out at the following phases of the Project implementation:

Table 3

*Phases of Stakeholder Engagement*

Phase of Project implementation	Required by	
	Georgian Req.	Internat. Req.
<b>Scoping/ Baseline Data Gathering</b> <i>Already conducted on 11 and 12 February 2016</i>		X
<b>Clearance of Unexploded Ordnance at the proposed Project site</b> <i>Already conducted in early March 2016</i>		X
<b>Draft ESIA Stage</b> <i>Announcement of Project and public disclosure of Draft ESIA</i>	X	X
<b>Construction</b> <i>envisaged 2016-2017</i>		X
<b>Operation</b> <i>envisaged 2017-2034</i>		X

At each stage certain engagement activities will be conducted to keep the stakeholders informed and continuously reach for their feedback (see *Table 4*).

This version of the SEP has been prepared for the Draft ESIA Stage and will be disclosed together with:

- Draft ESIA Report;
- Non-Technical Summary of the Draft ESIA Report (NTS); and
- Environmental and Social Management Plan (ESMP).

Any individual or group wishing to make comments on the SEP is invited to do so as part of the current disclosure process.

The table below gives a brief description of actions to be taken to implement this SEP.

Detailed plans for later phases of the Project will be developed during the next phases of the Project (construction and operation). The intention will be to continue an active program of engagement with affected and interested parties to ensure they are kept informed and have an opportunity to continue a constructive dialogue about the Project and with SWMCG.

Table 4

## Plan of Action for Disclosure of the Kutaisi Landfill Draft ESIA Report

Activity/Element	Target Stakeholders	Description	Timing
1. Online publication of all documents on the project website (in English and Georgian language).	All stakeholders	This SEP, the Draft ESIA Report, the NTS and the ESMP will be available in digital format (as pdf files) on the project website (...). The project website will provide an email address (...) where written submissions can be emailed and a postal address for written submissions: ... The Project website will contain details of the Grievance Procedure (see Section 5 of this SEP).	All online materials will be available for review and comment for 120 days, starting on ... They will also remain available on the website thereafter but the online email facility for receipt of comments on the Draft ESIA Report will be closed.  The online grievance procedure will remain open for public use for the foreseeable future.
2. Availability of the Project documents a hard copy in Kutaisi town	All stakeholders	The Draft ESIA Report, NTS and other public information documents will be available in hard copy for public inspection at SWMCG office in Kutaisi town (address). Comment Forms will be provided for people to give their comments.	All materials will be available for review and comment for 60 days, starting on ....
3. Project information 'hotline'	All stakeholders	A staffed project information hotline will be operation for the duration of the 45 days consultation period: .... It will be manned during normal business hours in Kutaisi and outside of these, an answer phone facility will be available so callers can leave a message and if needed can be called back during business hours. The telephone number will be advertised by the communication channels described in this SEP (homepage, newspaper, public meeting).	Hotline will be operational for 60 days, starting on ...
4. Conduct public hearing in Kutaisi town	All stakeholders	The SWMCG and the environmental consultant will conduct one public meeting in Kutaisi town to present the results of the Draft ESIA process and respond to the questions of the stakeholders. Furthermore concerns and comments of the stakeholders shall be captured to address them in the Final ESIA Report. If deemed appropriate (e.g. number of attendees low or not all stakeholder groups represented) one or more further meetings will be organized.	....
5. Formal newspaper notices	All	The public hearing is announced in newspapers in Georgian languages and cover results of the EIA. The advertisements will include:	At least 50 days in advance of the public

Activity/Element	Target Stakeholders	Description	Timing
	stakeholders	<ul style="list-style-type: none"> <li>✓ The name, objectives and location of the planned activity;</li> <li>✓ The address where the documents (including EIA report) are available for the public (hardcopies and online);</li> <li>✓ The deadline for feedback; and</li> <li>✓ Time, date and venue of the public hearings.</li> </ul>	hearing
6. Notices at public places	All stakeholders	SWMCG will make notices at public places, e.g. at central places in Chognari and Godogani village. This information channel will also be used to announce construction/increased traffic activities.	At least 20 days in advance of the public hearings/continuously during Project implementation.
7. Appoint Community Liaison Officer to act as connection between SWMCG and the stakeholders	Local population	The local liaison officer will be appointed and employed by SWMCG. He/She will be the local point of contact for the population in Chognari and Godogani village. His/her responsibility include providing Project related information on behalf of SWMCG (e.g. related to start of major construction operations or traffic in areas open to public) and receiving grievances made orally or filled via the grievance form.	Open ended.
8. Comment Form and Grievance Form	All stakeholders	A pre-printed comment form (see <i>Annex C</i> ) will be made widely available during public meetings and in the Project area. Comments can also be provided orally, by email or by telephone and will be logged by the SWMCG Complaints Manager. Comments from individuals can be provided anonymously if wished.	Open ended.
9. Install grievance boxes	Local population	The grievance box will be installed in in Kutaisi, Chognari and Godogani village and will be equipped with grievance forms so that the people can file written grievances. The Community Liaison Officer will be responsible for emptying the grievance box on a regular basis and provide the SWMCG Complaints Manager with the grievance forms recollected.	Open ended.
10. Special actions	Vulnerable and marginalised groups	If community leaders or other stakeholders identify that there are special groups within the community that will require particular measures to engage them in the process, the Complaints Manager and his team will identify an appropriate means of making contact, explaining the Project and understanding their views.	As needed during the disclosure period

