

COMPLAINT CLOSING REPORT

PROJECT NAME	Secondary Towns Integrated Urban Environment Improvement Project (STIUEIP)
ADB DEPARTMENT/DIVISION	Nepal Resident Mission
AM FUNCTION	Problem-Solving (OSFP)
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	10 March 2014
I. Complaint and issues	The complaint was related to Kavre valley water supply improvement subproject under the project. The complaint was related to (i) water availability in the downstream area for drinking and livelihood activities due to the diversion of water from 5 different streams of Roshikhola river for the project, (ii) inadequate consultation and information sharing with the affected people regarding the project, and (iii) lack of transparency in decision making and allocation of funds for community development (a component under the project). The complaint was registered to PIU, Kavre and submitted to ADB's Accountability Mechanism (Office of Special Project Facilitator). The complaint received by OSPF on 18 February 2014 was determined ineligible by OSPF on 10 March 2014 owing to the reason that the issues were yet to address the problem with concerned department-South Asia Regional Department (SARD).
II. Actions taken to address the problems or issues	Following agreement with community in the eligibility assessment process OSPF suggested three key recommendation to SARD to resolve the problem. ADB NRM and the PIU jointly worked to resolve the issue raised in the complaint. OSPF's three recommendations (i) water flow measurement/calculation, (ii) public/community meetings, and (iii) making project document accessible publicly were all completed as required. Water flow and quantity measurement with involvement of all stakeholders covering different seasons. The team organized regular consultation meetings with all stakeholder in a periodic basis and project document placed in village development committee (VDC) office and records of financial expenditure shared with community in different meeting organized in VDC office. In addition, the then Bhumidanda VDC also disclosed the expenditure incurred in last four years as demanded by the complainants. Following outcome of different meeting and consultation process, the project carried out additional activities to ensure no impact on livelihood of downstream beneficiaries and economic activity by providing water mill improvement grants, pumped irrigation system, alternative water supply scheme. The resettlement and indigenous peoples plan updated based on the identified additional impact and technical design incorporated the comments from irrigation user committee for efficiently of existing irrigation system. ADB NRM monitored progress of actions agreed on 22 April 2014 at PIU Office through review mission and progress recorded in Aide Memoire of the project review mission.
III. Decisions or agreements by parties concerned	Attached aide memoire of 24 January to 4 February 2016 review mission (para 25 and appendix 7.
IV. Results and lessons learned	<p>The issues raised by the complainant were addressed by the project in consultation with the complainant and the concerned community members. The resettlement plan was updated to incorporate the additional impact due to the water extraction from various sources of RoshiKhola River. The PIU took a led role in the process with support form PCO and ADB. ADB followed up with the EA in subsequent review mission on the progress made in resolution of the complainant and progress achieved on the action plan formed to address the issues.</p> <p>The complainant escalated up to ADB's Accountability Mechanism due to lack of timely action and adequate visibility of the project's grievance redress mechanism. Hence, formation of a grievance redress mechanism is not only adequate. It should be made fully functional as stipulated in project's safeguards documents which includes visibility of the GRM and timely response and action on the grievances.</p>

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