

**Asian Development Bank (ADB), Accountability Mechanism, Complaint Form**

*(Add rows or pages, if needed)*

**A. Choice of function - problem solving or compliance review** *(Choose one below)*

- Special Project Facilitator** for problem solving *(Assists people who are directly and materially harmed by specific problems caused, or is likely to be caused, by ADB-assisted projects through informal, flexible, and consensus-based methods with the consent and participation of all parties concerned)*
- Compliance Review Panel** for compliance review *(Investigates alleged noncompliance by ADB with its operational policies and procedures in any ADB-assisted project in the course of the formulation, processing, or implementation of the project that directly, materially, and adversely affects, or is likely to affect, local people, as well as monitors the implementation of remedial action relates to the harm or likely harm caused by noncompliance)*

**B. Confidentiality**

Do you want your identities to be kept confidential?       **Yes**       **No**

**C. Complainants** *(Anonymous complaints will not be accepted. There must be at least two project-affected complainants.)*

Name and designation (Mr., Ms., Mrs.)	Signature	Position/ Organization <i>(If any)</i>	Mailing Address	Telephone number (landline/mobile)	E-mail address
1.					
2.					

**Authorized Representative or Assistant** *(if any)*. *(Information regarding the representatives, or persons assisting complainants in filing the complaint, will be disclosed, except when they are also complainants and they request confidentiality.)*

Complainant represented	Name and designation (Mr., Ms., Mrs.)	Signature	Position/ Organization <i>(If any)</i>	Mailing Address	Telephone number (landline/mobile)	E-mail address

**D. Project**

Name	Lao People's Democratic Republic: Greater Mekong Subregion Tourism Infrastructure for Inclusive Growth Project
Location	Luang Prabang, Pak Ou District, Ban Xang Hai
Brief description	Soon after an ADB project constructed the roads in the Pak Ou district of Luang Prabang Province, an illegal banana plantation was established without any official permission and they have made trouble with local residents and endangered the elephant camp, which should be the beneficiary of the project. The killing of an elephant and environmental damage occurred. Due to the corruption of the banana plantation and the Lao government, the plantation continues to operate despite official business suspension orders from the assembly of Lao PDR and Luang Prabang province.

**E. Complaint:**

Environmental destruction, illegal dumping of garbages such as pesticide fertilizers, death of elephant, arbitrary use and unauthorized invasion of elephant camp property, unauthorized deforestation and land use by the banana plantation
Have the complainants made prior efforts to solve the problem(s) and issue(s) with the ADB operations department including Resident Mission concerned? <input type="checkbox"/> <b>Yes.</b> Contact with Ms. Tanaka of ADB Laos

**F. Optional Information**

1. ADB urges Lao government to enforce banana plantation abolition order, Help government punish illegal businesses and government insiders in accordance with the law
2. Appendix of our approaches to the assembly of Lao PDR and Luang Prabang government

Please send the complaint, by mail, fax, e-mail, or hand delivery, or through any ADB Resident Mission, to the following:

**Complaint Receiving Officer (CRO),** Accountability Mechanism  
ADB Headquarters, 6 ADB Avenue, Mandaluyong City 1550, Philippines,  
Telephone number: +63-2-6324444 local 70309, Fax: +63-2-6362086,  
E-mail: [amcro@adb.org](mailto:amcro@adb.org)