

**COMPLAINT CLOSING REPORT  
OF CONCERNED ADB OPERATIONS DEPARTMENT**

01 April 2024

PROJECT NAME	<a href="#">Central Asia Regional Economic Cooperation Corridor Development Investment Program (Tranche 1)</a>
ADB DEPARTMENT/DIVISION	Transport Sector Office, Sectors Group Pakistan Resident Mission, Central and West Asia Department
AM FUNCTION	PROBLEM-SOLVING
ELIGIBILITY RESULT	INELIGIBLE
ELIGIBILITY DETERMINATION DATE	27 February, 2024

<b>I. Complaint and issues</b>	<p>ADB approved the Central Asia Regional Economic Cooperation (CAREC) Corridor Development Investment Program (Tranche 1) on 28 September 2017 for construction of additional 2-lane carriageway with existing N-55 to upgrade it as 4-lane dual carriageway. Based on the detailed engineering design execution of project works were awarded and implemented for Petaro-Sehwan Section of the CAREC Tranche 1 Project.<sup>1</sup> ADB received a complaint in January 2024 from some residents of village Aamri along project road section. The complainants highlighted planned new culvert at km 96+000 and raised their concerns about construction of culvert by deviating from the original design. They also pointed out the impacts on land, restricted access to livelihood sources and likely income loss due to construction of designed new culvert.</p>
<b>II. Actions taken to address the problems or issues</b>	<p>In the preliminary assessment, it was noted that the ADB operation department and project executing agency are coordinating with the complainants to address their concerns through project-based grievance redress mechanism (GRM) and their efforts are not yet fully exhausted. So, following the ADB's Accountability Mechanism Policy,<sup>2</sup> the complaint was declared ineligible for the problem-solving process and the complaint was referred to the concerned ADB operations department (OD) for action.</p> <p>The OD approached and advised the project implementation unit at the National Highway Authority (NHA) to coordinate with the complainants and the local communities for addressing the complainant's concerns and resolving the complaint positively through the project based GRM. NHA, in its report, clarified that a series of meetings were conducted with the complainants and local community in February and March 2024. In consultation meetings, the complainants, and other residents of village Aamri were clarified about the need of rainwater drainage culvert that is designed at road 96+000 on demand of local people and advice of the Irrigation Department Sindh and the Chief Minister Sindh.</p>
<b>III. Decisions or agreements by parties concerned</b>	<p>In the last meeting convened on 6 March 2024 by the Project Director, the complainants and other community members accepted the clarification, and it was arrived that the designed culvert will be constructed at km 96+060 (right in front of the culvert provided by irrigation department for the right bank outfall drain) and protection works will be executed to secure the complainant's land and built-up properties. Accordingly, a written statement confirming satisfactory resolution of complainant's concerns and his consent for carrying out construction activities for designed culvert and protection works along complainant's land was signed by the complainants, other village residents</p>

<sup>1</sup> The CAREC Tranche 1 included upgradation of three sections, i.e., i) Pataro - Sehwan Section, ii) Ratodeor - Shikarpur Section and iii) Dara Adamkhel-Peshawar Section.

<sup>2</sup> Paras. 138, 142–143 of the ADB's Accountability Mechanism.

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	and the Project Director. Meanwhile on 30 <sup>th</sup> March 2024, the complainant also wrote an email to the ADB project team leader confirming resolution of his complaint.
<b>IV. Results and lessons learned</b>	<p>It is noted that involvement of local community and structure consultations are pivotal for addressing the complaints and concerns raised by individuals or a group of people about project design and construction related issues of works as per original design and revised/new design for existing and/or additional facilities demanded in public interest by local people or provincial government departments.</p> <p>It is learnt that the effective engagement of the complainants, local community and the project implementing entities can support early resolution of design and construction related issues about existing or new facilities proposed under the project. Structured consultations with aggrieved parties can lead in smooth and timely resolution of project related complaints throughout project implementation period.</p>

**PREPARED BY** Khurram Ghafoor  
Senior Project Officer (Infrastructure)  
Pakistan Resident Mission, Central and West Asia Department

**DATE** 01 April 2024