

## COMPLAINT CLOSING REPORT

<b>PROJECT NAME</b>	NEP: SASEC Mugling-Pokhara Highway Improvement Phase 1 Project (52097-0023)
<b>ADB DEPARTMENT/DIVISION</b>	South Asia Department/ Transport and Communications Division
<b>AM FUNCTION</b>	Problem-Solving (SPF-2022-19-01-0139)
<b>ELIGIBILITY RESULT</b>	Ineligible
<b>NON-ELIGIBILITY DETERMINATION DATE</b>	7 December 2022
<b>I. Complaint and issues</b>	<p>The Office of the Special Project Facilitator (OSPF) received a complaint on <b>Nepal: South Asia Subregional Economic Cooperation Mugling–Pokhara Highway Improvement Phase 1 Project</b> on 10 November 2022.</p> <p>The complainants raised issues related to road safety and dust pollution due to ongoing construction activities under the subject ADB-assisted project, along an approximate 10km stretch from Dulegaunda town to Shuklagandaki ward no. 2.</p>
<b>II. Actions taken to address the problems or issues</b>	<p>Following Actions were taken to address the problems or issues:</p> <ul style="list-style-type: none"> <li>• Prior to meeting the complainant, the project team had an introductory meeting with the Project Construction Supervision Consultant- Environment Expert to discuss the dust pollution issues and contractor actions;</li> <li>• The project team conducted a Virtual Mission with the complainant – Mr. Prem Raj Tiwari on 21<sup>st</sup> December 2022 to understand the concern and issue in detail;</li> <li>• Frequency of water sprinkling for dust suppression was increased by the contractor and was recorded for review in the July to December 2022 Semi-Annual Environment monitoring report;</li> <li>• The project team conducted a Review Mission of the project site during 21<sup>st</sup> to 28<sup>th</sup> March 2023;</li> <li>• During this mission, the project team met the complainant in person and explained the borrower’s efforts about additional measures that are being taken and ADB’s continuous monitoring and support for the EMP compliance;</li> <li>• During this meeting , the complainant had suggested about laying the road with sand from river in order to avoid skid issues for the vehicles. The complainant also raised issues about 2-wheeler accidents due to excess water on the road;</li> <li>• The science behind the dust suppression was explained to the complainant by the project team and it was explained that laying road with sand will further aggravate the fugitive emissions;</li> <li>• The complainant is in continuous contact with project team and regularly updates about the road condition;</li> <li>• The complainant was also explained the impacts and issues associated with the monsoon season;</li> </ul>
<b>III. Decisions or agreements by parties concerned</b>	Following agreements were made with the complainant:

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	<ul style="list-style-type: none"><li>• The complainant should inform and update about any non-compliance post implantation of remedial measures/actions.</li><li>• The CSC consultant to regularly monitors the situation at site.</li><li>• The borrower is regularly appraised about the situation on the ground.</li></ul>
<b>IV. Results and lessons learned</b>	<p>The results learnt during this complaint handling process were:</p> <ul style="list-style-type: none"><li>• Conduct regular EMP training workshops for the contractors.</li><li>• Continuously monitor the situation on the ground.</li></ul>

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**DATE:** 4 July 2023