

COMPLAINT CLOSING REPORT

PROJECT NAME	Punjab Intermediate Cities Improvement and Investment Project (PICIP)
ADB DEPARTMENT/DIVISION	CWRD/CWUW
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	4 July 2023

I. Complaint and issues	<p>Description: Complaint on Loan 3562-PAK: Punjab Intermediate Cities Improvement Investment Project (Case No. SPF-2023-05-03-0144)— Ineligible for the Problem-Solving Process</p> <p>Mr. Shehroz Jamshaid resident of Royal Plam Garden Housing society, Sahiwal lodged a complaint regarding shifting of solid waste dumping site away from residential area as residents of Royal Plam Garden, Sahiwal were experiencing several adverse health and discomfort impacts, including strong unpalatable odors, the spread of diseases caused by unsanitary conditions and burning of waste; and further, that the piles of waste were visually offensive. The complainant demanded to shift the existing dumpsite away from population.</p>
II. Actions taken to address the problems or issues	<p>i) The complaint of Mr. Shehroz Jamshaid was effectively and timely lodged in the project grievance redress mechanism (GRM) on 5 June 2023. The complainant was approached on the same day and was informed that dumpsite is not part of any ADB project as it falls under the jurisdiction of Municipal Corporation, Sahiwal.</p> <p>ii) After detailed discussions with the complainant the complaint was referred to the 2nd tier of GRM i.e. the District Administration on 7th June 2023 for earliest resolution. .</p> <p>iii) EA maintained continuous coordination and communication with the complainant and District Administration to ensure early redresses of issue.</p>
III. Decisions or agreements by parties concerned	<p>Demands of the complainant were addressed by taking following actions/decisions:</p> <p>(a) Municipal Corporation will not further dump solid waste on existing dumpsite and site remediation will be done at the present/existing waste dump site.</p> <p>(b) District Forest department will provide plantation to convert existing dumpsite into Public Park.</p> <p>(c) Solid waste will be dumped at newly established waste segregation site away from the city.</p>
IV. Results and lessons learned	<p>Result:</p> <p>The complainant appreciated and was completely satisfied with the efforts made by PMU PICIP to resolve the issue. He jointly visited the site to witness the ongoing progress and as a result, withdrew his complaint via an email on 13 July 2023.</p> <p>Lesson Learnt:</p> <ul style="list-style-type: none"> • Consultations should be done with the general population of the city and not limited to the project affected persons. • Information regarding the GRM should be widely disseminated including the GRM contact information on the waste transportation vehicles.

PREPARED BY: Syed Umar Ali Shah (Senior Project Officer, PRM-CWRD); and
Jose Tiburcio Nicolas Principal Social Development Specialist (Safeguards), OSFG

DATE: 25 July 2023

COMPLAINT CLOSING REPORT

Annex 1: Complaint withdrawal Email

From: Shehroz Jamshaid <shehrozjamshaid82@gmail.com>
Sent: Thursday, July 13, 2023 11:07 PM
To: Wilfredo R. Agliam <wragliam@adb.org>
Cc: Junaidjamshed79@gmail.com; Imrana Jalal <jjalal@adb.org>; Viswanathan Ramasubramanian <vramasubramanian@adb.org>; Olivia Rosita D. Llanillo <ollanillo@adb.org>; asjadkhan1973@gmail.com
Subject: Re: Complaint on Pakistan: Punjab Intermediate Cities Improvement Investment Project (SPF-2023-05-03-0144)—Ineligible for the Problem-Solving Process

Based on the satisfactory response and my problem being solved professionally. I would love to withdraw my complaint with being satisfied with the ADB's response mechanism.

mail.google.com/mail/u/0/?ik=6b24b204&view=pt&search=all&permthid=thread-t:1771734541938902978%7Cmsg-t:17720417713828180... 3/5

3, 9:19 AM Gmail - Fed: Complaint on Pakistan: Punjab Intermediate Cities Improvement Investment Project (SPF-2023-05-03-0144)—I...

Best,

Shehroz.

On Thu, Jul 13, 2023, 7:05 PM Shehroz Jamshaid <shehrozjamshaid82@gmail.com> wrote:

Dear Team ADB.

I hope this email finds you in good health and high spirits. I am writing to express my heartfelt gratitude to the Asian Development Bank (ADB) and Mr Asjad from PICIP, for your swift response and active efforts in resolving the solid waste disposal issue in Royal Palm Gardens. I had the opportunity to visit the site today, accompanied by the City Manager of PICIP, Mr. Asjad, who provided me with a comprehensive update on the progress made so far.

I am pleased to report that satisfactory work is underway to address the waste disposal problem. The implementation of an underground waste disposal system, followed by the covering of the waste with soil, showcases a commendable approach to tackling this issue effectively. Witnessing the efforts firsthand, I am hopeful that the process will be successfully completed in due course. The presence of five cranes diligently working towards this objective is indeed promising and instills confidence in the eventual resolution of the problem.

Furthermore, I was informed by Mr. Asjad that the long-term plan includes the establishment of a park on the site once the waste disposal process is completed. This demonstrates a visionary approach, transforming a previously problematic area into a green space that will benefit the community and enhance the overall aesthetics of Royal Palm Gardens. I appreciate the forward-thinking and sustainable perspective adopted in this regard.

I would like to extend my sincere appreciation to Mr. Asjad and the entire team involved in resolving this complaint. Their dedication, professionalism, and commitment to resolving this issue are truly commendable. Their continuous efforts have not only provided immediate relief to the residents of Royal Palm Gardens but have also instilled a sense of optimism for a better and healthier living environment.

Additionally, I would like to express my gratitude to the Asian Development Bank for the support and funding provided under the "Pakistan: Punjab Intermediate Cities Improvement Investment Project." Your proactive approach in addressing the concerns raised by the community reflects the ADB's commitment to the well-being and sustainable development of the regions it serves.

Once again, I extend my deepest appreciation to Mr. Asjad, the entire project team, and the Asian Development Bank for their collective efforts in actively resolving the solid waste disposal issue. I am grateful for the progress made thus far and look forward to the successful completion of the project. The positive impact of your work will undoubtedly be felt by the residents of Royal Palm Gardens for years to come.

Thank you for your unwavering dedication to improving our community and ensuring a healthier, cleaner, and more sustainable environment.

Best,

Shehroz Jamshaid