

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 <i>(If any)</i>	Mailing Address	Telephone number (landline/mobile)	E-mail address
1. Mr. Ardak Abdurakhmanov		Driver/Astana TV Channel	Karaotkel village, Nauryzbai Batyr str., house # 10, Akmola region, Kazakhstan	+7 708 175 50 24	aikoha4832442@gmail.com
2. Mr. Abushakhiman Shayakhmetov		Retired Person	Karaotkel village, Bokeihanov str., house # 27, Akmola region, Kazakhstan	+7 705 576 23 83	N/A

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	Name and	Signature	Position/	Mailing Address	Telephone number	E-mail address
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represented	designation (Mr., Ms., Mrs.)		Organization (if any)		(landline/mobile)	
Yes	Mr. Daniyar Serikov		Director, NGO "Social Engineering"	Kabanbai Batyr, 48-72, Astana, Kazakhstan	+7 777 180 65 13	mediaplex.kz@gmail.com

D. Project

Name	46933-014 - Akmola Electricity Distribution Network Modernization and Expansion Project
Location	Akmola Region, Kazakhstan
Brief description	The project seeks to modernize and expand old and new electricity networks of the Akmola Electricity Distribution Company (AEDC) and the CentralAsian Electric Power Corporation (CAEPCO) in Akmola region of Kazakhstan with the help of the funding from ABD in amount of USD 25 mln.

E. Complaint:

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

The ADB assists Akmola Electricity Distribution company in modernizing and expanding its network in Karaotkel village of Tselinograd district of Akmola region in Kazakhstan. The project was aimed at inclusive economic growth and improving the regional infrastructure for the sake of addressing the poverty situation of the local people. However, on the contrary, the funds of the ADB, EBRD and state-led program are used only for self-enrichment and unchecked profit of the monopoly, its managers and affiliates. Despite the fact that the networks and infrastructure of the company were built with the support of the international finance institutions and state budget, the company now is making money out of requiring the paid access to the connection to its grids in Karaotkel, even though the state rules say that the connection to the electricity networks should be free of charge. Furthermore, the electricity distribution company is forcing the local people to buy a specific two-phase counter RIM181 (albeit the night tariffs are now canceled in Kazakhstan) of the special producer from Russia without any opportunity to install a counter from the other supplier, which could be considered a violation of the market freedom of the consumers of the electricity of the Akmola Electricity Distribution company. This special counter costs about USD 100. Maybe this counter is proposed by the company because it is counting the electricity consumption with a different frequency than the other alternatives. Even if not, it is not yet clear why the company is determining the terms of the connection by insisting on buying the special counter without any possibility to install another one. Moreover, the company and its local affiliates additionally charge for the certification of the counter about USD 15, which is very strange since it was certified both by the company and the state. In addition, the company stipulates in the terms of connection that people should pay about USD 50 for the arrangement of the grid connection for a separate house in the village. Meanwhile, there are houses in Karaotkel that were provided with the access without any additional charge with different counters before and this is considered to be discrimination against the dwellers, which will become connected later this year.

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.

Our representative Daniyar Serikov wrote to the head of the Resident Mission in Astana, Kazakhstan and we agreed together with the spokesperson Aliya Ibadildina that he will prepare a complaint for the review of the project officer in the central office of ADB.

No

F. Optional Information

1. What is the complainants' desired outcome or remedy for the complaint?

We would like to have our houses connected to the grids of Akmola Electricity Distribution company without any additional payment for this compulsory service and want to install our own counters without buying the ones imposed by the company.

2. Anything else you would like to add? No

Name of the person who completed this form: Daniyar Serikov

Signature: _____

Date: 04.01.18

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