

## COMPLAINT CLOSING REPORT

PROJECT NAME	Loan 3386-IND: Uttar Pradesh Major District Roads Improvement (Project Number:43574-025)
ADB DEPARTMENT/DIVISION	SARD/INRM
AM FUNCTION	Problem solving under the Office of the Special Project Facilitator
ELIGIBILITY RESULT	Deemed ineligible under Accountability Mechanism
ELIGIBILITY DETERMINATION DATE	3 June 2021
<b>I. Complaint and issues</b>	<p>The complainants requesting anonymity raised concerns on 11 May 2021 regarding (i) increasing frequency of road accidents due to lack of traffic safety signages and other measures; and (ii) lack of compensation to the accident victims along Haliyapur - Kudebhar road section (MDR-66E) upgraded and financed under Loan 3386-IND. The upgrading of the Haliyapur - Kudebhar road section was completed in February 2020.</p>
<b>II. Actions taken to address the problems or issues</b>	<p>Uttar Pradesh Public Works Department (UPPWD), the Executing Agency for Loan 3386-IND had ensured that up-gradation of the road had incorporated road safety measures as prescribed under Indian regulations and standards. UPPWD also ensured two road safety audits through road safety experts and an inspection by its senior officials during the design and construction phase and prior to the completion of works on Haliyapur-Kudebhar road section. UPPWD further ensured that the safety audit recommendations and inspection visit observations were incorporated in the design and were executed by the civil works contractor including at five blind spots that were identified.</p> <p>Based on the accident locations mentioned by the complainants, UPPWD carried out a third road safety audit by a team of road safety experts, highway design engineers, and representatives of civil works contractor. The auditors observed and confirmed the presence of adequate road safety features at these specific locations to guide and caution the road users as required by the relevant standards.</p> <p>UPPWD also undertook measures such as writing letters to (i) State Police Department for controlling unauthorized parking of vehicles along the road stretch; and (ii) Uttar Pradesh Expressways and Industrial Development Authority (implementing Purvanchal Expressway Project) for appropriately directing its civil works contractor and sub-contractors to ensure compliance with traffic regulations and covering construction materials during transportation, despite these aspects being beyond the control and jurisdiction of UPPWD.</p>
<b>III. Decisions or agreements by parties concerned</b>	<p>The assigned focal staff at India Resident Mission (INRM) agreed with OSPF had several rounds of discussions since 3 June 2021 with the complainants, while maintaining their anonymity, to understand the grievances, and seek additional supporting information. INRM also coordinated with UPPWD to facilitate additional actions such as conducting a third road safety audit and issuance of letters to other state authorities to take certain specific actions.</p> <p>It is pertinent to note that UPPWD has already implemented the requisite engineering measures related to road safety as required within its purview. UPPWD also reached out to other state agencies and authorities requesting enforcement of legislations and creating further awareness among the road users which was beyond UPPWD's jurisdiction.</p> <p>The complainants have been once again apprised on 27 December 2021 by INRM focal staff of the ground situation and actions taken by UPPWD, and were requested to take up the matter of law enforcement and road user awareness with the relevant agencies, departments and authorities of the Government of Uttar Pradesh to get the concerns addressed appropriately. The complainants have not reverted to INRM since then.</p>
<b>IV. Results and lessons learned</b>	<p>UPPWD had implemented necessary engineering and safety measures along the road within its purview. However, enhancing and ensuring road safety is a multidisciplinary and complex task involving several authorities related to three E's, namely: education, engineering and enforcement of law and legislation. Adequacy of engineering road safety measures alone is not sufficient to prevent road accidents.</p>

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	<p>The road users (drivers, pedestrians, and shopkeepers along the road corridor) need to strictly follow the traffic rules (following speed limits, parking vehicles at designated places, covering construction materials to avoid dust emissions, lane discipline, etc.) that could reduce the frequency and severity of road accidents. The responsible behavior of road users' needs to be supplemented by vigilant agencies (such as police and traffic departments, etc.) to ensure violators are promptly penalized. In recognition of the high importance of road safety, Government of India and State Governments including Government of Uttar Pradesh have been undertaking high-level policy and institutional measures and have been implementing the related action plans, which are expected to yield progressive results and outcomes and improve road safety.</p>
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