

COMPLAINT CLOSING REPORT

PROJECT NAME	Bridge Replacement for Improved Rural Access Sector Project (BRIRAP)
ADB DEPARTMENT/DIVISION	PARD/PNRM
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	13 March 2019
I. Complaint and issues	<p>Complaint: Contractor for the construction and completion of the 12 bridges along the New Britain Highway in the West New Britain Province, failed to install temporary bridges/crossings.</p> <p>Issues: Alleged time delays to public transportation and complainant's trucks transporting raw oil palm. Alleged work stoppages and business losses.</p>
II. Actions taken to address the problems or issues	<ul style="list-style-type: none"> • PNRM initiated and held several meetings between the complainant, the executing agency–Department of Works (DoW)–, the Construction Supervision consultant (the Engineer), Chodai Co. Ltd (JAP)– and the contractor (China Jiangsu International, PRC). • PNRM and DOW, jointly undertook field visits, inspected the 12 bridge locations and held discussions with the Engineer and contractor's project management team on-site. • Established and closely monitored time-bound action plans in which the contractor installed the temporary bridges/crossings at the four concerned bridge locations.
III. Decisions or agreements by parties concerned	<ul style="list-style-type: none"> • DOW, the Engineer, the contractor and PNRM agreed for the contractor to install temporary bridges on the selected bridge locations prior to undertaking actual works, including demolishing/removal of the existing bridges in accordance with the contract. • The contractor agreed to repair the temporary bridge damaged by one of the complainant's heavy trucks at no additional cost.
IV. Results and lessons learned	<p>Result:</p> <ul style="list-style-type: none"> • Temporary bridges built at the four concerned bridge locations. <p>Lesson Learnt:</p> <ul style="list-style-type: none"> • More awareness of workplan delays and advance notices to road users to avoid common complaints. • Increase consultations and coordination with impacted road users such as business operators/farmers. • Adverse and abrupt weather/flooding situations are unavoidable and unpredictable in these particular areas.

Note: the project was successfully completed by 30 June 2020 and handed over to the employer and being used by the beneficiaries

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