

COMPLAINT CLOSING REPORT

PROJECT NAME	Second Integrated Road Investment Program (iRoad2) (L3579/3580/3851/4067)
ADB DEPARTMENT/DIVISION	SARD/SLRM
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
ELIGIBILITY DETERMINATION DATE	22 March 2022
I. Complaint and issues	<p>Flood issue on a byroad of Nellyyadi – Karanavai road (NJF088) rehabilitated under iRoad2 in Jaffna district of Northern province.</p> <p>This has been an existing issue before implementation of iRoad2. The complainants had requested a solution through the iRoad2 program.</p>
II. Actions taken to address the problems or issues	<p>The complainant had already forwarded this grievance to the project grievance redress mechanism and the implementing agency was in the process in developing a solution.</p> <p>Conducting physical visit by SLRM was not possible due to prevailing country health and economic situation. Therefore, SLRM requested a report from Road Development Authority (the implementing agency) to identify the issue and possible solutions. Further, several discussions were held with these complainants and the community along the candidate road who opposed construction of drains along the road.</p> <p>However, an amicable solution could not be achieved to this issue due to the disagreement between the communities along this road section.</p>
III. Decisions or agreements by parties concerned	<p>Therefore, the project implementing unit has decided not to improve the road section from 0+000 to 0+860 km due to the reasons of: ensuring that project intervention does not affect any community; and as the project is nearing its completion.</p> <p>Letter from RDA to complainant (based on the original grievance directed to RDA) and email from project officer to complainants attached.</p>
IV. Results and lessons learned	<p>The root cause of certain grievances/ complaints is not directly related to the activities carried out by the concerned project. However, public may try to seek solutions for such problems through the concerned project which may not have resources to do so.</p> <p>Under such conditions it is important that the EAs/IAs (and ADB) clearly communicate this with the communities before implementing the project and avoid giving any promises on resolving such issues.</p>