

## COMPLAINT CLOSING REPORT

PROJECT NAME	PAK: Khyber Pakhtunkhwa Provincial Roads Improvement Project
ADB DEPARTMENT/DIVISION	PRM/CWRD
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	9 November 2020
<b>I. Complaint and issues</b>	Mr. Asad made a complaint on October 2020 and requested the provision of service road/ approach road to his market/shops at RD 10+800. Before the execution of the construction work, the road was passing along his market. The market was obstructed by the construction/ provision of Flyover. The complainant thus requested to provide approach/ service road to his Market so as to avoid his business loss.
<b>II. Actions taken to address the problems or issues</b>	To properly address the Complaint lodged by Mr. Asad, numerous consultation meetings were held with other complainants chaired by the PD-PIU C&W Peshawar along with the village heads, locals, and working staff of the market/ area. Detailed discussions were held to resolve the issue efficiently. The ADB consultants Mrs. Saba & Mr. Ayaz Asif also visited the location and met the complainants during their visit.
<b>III. Decisions or agreements by parties concerned</b>	After the site visits and meetings with the complainants, it was mutually agreed that an appropriate approach road/ service road will be provided to the market (shops) of the complainant. A service road of length 90-meters has already been proposed but it was mutually decided in the meeting that the proposed approach road will be further extended up to 132-meters to ensure a full approach/service road to his Market connecting both the ends through efficient engineering design
<b>IV. Results and lessons learned</b>	The complainants agreed to the proposal and are satisfied after the completion of access road. The lesson learned is that the social safeguard team shall also have a technical member in social surveys who should clearly brief the community about the proposed type of structures/ design assembly prior to the execution to avoid such incidents in the future.