

COMPLAINT CLOSING REPORT

PROJECT NAME	Emergency Assistance Project
ADB DEPARTMENT/DIVISION	SARD/BRM
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	09 March 2021
I. Complaint and issues	<p>One of the project Implementing agency-Department of Public Health Engineering had lease agreement for 50 acres land with WAQF (an Islamic endowment of property to be held in trust) for surface water treatment plant component.</p> <p>The complainants were family of original owner of the property. Two issues-</p> <ol style="list-style-type: none"> 1. Transparency of lease agreement-that the complainants wanted to be shared the lease agreement that had not been shared with them earlier. 2. Dispute with executive WAQF committee-according to the complainants, the executive committee is to run day-to day works and not authorized to make decisions on lease/rent/works etc.
II. Actions taken to address the problems or issues	<p>As required by the complainants, the lease agreement for 50 acres land has been shared with all WAQF state shareholders. All of the shareholders joined meetings with ADB and WAQF state department virtually or physically and participated in discussion.</p> <p>A no objection letter has been signed and represented by all shareholders.</p>
III. Decisions or agreements by parties concerned	<p>The lease amount has been now shared with government WAQF board as the legitimate authority under ministry of religious affairs to be distributed among the eligible share holders according to the WAQF agreement for the property.</p>
IV. Results and lessons learned	<p>The finally agreed to all arrangements proposed by the project.</p> <ol style="list-style-type: none"> 1. Initially, irrespective of committee membership, consultation with all shareholders could have played a major role in building trust within the family. 2. Regardless of resettlement impacts, having an active GRC system can resolve issues from further escalation, which was missing for this component. A Grievance committee has been formed and handed over the responsibility to coordinate with any further issues related to community.