

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

31 October 2023

PROJECT NAME	IND: Tamil Nadu Industrial Connectivity Project (TNICP)
ADB DEPARTMENT/DIVISION	Sectors Group - Transport Sector Office
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
NON-ELIGIBILITY DETERMINATION DATE	4 November 2022
I. Complaint and issues	<p>The complainants with undisclosed identities expressed that the work progress at SH 40 is delayed, where no works has been done by contractors. Due to the delay, the public is heavily affected, vehicles are frequently damaged, and accidents occurs daily on this road.</p> <p>As a result, the complainants requested necessary actions to be made to finish the road work as early as possible.</p>
II. Actions taken to address the problems or issues	<p>The project officer (Wilson Leung) shared his name with the complainants on 12 October 2022. His name has been shared and the complainants did not contact the project officer.</p> <p>The project team organized a review mission in October 2022 and visited the complainant mentioned project site at SH-40 to check on the site progress and safety measures.</p>
III. Decisions or agreements by parties concerned	<p>During the reviewion held in October 2022, it was noted that the major cause of delay is due to a severe accident occurred at a quarry site in May 2022 prompting the regional mining authority to halt all quarry site operations for 5 months. The ban was only lifted in the week prior to the mission and quarry operations only resumed from 10 October 2022. This has severely affected the progress of the project road because construction materials such as crushed aggregate were not available. The temporary halt to the quarry operation also affected the delivery of construction materials to other project roads. Affected contractors could have opted for supply from other quarry sites, but it is more costly as they are located far away from the project roads. With the resumption of quarry operation, the contractor can proceed construction in full swing and is positive that they will be able to catch up on the delay. For back-up, the government also identified other quarry sites within reasonable distance that can be used should the supply at the quarry site be interrupted.</p> <p>The project team also noted durig the mission that soil management, silt fencing, warning signs, and safety signage along active construction sites need to be improved. More robust fencing and barricades including reflectorized signage should replace the warning ribbons and bamboo/wooden poles currently used. Drainage and bridge construction points need special attention as they pose higher risks to motorists, especially at night.</p> <p>Since then, there had been no response from the complainants. The project team emailed again in July 2023 to update the progress of the road package (SH-40) and the intention to close the complaint, should they have no further concerns. No response was again received further to this email.</p>
IV. Results and lessons learned	<p>The need for consultation with affected communities during construction, especially when long delays and other inconveniences are expected such as during utilities shifting.</p>

PREPARED BY Wilson Pak Sang Leung, Transport Specialist, SG-TRA

DATE 31 October 2023