### Complaint Closing Report

<table>
<thead>
<tr>
<th>PROJECT NAME</th>
<th>Loan 3756-PAK: Khyber Pakhtunkhwa Provincial Roads Improvement Project (Additional Financing)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADB DEPARTMENT/DIVISION</td>
<td>Pakistan Resident Mission</td>
</tr>
<tr>
<td>AM FUNCTION</td>
<td>Problem-Solving</td>
</tr>
<tr>
<td>ELIGIBILITY RESULT</td>
<td>Ineligible</td>
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<tr>
<td>ELIGIBILITY DETERMINATION DATE</td>
<td>9 June 2022</td>
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</tbody>
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#### 1. Complaint and issues

On 6 May 2022, Complaint Receiving Officer received a complaint, signed by 19 local residents asking for the construction of (i) side drain along the road which was passing through their land, (ii) approach slabs for the ease of access to their land and (iii) pedestrian crossing.

#### 2. Actions taken to address the problems or issues

A meeting of the grievance redress committee was held in the office of the project director on 17th May 2022 to discuss the grievances with the locals. After excessive discussions, site visits following were executed:

- Side drain along the road to improve the drainage as per the requirement of the locals while keeping in view the design of the project;
- Approach slabs over the drain to improve the access of the land and to better integrate the local society with the project.

#### 3. Decisions or agreements by parties concerned

The Work as demanded via complaint on dated 06th May 2022 was successfully completed and joint visit/meeting was conducted on dated 8th May 2023 with the representative of the complainants. Complainants Shows satisfaction of the resolution of the complement.

#### 4. Results and lessons learned

Promptly addressing complaints is crucial. It highlights the significance of being responsive and proactive when handling the locals. Timely responses can help prevent minor issues from escalating into major problems and showcase the organization's commitment to resolving customer complaints promptly.

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**DATE:** 26 May 2023

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