

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
1. Latif Ullah Khan		Owner/Dr. Car Point, Wapda Hospital Psh		0314-9013666	doctorcarpoint@gmail.com
2. Tayyab Jan		owner/Pak Turk Carpet	P.O. Umarzai Zarbab Garhi Charsadda	0333-9158397	

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
Latif Ullah Khan	Habib Ullah		Manager Dr. Car Point	Wapda Hospital Psh:	0332-9047887	

D. Project

Name	BRT - BUS RAPID TRANSIT PESHAWAR
Location	PESHAWAR - KPK
Brief description	It is a bus rapid transit project for Peshawar City from Chamkani to Karichano Market tracks have been laid down for this purpose in the middle of the road.

E. Complaint:

What direct and material harm has the ADB-assisted project caused, or will likely cause, to the complainants? *we have a Car showroom and due to this project our customers have diminished as they don't have a way to reach our showroom. It has costed us 50 lakh up till now.*

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.

No

F. Optional Information

1. What is the complainants' desired outcome or remedy for the complaint?
our desired outcome is reimbursement of 50 Lakh which we lost and provision of an alternate place for our showroom

2. Anything else you would like to add?

Name of the person who completed this form: Latif Ullah Khan

Signature: 

Date: 06-04-2018

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