

## COMPLAINT LETTER

12 Oct 2020

Complaint Receiving Officer  
Accountability Mechanism  
Asian Development Bank  
6 ADB Avenue, Mandaluyong City  
1550 Metro Manila, Philippines

Dear Sir:

We, who have signed this letter, are residents of Hattar Industrial Estate, Haripur Pakistan and would like to file a complaint regarding the **Khyber Pakhtunkhwa Provincial Roads Improvement Project** (Project Number: 47360-002 in Pakistan), an ADB-assisted Project. Our complaint is about S -1 Haripur-Hattar-Taxila Road Section.

We believe that due to this Project, we have suffered or are likely to suffer the following:

We are referring to the following document;

PROJECT: PROVINCIAL ROADS REHABILITATION PROJECT UNDER PKHA PORTFOLIO (ADB ASSISTED) ADP NO. 1155/160249 (2016-2017)  
TENDER DRAWINGS  
HARIPUR-HATTAR ROAD, PACKAGE III  
Page#63, sheet content: PLAN & PROFILE 10+500.00, Drawing No. 31

The contractor is making a railway overhead bridge and elevating the road in this particular section. They are elevating the road by at least twenty feet from the existing road level and are making walls on both sides of the road. We have six houses and two markets in this section (approximately twenty five shops) on the existing roadside. Due to overhead bridge and elevation of the road, we will completely lose access to the road, drainage system and a drastically reduced commercial activity.

We have previously raised our concerns with the contractor on site, but are not satisfied with the results. Below is a summary of what happened:

We suggested the contractor to make a small narrow adjacent road section at start/termination points of the overhead bridge and join that section with the main road. This will connect the markets/ houses with the road. The contractor did not agree.

Hence, we are choosing problem solving with the Special Project Facilitator (SPF).

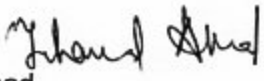
We do not request that you keep our identities confidential.

We have authorized Mr. Muhammad Assad  
Mailing Address: Village: Bandi Gullo, P.O: Kotnajibullah,  
Haripur KPK, Pakistan  
Email: assad.quaidian@gmail.com  
Telephone: 00923160851818


Please see below our other contact details:

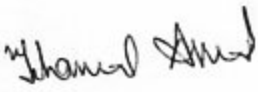
Email: [assad.quaidian@gmail.com](mailto:assad.quaidian@gmail.com)  
Telephone: 00923345905996

Sincerely,

Signature   
Mr. Muhammad Assad

Signature:   
Mr. Abdul Zubair

Signature:   
Mr. Maroof

Signature:   
Name of Representative with designation  
Mr. Muhammad Assad