## 5 *GRIEVANCE PROCEDURE*

### 5.1 *OVERVIEW*

A grievance is considered to be any complaint about the way a project is being implemented. It may take the form of specific complaint about impacts, damages or harm caused by the Project, concerns about access to the project stakeholder engagement process or about how comments have been addressed, and concerns about Project activities during construction or operation, or perceived incidents or impacts.

A Grievance Procedure specific to the Project will be developed with the following aims:

- To build and maintain trust with all stakeholders;
- To prevent adverse consequences of failure to adequately address grievances; and
- To identify and manage stakeholder concerns and thus support effective risk management.

### 5.2 *GRIEVANCE PROCEDURE*

The Grievance Procedure will be free, open and accessible to all and comments and grievances will be addressed in a fair and transparent manner. Information about the procedures, who to contact and how, will be made available on the Project website and in other materials. In particular all workers will be informed of the Grievance Process and new workers will be informed when they join the Project. Information on Contact Points will be posted on staff information boards and on site information boards. The grievance procedure comprises the following steps:

1. **Identification of grievance:** Stakeholders shall be able to use the following methods to submit a grievance:
  - Oral via Project information hotline or the Community Liaison Officer;
  - By filling the grievance form online (WEBPAGE); and
  - In writing via the grievance box located in Kutaisi, Chognari and Godogani.

The grievance is recorded and classified in the 'Grievance Log' (written and electronic) by the Complaints Manager employed by SWMCG. The Grievance Log will be held at SWMCG's office.

2. **Grievance is formally acknowledged** through a personal meeting, phone call, or letter as appropriate, within 5 working days of submission. If the



grievance is not well understood or if additional information is required, clarification should be sought from the complainant during this step.

3. **The Complaints Manager delegates the grievance** in writing to the relevant SWCG department(s)/personnel /contractor for development of an appropriate response. The Complaints Manager will estimate the subject matter of this grievance and identify the risk category. If required, the grievance may be sent for consideration of the senior management.
4. **A response is developed** by the delegated team and Complaints Manager with input from the Senior Management and others, as necessary. Should the need arise; the Project will consider the establishment of a conflict resolution "committee" (SWMCG representatives, local authorities, complainant etc.) for the management of complex grievance issues.
5. **Required actions are implemented** to deal with the issue, and completion of these is recorded on the grievance log.
6. **The response is signed-off** by the Complaints Manager. The sign-off may be a signature on the grievance log or in correspondence which should be filed with the grievance to indicate agreement.
7. **The response is communicated to the affected party;** the response should be carefully coordinated. The Complaints Manager ensures that a suitable approach to communicating the response to the affected party is agreed and implemented. The response to a grievance will be provided 20 working days after receipt of the grievance.
8. **The response of the complainant is recorded** to help assess whether the grievance is closed or whether further action is needed. The Complaints Manager should use appropriate communication channels, most likely telephone or face to face meeting, to confirm whether the complainant has understood and is satisfied with the response. The complainants' response should be recorded in the grievance log.
9. **The grievance is closed** with sign-off from the Complaints Manager, who determines whether the grievance can be closed or whether further attention and action is required. If further attention is required the Complaints Manager should return to Step 2 to re-assess the grievance and then take appropriate action. Once the Complaints Manager has assessed whether the grievance can be closed, he/she will sign off to approve closure of the grievance on the grievance log or by written communication.

If actions taken on a grievance are not successful, a stakeholder may turn to court in accordance with the existing legislation of the Republic of Kazakhstan. The Grievance Form is presented in *Annex B*.

## **6 RECORDING AND MONITORING STAKEHOLDER ENGAGEMENT**

This section presents an overview of the reports that will be used to report on and monitor SEP activities.

### **6.1 STAKEHOLDER REGISTER**

It is important that issues raised during the Draft ESIA consultation are recorded in a logical and systematic way so that they can be tracked through to appropriate resolution and closure. The register will record:

- Reference number for the stakeholder;
- Name and contact details (unless requesting anonymity);
- Date of contact(s);
- Issue(s) raised (comment, suggestion, question, complaint, etc.);
- Proposed response and actions to be taken; and
- Status (recorded, active, closed).

