

CONFIDENTIALITY

The complainants have exercised their right under the Accountability Mechanism policy to keep their identities confidential. Their names and any other information supplied in the complaint letter were deleted at their request.



Damage caused to property in Colombo ■ due to the ongoing waste water management project by the Colombo Municipal Council

to: amcro

29-Mar-2017 01:51

From:

Dear Sir / Madam

Damage caused to property in Colombo ■ due to the ongoing waste water management project by the Colombo Municipal Council

This is to inform that I, the undersigned is a resident of No. ■, Sri Lanka and would like to file a complaint regarding the Waste Water Management Project.

A written complaint was made to the Project manager Teacly PTE Ltd on ■ through the safety assistance regarding severe ■. I requested and assurance whether they will be attending to repairs which could arise within a period of 1 year. This request was refused by them by their letter dated ■. Copies of both letters are attached for reference.

I have written to the Director in Charge of the Waste Water Management Project with regard to the above on ■. Copies along with their replies is attached herewith for your reference. As no corrective measures have been taken, I seek your assistance to resolve this issue. A summary of what has occurred is given below.

TEACLY (s) PTE.LTD., provided an awareness notice with contact names and numbers for emergency situations along with a letter dated ■ was requesting to allow ■ and ■ to conduct a

condition survey in our premises. The letter was signed by [REDACTED] (Project Manager). Thereafter, a condition survey report dated [REDACTED] was handed over to us.

Sheet pilling commenced and I was compelled to make several complaints verbally regarding the [REDACTED]. However, since no action was been taken, on [REDACTED], I submitted a written complaint to The Project Manager through the Safety Assistant.

As I did not receive any response from the company, after one week on [REDACTED], I went and met the Project Manager in his office. He then informed me that the company has signed a contract with CMC and not with individuals and inform that I should make the complaint to CMC directly. Therefore, I personally went to the CMC and the same day, a letter was faxed to [REDACTED].

On [REDACTED], my [REDACTED] was [REDACTED] due to severe illness caused by the [REDACTED]. Refer Doctor certification to prove that the illness was due to [REDACTED] as Teacly PTE Ltd has not taken any measures to prevent [REDACTED]. Even after making written and verbal complaints they continued inconveniencing the residents.

On [REDACTED], I handed over another letter to [REDACTED] in his office at Malikanda National Water Supply & Drainage Board requesting CMC to get involved and take necessary action to [REDACTED]. A copy of this letter was faxed along with the doctor's letter.

Further, I made verbal complaints to [REDACTED] at ADB.

The construction work continued without considering any of the above complaints.

On [REDACTED], I noticed cracks appearing on the floor and this was verbally informed to the construction firm and next day the [REDACTED] and his assistant [REDACTED] visited my residence and took some photographs. A few days later, they informed that the [REDACTED] and it was not due to the ongoing project. However, I obtained a survey report from National Building Research organization and they confirmed that [REDACTED] are most likely due to [REDACTED]. Report attached

On [REDACTED], I received a reply stating that the work was done according to the environmental policy. If the work was done with necessary measures, it shouldn't have caused any damage to my property. Further, it took over a month for them to reply.

Enclosed please find all the documents confirming the damages caused and considering same, I shall greatly appreciate if you could instruct the relevant parties responsible to take this matter up seriously and compensate me [REDACTED] for all the loss and damages caused in this regard. This amount will also include the expenses to [REDACTED] until such time the repairs are completed.

Thanking you

Yours faithfully

[REDACTED]

[REDACTED]