

COMPLAINT CLOSING REPORT

PROJECT NAME	MFF Power Distribution Enhancement Investment Program – Tranche 2
ADB DEPARTMENT/DIVISION	CWRD/PRM
AM FUNCTION	PROBLEM-SOLVING
ELIGIBILITY RESULT	INELIGIBLE
ELIGIBILITY DETERMINATION DATE	11 APRIL 2016
I. Complaint and issues	The complaint was regarding location of 132 kV transmission line tower in proximity with the complainant's commercial setup. The complainant informed that GEPCO (Gujranwala Electric Power Company) planned to construct a 132 kV tower at a horizontal distance of 15 feet from his furniture showroom. The distance of 15 feet meets the country's standards for horizontal clearance for 132 kV however the tower has two arms extended by 8 feet on each side and both carries live conductor. The complainant contended that the live conductor of one of the tower arm is extended 8 feet towards his setup thus not meeting the horizontal clearance requirements of 15 feet.
II. Actions taken to address the problems or issues	Upon receipt of complaint, PRM team visited the site and met with the complainant and concerned representatives of GEPCO. PRM team also had a meeting with GEPCO PMU team and GEPCO management and stressed the need to resolve this issue amicably under Grievances Redressal Mechanism.
III. Decisions or agreements by parties concerned	GEPCO and complainant mutually agreed for construction of tower foundation at a horizontal distance of 23 feet from the complainant's setup. The tower was accordingly constructed as per agreement.
IV. Results and lessons learned	Timely action by ADB's concerned formation is of utmost importance. ADB's staff on ground shall be provided with reasonable time to sort out the matter instead of burdening them with paper/email reporting and subjecting them to pressures for quick complaint resolution from their sector/department management. Such complaints are indicative of public awareness towards ADB's safeguards policies in implementation of its funded projects. Capacity building of EA/IAs on ADB's policies regarding safeguards/complaint resolution shall be undertaken.

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