

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

D. Project

Name	Construction of Additional 2-Lane Carriageway from Petaro-Sehwan N-55 (Section 2) KM64 000-KM130 370 (66.37 KM)
Location	Village ----- and Village ----- in Manjhand District Jamshoro, Sindh Pakistan
Brief description	<p>The entire community of Village ----- and ----- to urgently address a critical issue regarding the National Highway Authority's (NHA) road in our area. Despite numerous appeals and concerns raised by our community, the NHA has failed to provide an underpass or culvert to safely cross the road.</p> <p>The current situation is extremely perilous, as many people from several villages, including Village ----- and -----, use this route daily. On the side of ----- village, there is the River Indus, agricultural lands, schools, hospitals, and other important facilities. On the side of -----, there is a police station, graveyard, Union Council office, railway station, and other critical facilities.</p> <p>The conditions for crossing the road are extremely dangerous, especially for children. The wall between the road is not provided for crossing, and there is a sharp turn on one side and a bridge on the other. The road is inclined, and vehicles often speed through this area, creating a blind zone due to the turn, making it even more hazardous.</p> <p>Despite contacting both the ADB Pakistan team and the NHA team regarding this issue, there has been no tangible result. The NHA team has cited a lack of funds as the reason for not constructing an underpass or culvert at the critical position. Instead, they have suggested using a designated crossing area on the road by not constructing a barrier wall. However, this alternative does not adequately address the safety concerns, especially for children and livestock crossing the road.</p> <p>The proposed solution of a designated crossing area without a barrier wall is insufficient and fails to ensure the safety of pedestrians and livestock. We urgently request your intervention to address this matter with the NHA to ensure the safety of the entire community, especially the school children, who are at risk every day.</p>

E. Complaint:

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

The lack of an underpass or culvert on the NHA road in ----- directly endangers pedestrians, especially children, and increases the risk of accidents. This situation disrupts daily activities, forces longer routes, and causes psychological distress. Despite contacting the ADB Pakistan and NHA teams, there has been no tangible result, exacerbating the community's concerns.

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?

The desired outcome or remedy for the complaint is for the National Highway Authority (NHA) to construct an underpass or culvert at the critical position on the NHA road New Sonahri link road. This infrastructure is crucial for providing a safe crossing point for pedestrians, especially children, and livestock. Additionally, the community seeks the construction of a barrier wall along the road to further enhance safety. The ultimate goal is to ensure the safety and well-being of all community members who use this road on a daily basis.

Furthermore, it has come to our attention that the NHA is currently constructing additional culverts on the road, despite their claim that there are no culverts in their drawings. This discrepancy raises concerns about the transparency and accuracy of the information provided by the NHA. It also suggests that the reasons given by the NHA for not constructing an underpass or culvert at the critical position are not valid and are specific to our community. We urge the ADB to investigate this matter and ensure that the NHA adheres to the highest standards of transparency and accountability in its construction projects.

2. Anything else you would like to add?

Name of the person who completed this form: Shouqat Ali Qureshi

Signature: _____

Date: 16/05/2024

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