

## COMPLAINT CLOSING REPORT

PROJECT NAME	India: South Asia Subregional Economic Cooperation Road Connectivity Investment Program - Tranche 1
ADB DEPARTMENT/DIVISION	SARD-INRM
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	2 December 2019

The Office of the Special Project Facilitator (OSPF) received a complaint on India: South Asia Subregional Economic Cooperation Road Connectivity Investment Program - Tranche 1 on 4 November 2019. The complaint alleges social and environmental impacts caused by the project including lack of consultation and adequate information dissemination. The complainants requested to keep their identities confidential.

During the eligibility assessment phase, the complainant's representative informed OSPF that they are supportive of the project and have no complaint. OSPF sent an email to the complainants further to reconfirm the position and received a response stating that there will be a joint meeting between the villagers and the officials of the Centre for Research and Advocacy to review the complaint. However, there had been no update received until 2 December 2019.

After considering the eligibility requirements of the ADB's Accountability Mechanism (AM) Policy, paras. 138, 142–143, the complaint was deemed ineligible for the problem-solving process. The complainants have not attempted to resolve the issues through the project grievance redress mechanism or by engaging the ADB operations team from India Resident Mission (INRM).

The AM is a last resort mechanism and complaints should attempt to be resolved first at the project and operational levels. After the eligibility assessment phase, the complainants did not revert to OSPF regarding the confidentiality of their identities. INRM did not also receive any specific communication from individuals or organizations sharing their safeguards related grievances under the project due to OSPF's decision to consider their complaint ineligible for problem-solving process.