

## COMPLAINT CLOSING REPORT

PROJECT NAME	<b>Sustainable Urban Development Investment Program - Tranche 2</b>
ADB DEPARTMENT/DIVISION	<b>ARRM</b>
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	<b>22 March 2021</b>
<b>I. Complaint and issues</b>	<p>The complainant applied to ADB's Office of Special Project Facilitator (OSPF) with a complaint regarding the Sustainable Urban Development Investment Program Tranche 2 project. In her letter, she raised concerns about the adverse environmental impact of the construction works, particularly in terms of causing pollution and dust and damaging the trees way around their property and the trees planted by them. OSPF considered this complaint non-eligible and forwarded it to ARRM to solve it.</p>
<b>II. Actions taken to address the problems or issues</b>	<p>ADB conducted a meeting with AP on 5 April 2021 in the field. ADB asked the PIU to check the cadastral maps, the borders of the project footprint, private property and Eco-city district, and if the project's landscaping plan is consistent with official cadastral maps. As a result of the meeting organized between PIU, Engineer, Contractors, and AP, the following actions were agreed upon: identification of the private land limits and the distance between asphalt road and the house, provide a detailed sketch with free space, if any, for tree planting.</p> <p>Based on the detailed sketch and information submitted by the Contractor and Engineer at the beginning of May 2021, the PIU found that both land plots are legalized and have official/formal ownership certificates. Also, the owner of the one land property notified that required approvals to start construction works were issued by respective state agencies. Additional meetings were held with AP, PIU, and ADB in June 2021 to discuss the complainant's concerns further, and separate meetings took place between the complainant and YM environmental department representative to identify possible areas for additional tree planting around the "Eco city" district. PIU organized measurements, demarcation, and mapping of the concerned landscaped area to identify the exact borders of road ROW and public and private land plots. By the end of June 2021, further meetings took place between the Construction Contractor, YM environmental department representative, and residents of the "Eco city" district to agree on the preferred tree species and tree planting schedule. The YM conclusion was provided on 10 July 2021. The ADB initiated the additional meeting with the YM environmental department and PIU on the status of the landscaping of the "Eco city" district. On 29 March 2022, the Head of Ajapnyak administrative district of Yerevan, in written form, informed AP that the improvement work of the community land adjacent to the "Eco city" district and the installation of curbs were included in the work plan of the administrative district for 2022, respectively the landscaping works will be carried out by "LGEP" CNCO in the tree planting season until the end of the year.</p>
<b>III. Decisions or agreements by parties concerned</b>	<p>It was agreed with AP to conclude this complaint with "no action" to be done by ADB/PIU/Contractor, as the improvement and landscaping of the community land adjacent to the area concerned by AP will be implemented by YM. ARRM submitted an official letter to AP with a summary of all implemented actions and suggested mitigations on 21 May 2022. The AP replied the same day, confirming that she was satisfied with ADB's implemented activities and suggested actions.</p>
<b>IV. Results and lessons learned</b>	<p>The Contractor and Engineer had been aware of the AP's complaints about the trees and dust nuisances. However, due to a lack of proper communication between the complainant, the Contractor and the Engineer's team, AP was not adequately informed about all the above-provided circumstances. PIU, with Engineer support, should instruct the Contractor on adequately communicating with the complainants to avoid escalating the complaints further. The lessons learned should be considered in all YM implementing projects.</p>

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