Where many stakeholder raise similar issues these will be grouped as “issues” and responses to them will be tracked together in a separate section of the register. An appropriate cross-reference will be made in the response column in the main register.

### **6.2 REPORTING**

SWMCG will update this SEP prior to construction and a second time prior to operation. Additional updates due to Project development may be required. In the process of updating the SEP the past stakeholder engagement activities will be described.

### **6.3 EVALUATION OF EFFECTIVENESS**

The effectiveness of engagement activities will be evaluated against the goals and objectives set out in the SEP. This evaluation will examine the extent to which activities were implemented in accordance with the Plan and the extent to which they achieved the aims defined here. The results and any lessons learned will then be incorporated into further updates of the SEP as the Project evolves and is implemented.

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# ANNEXES

- A: Stakeholder List
- B: Attendees Lists of Stakeholder Meetings
- C: Grievance Form

ANNEX A

## Stakeholder List

№	Stakeholder	Contact details(address, phone, fax, e-mail)
<b>Project Developer</b>		
1.	Solid Waste Management Company of Georgia	Solid Waste Management Company of Georgia, LLC. Ministry of Regional Development and Infrastructure of Georgia 10, A. Politkovskaya Str. 0186, Tbilisi, Georgia
<b>District Authorities</b>		
1.	Solid Waste Management Company of Georgia. West Side.	Solid Waste Management Company of Georgia. West Region. 33 Paliashvili Str. Kutaisi, Georgia. Head of the Company: Gabriel Kvirikashvili
2.	Solid Waste Management Company of Georgia. Imereti Region.	Solid Waste Management Company of Georgia. West Region. 33 Paliashvili Str. Kutaisi, Georgia. Head of the Company: Giorgi Sakvarelidze
3.	Ministry of Regional Development and Infrastructure of Georgia	Ministry of Regional Development and Infrastructure of Georgia 12 Al. Kazbegi Str. Tbilisi, Georgia www.mrdi.gov.ge
4.	Ministry of Environment and Natural Resources Protection of Georgia	Ministry of Environment and Natural Resources Protection of Georgia. 6. G. Gulua Str. 0114, Tbilisi, Georgia www.moe.gov.ge
5.	Terjola Municipality	Terjola Municipality 109 Rustaveli Str. <a href="http://www.terjola.ge/">http://www.terjola.ge/</a>
6.	State Representative – Governor Administration of Imereti Region	State Representative – Governor Administration of Imereti Region 3 Rustaveli Str. Kutaisi, Georgia www.imereti.gov.ge
<b>Republic Supervisory Authorities</b>		

№	Stakeholder	Contact details(address, phone, fax, e-mail)
1.	Parliament of Georgia	Parliament of Georgia 26 I. Abashidze Str. Kutaisi. Georgia www.parliament.ge
2.	Ministry of Regional Development and Infrastructure of Georgia	Ministry of Regional Development and Infrastructure of Georgia 12 Al. Kazbegi Str. Tbilisi, Georgia www.mrdi.gov.ge
3.	Ministry of Environment and Natural Resources Protection of Georgia	Ministry of Environment and Natural Resources Protection of Georgia. 6. G. Gulua Str. 0114, Tbilisi, Georgia www.moe.gov.ge
4.	State Representative – Governor Administration of Imereti Region	State Representative – Governor Administration of Imereti Region 3 Rustaveli Str. Kutaisi, Georgia www.imereti.gov.ge
<b>Regional Supervisory Authorities</b>		
1.	Terjola Municipality	Terjola Municipality 109 Rustaveli Str. <a href="http://www.terjola.ge/">http://www.terjola.ge/</a>
2.	Solid Waste Management Company of Georgia. West Side.	Solid Waste Management Company of Georgia. West Region. 33 Paliashvili Str. Kutaisi, Georgia. Head of the Company: Gabriel Kvirikashvili
4.	Solid Waste Management Company of Georgia. Imereti Region.	Solid Waste Management Company of Georgia. West Region. 33 Paliashvili Str. Kutaisi, Georgia. Head of the Company: Giorgi Sakvarelidze
5.	State Representative – Governor Administration of Imereti Region	State Representative – Governor Administration of Imereti Region 3 Rustaveli Str. Kutaisi, Georgia www.imereti.gov.ge
6.	Terjola Municipality	Terjola Municipality 109 Rustaveli Str.

