

Asian Development Bank (ADB), Accountability Mechanism, Complaint Form
(Add rows or pages, if needed)

A. Choice of function - problem solving or compliance review (Choose one below)

- Special Project Facilitator for problem solving** (Assists people who are directly and materially harmed by specific problems caused, or is likely to be caused, by ADB-assisted projects through informal, flexible, and consensus-based methods with the consent and participation of all parties concerned)
- Compliance Review Panel for compliance review** (Investigates alleged noncompliance by ADB with its operational policies and procedures in any ADB-assisted project in the course of the formulation, processing, or implementation of the project that directly, materially, and adversely affects, or is likely to affect, local people, as well as monitors the implementation of remedial action relates to the harm or likely harm caused by noncompliance)

B. Confidentiality

Do you want your identities to be kept confidential? Yes No

C. Complainants (Anonymous complaints will not be accepted. There must be at least two project-affected complainants.)

Name and designation (Mr., Ms., Mrs.)	Signature	Position/ Organization (if any)	Mailing Address	Telephone number (landline/mobile)	E-mail address
1. Dugan Khad Travel		Branch Manager	Bayanzurh district, Samang Plaza, 7 th floor Ulaanbaatar city, Mongolia	976-76111815 976-99011815	dugankhadtravel@yahoo.com
2.					

Authorized Representative or Assistant (if any). (Information regarding the representatives, or persons assisting complainants in filing the complaint, will be disclosed, except when they are also complainants and they request confidentiality.)

Complainant represented	Name and designation (Mr., Ms., Mrs.)	Signature	Position/ Organization (if any)	Mailing Address	Telephone number (landline/mobile)	E-mail address

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D. Project

Name	Ulaanbaatar-Darkhan road 200km ULAANBAATAR DARKHAN ROAD extension construction
Location	Ulaanbaatar city to Darkhan city in Mongolia
Brief description	The project called ULAANBAATAR DARKHAN ROAD extension construction being implemented with ADB'S financing, first signed on 18 th of June 2019 and planned to finish the same year.

E. Complaint:

What direct and material harm has the ADB-assisted project caused, or will likely cause, to the complainants? The project's goal was to increase the road capacity for domestic and international journeys and improve road safety. But the project has not completed even today and lots of lives and businesses are suffering from incomplete road.

We are the biggest travel company in Tuv province located in between Ulaanbaatar and Darkhan city road on 108km. Only from Ulaanbaatar city to our resort in 106km, there are 30 tourist camps, 6 livestock farms, 6 restaurants, 1 zoo, more than 100 agricultural companies and thousands of households located through the road.

The condition of the existing road in 2019 was good with only required few pothole filling, but without prior notice on August 2019, suddenly the rehabilitation of the road including removal of existing paved road started. Until that day we run the business normally. From that month, we lose our 70% of our income and we continue lose our income in 2020, 2021 by 90%.

We had made 1 million \$ investment on our resort in 2018 with bank loan and when we had just started pay back the loan to the bank. Unfortunately, the road to our resort is destroyed and we had no way to pay back the loan for last three years. Now our accumulated bank interest is 100,000\$ and loan itself 1 million\$. Based on income we earned in year 2018, we lost 200 million\$ every year since then. We are nearly bankrupt. We had sold everything we had. Even our resort is on sale now but no one is interested to buy with this bad road condition. We are in tourism sector for last 23 years but we have never faced such big failure that does not depend on us.

Have the complainants made prior efforts to solve the problem(s) and issue(s) with the ADB operations department including Resident Mission concerned?

Yes. If YES, please provide the following: when, how, by whom, and with whom the efforts were made. Please describe any response the complainants may have received from or any actions taken by ADB.

We have made lot of complaints and requested the certain information from the ministry of road and transport development of Mongolia. But no one is in charge of this uncertain situation and even today the officials have no idea about completion of this project's time.

No

F. Optional Information

1. What is the complainants' desired outcome or remedy for the complaint?

We want compensation on incomes we lost from August 2019 to till when we can use the road and welcome our guest again.

2. Anything else you would like to add?

ADB is not working on the social and environmental impact of this project or failure to analyze distractions have made to our community. ADB is complying its own policy of commitment to promoting 'environmentally sound and sustainable development'. It says that bank believes that environmental and social sustainability is a fundamental aspect of achieving outcomes consistent with its transition mandate and recognizes that projects that foster environmental and social sustainability rank among the highest priorities of its activities.

Name of the person who completed this form: Munichakishig. A.

Signature: 

Date: 2011, 04, 04

Please send the complaint, by mail, fax, e-mail, or hand delivery, or through any ADB Resident Mission, to the following:

Complaint Receiving Officer (CRO), Accountability Mechanism
ADB Headquarters, 6 ADB Avenue, Mandaluyong City 1550, Philippines,
Telephone number: +63-2-6324444 local 70309, Fax: +63-2-6362086,
E-mail: amcro@adb.org