

The complaint was addressed through grievance redress mechanism at the project-level. The complainant was having some misunderstanding regarding scope of work under the contract – which was clarified to him and community during different grievance redress committee’s meetings, including site visits. The copy of contract and all related documents (which were requested) were also provided to the complainant/community for their satisfaction and to address their concerns.

The complaint was accordingly closed in the PCT as well. A snapshot of PCT is pasted below for quick reference. Thank you.

ADB PCT - Internet Explorer

ADB Project Complaints Tracking (PCT)

WELCOME, KHURAM INTIAZ

Complaint Details Completed

Complaint No.	PCT-18-0721
Complaint	Non-SG complaint - Complaint is about the road being constructed between Kotli City and Town Sahota No. 2 under the Flood Emergency Reconstruction and Resilience Project. The complainant claimed that the road being constructed is sub-standard/low quality and that 90% of allocated budget for the road is going in corruption. He also demanded from ADB to share with him the allocated funds and scope
Date logged	5 Jun 2018
Date received by ADB	02 Jun 2018
Date of complaint	02 Jun 2018
Complaint received via	E-mail
Type:	Others, please specify
Loan/TA/Grant No:	3264
Project Name	Flood Emergency Reconstruction and Resilience Project
Country	Pakistan
Type of complaint/grievance	Others, please specify
File attachment 1	FW Complaint on Pakistan Flood Emergency Reconstruction and Resilience Project.msg
Project office / PAU Heads to be notified	Werner E. Liepach Nianshan Zhang Jesper K. Petersen Xiaohong Yang Zheng Wu