No	Stakeholder	Contact details(address, phone, fax, e-mail)
		www.terjola.ge
	Governance of Village Godogani	Governance building in the Godogani village
	Governance of Village Chognari	Governance building in the Chognari village
<b>Potentially affected groups</b>		
1.	Citizens of Chognari village, Godogani	...Chognari and Bodogani Villages Governance Buildings
2.	Citizens of Kutaisi Town	Kutaisi City Hall 3 Rustaveli Str. Kutaisi, Georgia 0 (431) 24 26 51 contact@kutaisi.gov.ge www.kutaisi.gov.ge fb.me/Kutaisi City Municipality
	Citizens along access roads and waste transport routes	State Representative – Governor Administration of Imereti Region
<b>Media</b>		
1.	Terjola Newspaper	Email: <a href="mailto:gazeti-terjola@mail.ru">gazeti-terjola@mail.ru</a> Tel.: 577943716; 577944062; 599924975; 599912414
2.	PS Newspaper	37 a) Rustaveli Str. Kutaisi, Georgia (0341) 24 45 46 ; 5 99 10 77 94 <a href="http://www.psnews.ge/">http://www.psnews.ge/</a>
3.	Akhali Gazeti Newspaper	16 Varlamishvili Kutaisi, Georgia. <a href="http://www.akhali-gazeti.ge">www.akhali-gazeti.ge</a>
4.	Kviris Palitra Newspaper	49 Iosebidge Str Tbilisi, Georgia (995 32) 38 98 88 <a href="http://www.kvirispalitra.ge/">http://www.kvirispalitra.ge/</a>
<b>Non-government public organizations</b>		
1.	Georgian Environmental and Biological Monitoring Association	19 Gamrekeli Street, VI Floor, 0160 Tbilisi, Georgia Director: George Abulashvili Tel.: + 995 32 242540 Fax: + 995 32 242542 <a href="mailto:eecegeo@eecegeo.org">eecegeo@eecegeo.org</a> <a href="http://www.eecgeo.org">http://www.eecgeo.org</a>
2.	CENN Caucasus Environmental NGO network	CENN Caucasus Environmental NGO network 27 Betlemi Street, Tbilisi, Georgia Phone:(995 32) 275 19 03, 275 19 04

№	Stakeholder	Contact details(address, phone, fax, e-mail)
		<a href="http://w3.cenn.org/wssl">http://w3.cenn.org/wssl</a>
3.	Union of Imereti Region Scientists – NGO Specter	Union of Imereti Region Scientists – NGO Specter 9 Cminta Nino, Kutaisi, Georgia Deirector: Ketevan Tskhakaia 5 99 57 05 16
4.	Green Movement of Georgia	Green Movement of Georgia 16 Mukhadze Str. Tbilisi, Georgia (+995 32) 223 40 37; (+995 32) 230 62 21 <a href="http://www.greens.ge/">http://www.greens.ge/</a>
5.	Regional Environmental Center Rec Caucasus	Regional Environmental Center Rec Caucasus <u>Regional Office in Tbilisi, Georgia</u> 150, David Aghmashenebeli Ave, 7th floor, 0112 Tbilisi, Georgia Tel/Fax +995 32 2253649 / +995 32 2253648 <a href="http://www.rec-caucasus.org/">http://www.rec-caucasus.org/</a>
6.	Green Alternative	Green Alternative 27/29 Paliashvili Street, II floor, 13 flat, Tbilisi, 0179, Georgia Tel: (+995 32) 2292773; 2223874 Fax: (+995 32) 2223874 E-mail: <a href="mailto:greenalt@greenalt.org">greenalt@greenalt.org</a> <a href="http://greenalt.org/home/">http://greenalt.org/home/</a>



ANNEX B

## Attendees Lists

*Chognari Village and Godogani Village*





ANNEX C

# Grievance Form

<b>Public Grievance Form</b>	
<b>Reference No (assigned by SWMCG):</b>	
<i>Please enter your contact information and grievance. This information will be dealt with confidential.</i>	
<i>Please note: If you wish to remain anonymous please enter your comment/grievance in the box below without indicating any contact information – your comments will still be considered by SWMCG.</i>	
<b>Full Name</b>	_____
<b>Anonymous submission</b>	<input type="checkbox"/> I want to remain anonymous
<b>Please mark how you wish to be contacted (mail, telephone, e-mail).</b>	<input type="checkbox"/> <b>By Mail (Please provide mailing address):</b> _____ _____
	<input type="checkbox"/> <b>By Telephone (Please provide Telephone number):</b> _____
	<input type="checkbox"/> <b>By E-mail (please provide E-Mail address):</b> _____
<b>Preferred Language for communication</b>	<input type="checkbox"/> Georgian <input type="checkbox"/> Other, please specify: _____
<b>Description of Incident or Grievance:</b>	What happened? Where did it happen? Who did it happen to? What is the result of the problem?
<b>Date of Incident/Grievance:</b> _____	<input type="checkbox"/> One time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? ____) <input type="checkbox"/> On-going (currently experiencing problem)
<b>What would you like to see happen to resolve the problem?</b>	

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please return this form to:** SWMCG, Mr. Giorgi Shukhoshvili  
info@waste.gov.ge

We will register your complaint up to 5 working days and provide an answer within up to 20 working days.