

## COMPLAINT CLOSING REPORT

PROJECT NAME	Loan 3718-IND: Tamil Nadu Urban Flagship Investment Program (TNUFIP), Tranche 1
ADB DEPARTMENT/DIVISION	SARD/INRM
AM FUNCTION	Problem-solving function
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	28 August 2020
<b>I. Complaint and issues</b>	<p>The Office of Special Project Facilitator (OSPF) received a complaint on 13 April 2022 from the complainant regarding non-restoration of damaged roads after the completion of sewer laying works in PSK Nagar, Rajapalayam town under TNUFIP Tranche 1 (SPF-2020-03-01-0095). While requesting confidentiality, the complainant raised concern that the internal road in front of their residence was not restored after the completion of sewer laying works and was apprehensive that the lack of restoration was due to the earlier complaint that was submitted to ADB regarding controlled blasting adopted for excavating streets for laying sewer lines. The complainant also reached out to the project officer (PO) from the Operations Department (SARD/INRM) on 23 April 2022 with the same concern.</p>
<b>II. Actions taken to address the problems or issues</b>	<p>The PO, INRM sought information from the Tamil Nadu Urban Infrastructure Financial Services Limited, the project's executing agency (EA) regarding the status of the restoration of the excavated trenches for the sewer line laying works financed under the ADB loan. The EA consulted with the Rajapalayam Municipality, the implementing agency (IA) and the Tamil Nadu Water Supply and Drainage Board engineer (appointed under this loan) for the project town and confirmed to ADB that all excavated trenches by the contractor for laying sewer lines within PSK Nagar were restored in accordance with contractual obligations (photographs were also shared as evidence). The EA informed ADB that the IA had also implemented laying of additional water supply pipelines in PSK Nagar through State funds, and some sections of internal roads were repaired and rehabilitated across the entire width under its routine road maintenance activities. The EA further informed that the IA was awaiting budgetary approval from its standing committee to undertake repairs, maintenance and rehabilitation of the entire width of the remaining internal roads within PSK Nagar so that the necessary contracts could be awarded.</p> <p>The PO, INRM contacted the complainant (e-mail of 27 May 2022) and explained that the trenches excavated for laying of sewer lines were restored across all internal roads of PSK Nagar following contractual obligations including the internal road in front of the complainant's house. The PO explained that the maintenance including rehabilitation of internal roads falling outside the excavated trenches (for laying of sewer lines) was the responsibility of Rajapalayam Municipality and not of the ADB-financed project. He further explained that this work was taken up following the municipality's ward-wise road re-construction and/or rehabilitation workplan, and it would be useful to get in touch with the respective officials of Rajapalayam Municipality to get information on the likely timelines for completing the remaining streets in PSK Nagar. The PO, INRM also informed the complainant that a project review mission was planned by ADB from 13 to 17 June 2022 and that ADB's project team proposes to visit Rajapalayam on 15 June to discuss the progress of works with officials and undertake field-based due diligence. The PO sought the complainant's permission to meet in person with the ADB's project team for the resolution of the grievance and sought confirmation from the complainant confidentiality was no longer an issue. The complainant agreed with the PO's request to meet with the ADB's project team and confirmed there was no longer need for confidentiality of his identity.</p> <p>ADB's project team visited the premises of the complainants on 15 June 2022 and noticed that the excavated stretch for laying sewer lines was restored by the contractor after completing the sewerage works consistent with the scope of the contract package. The Municipality also laid an additional water supply pipeline using State funds in the same internal road. The complainant was not satisfied with the responses provided by the representatives of the contractor and the municipality officials to the queries regarding the timelines for repairing and rehabilitating the internal road. ADB's project team explained that on the basis of their discussions with the EA/IA regarding the restoration which is not part of the ADB project, the Municipality had explained that the request for budget allocation to undertake the</p>

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	<p>road works in the remaining stretches of PSK Nagar was under consideration of the standing committee of the Municipality following which the road restoration would be completed. ADB's project team suggested that the complainant to follow up with the municipality officials for further updates on the progress. The complainant was also informed that the concerned authorities (Rajapalayam Municipality, and TWAD Board) have been advised to keep the residents informed through formal/informal consultations about the activities supported by ADB which are being undertaken in the town. The complainant thanked the project team for listening to his grievances and coordinating with the concerned officials to resolve his concerns.</p>
<p><b>III. Decisions or agreements by parties concerned</b></p>	<p>The complainant expressed satisfaction with the approach adopted by ADB's project team in reaching out quickly with detailed feedback, following-up with concerned officials, explaining the bottlenecks in initiating the works and providing clarity towards resolution of the concerns in a timebound manner. The complainant also confirmed that the complaint can be closed (e-mail of 12 July 2022).</p>
<p><b>IV. Results and lessons learned</b></p>	<p>It is proposed to close the complaint considering that the complainant has expressed satisfaction with the update provided by ADB project team.</p> <p><b>Lesson learnt:</b> An appropriate outreach and consultative process to inform the residents and the project beneficiaries about various timelines of works to be implemented—not only those concerning the ADB project but also all other works in the area should be undertaken and clarity should be provided on where grievances can be raised not only concerning the ADB project, but all other works in the area. Comprehensive information dissemination, including clarifications on the various responsibilities of the involved agencies leads to faster resolution of grievances.</p>