

COMPLAINT CLOSING REPORT

PROJECT NAME	Jalalpur Irrigation Project
ADB DEPARTMENT/DIVISION	CWRD/PRM
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	2-Feb-2021
I. Complaint and issues	Land Valuation & Compensation Complaint No. SPF-2021-02-02-0105
II. Actions taken to address the problems or issues	PMO conducted TGRC meeting on 9 March 2021 in office of LAC PD Khan and listened to all the concerns of complainant. LAC assured the complainant that all assistance will be provided if complainant protest the valuation in court. Multiple follow meetings were conducted by PMO and finally complainant provided written statement to withdraw the complaint on 23 July 2021 and agreed to contest the valuation in court as per law of land.
III. Decisions or agreements by parties concerned	The decision and agreement between the parties were that complainant will not create any hurdle or hindrance during construction of canal. The complainant also provided this assurance in his written statement.
IV. Results and lessons learned	Due to timely and efficient action taken by PMO and follow up meetings conducted by GRC, the PMO was able to resolve the complaint in time. Lesson learned was that effective Grievance Redressal Mechanism can resolve the issues and complaints at earlier stage.

Note: Keep the report brief and concise, maximum one page.