

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

9 January 2024

PROJECT NAME	PAK: Balochistan Water Resources Development Sector Project
ADB DEPARTMENT/DIVISION	Sectors Group - Agriculture, Food, Nature, and Rural Development Sector Office
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
NON-ELIGIBILITY DETERMINATION DATE	10 November 2023 (SPF-2023-15-02-0154)
Complaint and issues	<p>The complainant, Mr. Abdul Hakeem resident of village Shongri, district Khuzdar, Balochistan complained that <u>Balochistan Minor Irrigation and Agriculture Development Project of 1990</u> (BMIAD 1990) excluded Shongri and Raibok villages (in the nearby command area). Resultingly, both the villages remained out of coverage from the “Hitachi Infiltration Gallery on Mula River Basin” an ADB funded subproject under BWRDSP. The complainant demanded water availability to both the villages/areas for irrigation through water courses. The complainant appointed Mr. Rafique Agha (advocate) as his attorney to pursue resolution of his complaint with the Project Information Unit of BWRDSP.</p>
Actions taken to address the problems or issues	<p>The ADB Project Team Leader (PTL) explained to the complainant about the project and encouraged him/his attorney to reach out to the PIU team. The PTL also informed the PIU about the complaint and asked the team to contact the complainant and his attorney to address the complainant’s concerns.</p> <p>In response, PIU exchanged email communication with the complainant’s attorney Mr. Rafique in the month of November 2023. This communication further led to holding a face-to-face meeting between PIU and Mr. Rafique on 30 November at PIU office Queta. The Project Director (PD PIU) clarified to the attorney that Shongri and Raikot were excluded from BMIAB due to their location at a higher altitude that made irrigation by gravity (from subsurface flow from Hitachi and Kharzan Infiltration Gallery) simply unviable. However, PD further informed the attorney that water courses have been planned under the command area development component which will ultimately address/benefit the complainant’s concerns/areas. To ensure this commitment is implemented as agreed, PIU and the attorney agreed on and signed the minutes of meeting, which were also circulated.</p>
Decisions or agreements by parties concerned	<p>The signed minutes of meeting covered the following decisions/actions upon which the complainant’s attorney expressed his satisfaction that the grievance has been redressed.</p> <p>Decisions:</p> <ol style="list-style-type: none"> 1. Complainant’s attorney agreed that PIU is working on its best and will redress all issues pertaining to social safeguards. 2. The complainant’s attorney appreciated the PIU for briefing about Shongri issues and assure that their issues have been redressed. 3. The complainant’s attorney expressed his satisfaction that the grievance has been redressed.

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	<p>The proposed adjustments to the works contract (i.e., solar pumping arrangement to lift subsurface water from Hatachi Conduit to feed the Raibak channel and a distributary canal proposed to ensure irrigation supply to Shongari command area) is being processed through a variation to the contract "Construction of Kharzan Hatachi Infiltration Gallery Subproject in Mula River Basin (NCB-02)", which is expected to be approved within January 2024.</p>
Results and lessons learned	<p>The complaint was resolved after proper clarification/explanation by the PIU. Having an accessible GRM and responsive PIU/PMU to act quickly on concerns from affected people and beneficiaries is very important. Implementation of decisions will be monitored by PIU and validated by external monitoring expert of PIU.</p>

PREPARED BY

Ashfaq Khokhar, Senior Safeguard Officer, PRM/OSFG

DATE

9 January 2024