

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 |
|--|-----------|------------------------------------|-----------------|---------------------------------------|----------------|
| | | Shop Owner | | | |
| | | Shop Owner | | | |

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 |
|-------------------------|---------------------------------------|-----------|---------------------------------|-----------------|------------------------------------|----------------|
| 1 | | | | | | |

D. Project

| | |
|-------------------|--|
| Name | Peshawar Sustainable Bus Rapid Transit Corridor Project |
| Location | Peshawar, Pakistan |
| Brief description | Noor Center underpass market falling in the BRT rout at BS-07, the underpass constructed by the main leaseholder in 1999 on BOT basis by 100% self-financing after signing of lease agreement for 33 years with PDA. After BRT project some shops were dismantled to provide access to the BRT station BS-07 and the said shops are reconstrued in the extended portion of the underpass market. However, the relocated shops (22 nos) are constructed at not suitable location in terms of business attraction and are remained redundant from the last one year. Similarly, the entry/exit stairs replaced in the BRT project is unable to cater the public flow due to inappropriate width of the ramp and location of the stairs especially at the North side of the underpass. A video of the same is also attached for ready reference. The matter was brought into the notice of all concerned including the ADB officials since August 2020, however, no needful action for redressal has been taken in this regard till date, while due to this ill planning, the APs of redundant shops incurring financial losses and the general public are facing inconvenience regularly. To understand the issue in more detail, please read our initial complaint email. |

E. Complaint:

What direct and material harm has the ADB-assisted project caused, or will likely cause, to the complainants?

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. "Despite of repeated verbal and written complaint and request since Aug-2020 in various meeting and email correspondence with the GRC, GRM, PDA, ADB resident mission and the project resettlement team, the issues of the redundant shops and ramp/stairs has not resolved yet."

No

F. Optional Information

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

To review the Stairs and ramp arrangements at north side of the underpass, we have submitted our proposal for resolving the issue to the GRC and GRM.

2. Anything else you would like to add?

It requested to watch the attached video till end to understand the gravity of the issue facing by the APs and the general public on the daily basis.

Name of the person who completed this form: _____

Signature: _____

Date: **November 12, 2020.**

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