

**COMPLAINT CLOSING REPORT
OF CONCERNED ADB OPERATIONS DEPARTMENT
29 November 2023**

PROJECT NAME	PAK: Balochistan Water Resources Development 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	3 March 2023
I. Complaint and issues	<p>The complaint came from a group 12 residents of Kili Hazrat Sahab (near the Sri Toi dam site) who claims that the livelihood improvement support intended to their village was shifted to another village called Badinzai and Tora Darga and would like to know the selection criteria. They also alleged a lack of transparency in the selection of villages for livelihood support.</p> <p>On 15 May 2023 during a follow-up meeting of PMO and social team with Mr. Abuzar (the complainants' representative), the following allegations were raised: (i) activities for selection of villages were not properly done; (ii) baseline survey for the grant was conducted before the start of the project, (iii) the social team ignored 25 villages near Sari Toi Dam especially village Killi Hazrat, and (iv) Badinzai and Tora Dargah villages are not part of the project area but were selected for the grant component.</p>
II. Actions taken to address the problems or issues	<p>The ADB Project Team Leader (PTL) explained to the complainant about the project and encouraged the complainants to reach out to the Project Management Unit (PMU) team. The PTL also informed the PMU about the complaint and asked them to contact the complainants to address their concerns.</p> <p>In response, PMU held several meetings with the complainants from March to May 2023 to clarify their concerns. PMU clarified that no funds were shifted from Kili Hazrat Sahab for the land leveling, construction of lined water courses and farmers capacity building. However, activities under the grant components will be implemented in Badinzai and Tora Darga based on the selection criteria agreed for the project during the pre-feasibility studies in 2017.</p> <p>During a meeting on 15 May, the selection process for the grant component was explained. The complainants' representative confirmed his understanding but requested that the grant be increased to provide further support to their village including installation of solar system for agricultural purposes.</p>
III. Decisions or agreements by parties concerned	<p>During the meeting with the complainants' representatives (Mr. Abdul Qayum and Mr. Abuzar) and Deputy Project Director of Project Implementation Unit (Mr. Asif Hussain Mastoi) in March 2023, the representatives indicated their satisfaction with the explanations given (email attached). They were also encouraged to approach the Grievance Redress Committee (GRC) if they have any further concerns about the project.</p> <p>On the complainants' request for additional support to their community from the project, it was explained that given the limited funds, project activities are limited to the areas based on the agreed</p>

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	selection criteria and process, but it was promised that their concerns will be referred to concerned institutions for consideration.
IV. Results and lessons learned	The complaint was resolved after proper clarification/explanation by the PMU. Lesson learned: It is important to have a sustained and effective communication plan on project objectives, activities, status, and limitations to ensure that key stakeholders and communities within the project site are informed. Having an accessible GRM and responsive PMU to act quickly on concerns from affected people and beneficiaries is also important.

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