

## COMPLAINT CLOSING REPORT

PROJECT NAME	Melamchi Water Supply Project
ADB DEPARTMENT/DIVISION	Nepal Resident Mission
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	22 July 2015
<b>I. Complaint and issues</b>	Complaint was related to poor road conditions leading to restrained mobility, access to public facilities and inconveniences to local because of the construction works by Department of Road (DOR) and PID-KUKL along BDS 0 alignment (about 10 km transmission pipe laying works from Sundarijal to Mahankalchaur). It was received (by OSPF on 8 July 2015)
<b>II. Actions taken to address the problems or issues</b>	A stakeholder consultation meeting was organized on 17 August 2015 at NRM, ADB office to (i) discuss with communities' about their concerns and (ii) request PID, the implementing agency, to mobilize contractor for road restoration and take action to ease public movement. ADB mission visited the site on 21 August 2015 and observed that the site was not managed well and lacked proper spoil management. Mission drafted the action plan with inputs of representatives from DOR, PID, Contractors (both from PID and DOR) to address the community's concerns and reinstatement of the road and shared the draft with the community representatives. Mission requested PID and DOR to monitor the implementation of the action plan regularly.
<b>III. Decisions or agreements by parties concerned</b>	<b>(Attachment 1)</b>
<b>IV. Results and lessons learned</b>	<p>The Project team followed up on the issue in subsequent review missions and progress review discussions with PID-KUKL. The crucial stretch of 1.50 km (Jagdol chowk to Arubari bus park) within BDS 0 alignment was handed over to DOR for reinstatement, and the communities' representatives were made aware of this arrangement. The concerned community also requested reinstatement of a park access road (0.41km), which was agreed to and planned to be executed through a community contract. DOR could not reinstate the handed-over section of (Aarubari bus park to Jagdol chowk) and the footpath despite the earlier agreement. PID informed to complete these works using resources available under ongoing contracts. As of Q1 2019, all the reinstatement and footpath works for the Aarubari bus park sector to Jagdol chowk are reported to be completed by PID in its QPR report. As a part of EMP, it was also agreed with PID to plant trees in the available open spaces along the BDS 0 alignment keeping the communities informed.</p> <p>The issue was immediately addressed once ADB was made aware of and was resolved progressively over time. The package was complex as a large pipe diameter was being laid in a limited road width where other government agencies were also involved in widening and blacktopping. Proper inter-agency coordination and prior public consultation with all stakeholders could have minimized the public's inconvenience.</p>

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