

Complaint Closing Report

Project Name	Loan 3599-Pakistan: Jalalpur Irrigation Project (46528-002)
ADB Department/Division	Central and West Asia Department/Pakistan Resident Mission
Stage of complaint	Problem-Solving (SPF-2021-17-03-0120)
Eligibility Result	Ineligible
Non-eligibility Determination Date	15 December 2021
I. Compliant and Issues	<p>The Asian Development Bank (ADB) approved Jalapur Irrigation Project on 24 November 2017 for development of irrigation infrastructure including a new non-perennial irrigation system and flood carrier channels for enhanced agricultural production on 79,750 hectares in Jehlum and Khushab districts of Punjab Province. Based on detailed engineering design separate LARPs were approved and disclosed for ICB-P1, ICB-P2, and ICB-P3.</p> <p>The Operations Department and Special Project Facilitator (SPF) of ADB received a complaint in October, 2021 about design alignment issues of Distributary - 2 in ICB-P2 through complainant's land in outskirts of the rural settlement. The complainants demanded re-routing the alignment away from rural settlement to avoid and/or minimize the impacts on his built-up properties.</p>
II. Actions taken to address the problems or issues	<p>Following the ADB's Accountability Mechanism Policy¹, the complaint was declared ineligible for the problem-solving process which was communicated to the complainant and he was advised to coordinate with the OD for action.</p> <p>On 21 October, 2021, the CWRD staff and the Government, i.e. Project Management Office (PMO) for JIP in Punjab Irrigation Department (PID) coordinated with the complainants to redress his grievances through project based GRM. The Operations Department together with the Government (PMO JIP), met with the complainant and visited site on 09 November 2021, wherein it was explained that the project design alignment was fixed based on geo technical and hydrological assessment while the acquisition of ROW land is being done following the ADB's Safeguard Policy Statement (2009). Accordingly, the Land Acquisition and Resettlement Plan was completed and being implemented before taking possession of acquired land for ICBP-2.</p> <p>The consultations were continued for amicable resolution of the issues until the consensus was arrived about adjustment of the canal alignment on extreme edge of the complainant's land parcel instead of passing it through the center. Ultimately the revised design drawings were prepared and shared with complainant on 30 May 2022. Subsequently, in a GRC meeting held on 30 September 2022, the complainant expressed satisfaction to the revised design alignment and agreed to allow the construction activities as per revised design alignment.</p>
III. Decisions or agreement by parties concerned	<p>The complainant appreciated the efforts of OD of ADB and the PMO JIP for arriving a consensus resolution of his complaint and sharing all information regarding the project design and measures ensured for acquisition of ROW land in a manner consistent to ADB's SPS 2009.</p>

¹ Paras. 138, 142–143 of the ADB's Accountability Mechanism.

	<p>On 30 September 2022, the complainant tendered his written confirmation about resolution of his issue and by allowing the PMO JIP to continue construction work as per revised design drawings and withdrew the case.</p>
<p>IV. Results and Lessons learned</p>	<p>For the linear projects involving acquisition of ROW land an early engagement and structured consultation with the local community are required. during project planning, preliminary/final design and field surveys for acquisition of ROW land and execution of the project works.</p> <p>An early engagement of the civil society and affected persons for assessment and during mitigation of the adverse potential impacts of any project is important throughout the project cycle i.e. the project planning, design, appraisal and execution phases.</p>

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