

## COMPLAINT CLOSING REPORT

PROJECT NAME	Bangladesh: SASEC Second Bangladesh–India Electrical Grid Interconnection Project
ADB DEPARTMENT/DIVISION	SAEN
AM FUNCTION	Problem-solving process
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	21 March 2018
<b>I. Complaint and issues</b>	The transmission line will bring risk and long-term health hazard, for which they want to be relocated or request to find an alternative alignment.
<b>II. Actions taken to address the problems or issues</b>	<p>The complaint was addressed through the project Grievance Redress Mechanism (GRM). ADB Safeguards team visited the project site and attended the consultation between the complainants and Power Grid Company of Bangladesh (PGCB). Upon agreement between the two parties, an MOU was signed between the complainant and PGCB. The MOU was signed in the presence of a representative from the government’s administrative executive official of sub-district as a third party.</p> <p>Compensation rates were increased after negotiation with the complainants in the presence of the third-party government administrative official.</p>
<b>III. Decisions or agreements by parties concerned</b>	<p>Complainants agreed to PGCB’s offer with the following three conditions:</p> <ol style="list-style-type: none"> <li>1. PGCB and their contractor may continue the project and they will not oppose; they will provide help where necessary.</li> <li>2. PGCB will issue an official letter to the complainants describing the facts of the project, i.e., anticipated health impacts on people due to project implementation, if there is any; mitigation measures; assurance of non-eviction; and assurance on no future health hazards due to the newly built power transmission infrastructure.</li> <li>3. PGCB will preserve the proposed compensation amount (BDT 23 Lacs) until the release of the final court verdict. The complainants will then receive the agreed compensation amount as stipulated in rule. If rule indicates higher amount than BDT 23 Lacs, PGCB will oblige accordingly and pay the additional amount. If the rule settles the amount as per current market price, then the complainants will oblige accordingly. In such case, if the market price is assessed to be lower than the agreed amount (23 Lacs), the complainants will receive 23 Lacs; and if the market price is assessed to be higher than the agreed amount, then PGCB will pay 23 Lacs plus the assessed additional amount.</li> </ol> <p>The court verdict came out on 22 March 2018 and went in favor of the continuation of the project, however, under the law, the complainants are entitled to adequate compensation. PGCB already distributed BDT 19 Lacs among the affected people. The balance is with PGCB and will be distributed once claimed by affected persons.</p>
<b>IV. Results and lessons learned</b>	<ol style="list-style-type: none"> <li>1. The complainants initially had concern of eviction from the land. This was clarified by the executing agency. The complainants are also worried about health hazards resulting from the power transmission infrastructure. Clear communication from the executing agency resolved the health concerns and were useful in the settlement of the complaint.</li> <li>2. There had been confusion about compensation rate calculation including demarcation of right of way. The confusion was resolved through repeated consultations in presence of the government administration. The government’s administrative department’s involvement was beneficial for reaching agreement.</li> <li>3. Some complainants raised the need for increased compensation amounts by projecting possible future health hazards due to the power transmission infrastructure. The complainants agreed to the increased amount (BDT 23 Lacs).</li> <li>4. The court order helped in resolving the complaint.</li> </ol>

**Note: Keep the report brief and concise, maximum one page.**