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.)

<table>
<thead>
<tr>
<th>Name and designation (Mr., Ms., Mrs.)</th>
<th>Signature</th>
<th>Position/ Organization (if any)</th>
<th>Mailing Address</th>
<th>Telephone number (landline/mobile)</th>
<th>E-mail address</th>
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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.)

<table>
<thead>
<tr>
<th>Complainant represented</th>
<th>Name and designation (Mr., Ms., Mrs.)</th>
<th>Signature</th>
<th>Position/ Organization (if any)</th>
<th>Mailing Address</th>
<th>Telephone number (landline/mobile)</th>
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D. Project

<table>
<thead>
<tr>
<th>Name</th>
<th>I-road project</th>
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<tbody>
<tr>
<td>Location</td>
<td>Sri Lanka in Jaffna at nellilady-karanaval (jf 088)</td>
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<tr>
<td>Brief description</td>
<td>Improvement work nellilady karanaval road (jf088) work without drainage</td>
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E. Complaint:

What direct and material harm has the ADB-assisted project caused, or will likely cause, to the complainants?

I like to explain whole story undergoing I road project here in nellilady,(jn-088). A public consultation meeting for the project was held on at the multipurpose co-operative hall, Karaveddy West. On behalf of the project affected persons (PAPs) participated in the meeting and clearly explained the existing flood issue faced by the people. The project team of engineers also confirmed the above issue and to include it in the design to eliminate the above problem; when the RDA official conducted a transect walk along the road on the same day of meeting the affected people explained the problem faced by them at site.

In December 2021 the construction activities commenced and the technical officers informed us that there is no provision for the drainage along the road. This matter was discussed with all affected people and we decided to send a letter to the project Engineer I road project 2, Jaffna district. A letter was sent on 29th December 2021, a copy of which is annexed for your information please.

Subsequently a meeting was held at D. S Office Karaveddy on 6th January 2022. We clearly explained the problems faced by us and the proposed solutions to address the flood issue were also discussed. The RDA officials informed us that a favorable decision would be taken to solve our problem. But we received a disappointing letter No :-PD/RDA/R ROAD 2/JF 05 of January 2022, a copy of which is annexed for your information please.

Further I am a handicapped. I am running a tuition this affected area. I-road project engineer told me that he couldn’t give us any solution. I think he is neglecting our request and asked us to give him solution. He always tells us to co-operate with him, otherwise ADB will stop the development project. He tries to create a false story about me that I am the person who tries to stop this project but I don’t like ADB to complete this project after solving this problem which we have pointed out.

Again and again my humble request is to complete this road.

Have the complainants made prior efforts to solve the problem(s) and issue(s) with the ADB operations department including Resident Mission concerned?

☐ Yes. If YES, please provide the following: when, how, by whom, and with whom the efforts were made. Please describe any response the complainants may have received from or any actions taken by ADB.

☐ No

F. Optional Information

1. What is the complainants’ desired outcome or remedy for the complaint?

We expect to independent investigation to solve issue and to improve this road project.
2. Anything else you would like to add?
I suspect one of officer to encourage a conflict to some of the people with us

Name of the person who completed this form: K.Aynharan

Signature: ___________________ Date: __14/2/22________

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