

**COMPLAINT CLOSING REPORT  
OF CONCERNED ADB OPERATIONS DEPARTMENT**

22 August 2023

PROJECT NAME	<a href="#">SRI: Green Power Development and Energy Efficiency Improvement Investment Programme (Tranche 1)</a>
ADB DEPARTMENT/DIVISION	SLRM, SARD
AM FUNCTION	PROBLEM-SOLVING
ELIGIBILITY RESULT	INELIGIBLE
NON-ELIGIBILITY DETERMINATION	7 December 2022
I. Complaint and issues	Mr. Mohamed Najeeb lodged a complaint on behalf of his wife, Mrs. Aleema Umma, regarding an acquired land under the subject project. Concerns include insufficient compensation due to lack of proper assessment. The complainant has expressed dissatisfaction with the compensation amount of SLRs 166,500.00 for the acquired land. They seek revaluation for their assets.
II. Actions taken to address the problems or issues	<p>An immediate site inspection and dialogue with the complainant.</p> <p>Meetings with the Valuation Department and the Divisional Secretary of the Ganga Ihala Korale Divisional Secretary Division to understand the valuation and acquisition procedures employed: It was clarified that the land lots related to the complaint are government lands (reservation of the river), which were later illegally encroached on by the complainant. Hence, the compensation is calculated based on the developments made by the occupants.</p> <p>A joint meeting with the Project Management Unit (PMU) and the complainant aimed to address and resolve grievances collaboratively.</p>
III. Decisions or agreements by parties concerned	<p>The complainant understood that the land acquisition procedure and tree removal were done according to government laws and regulations while complying with requirements as listed in the entitlement matrix for project affected persons.</p> <p>The complainant agreed to the compensation amount for the land as evaluated by the valuation department initially.</p>
IV. Results and lessons learned	<p>The complainant's issues were resolved through discussion. The lessons learned are:</p> <p>Clear Communication: Effective stakeholder communication is pivotal for understanding and resolving grievances impartially and satisfactorily. Also, it is critical for the affected parties too in order to better understand the processes being used.</p> <p>Transparency in Compensation: Explaining procedures transparently and ensuring fair compensation calculations fosters trust among affected parties.</p>

PREPARED BY Prathaj Haputhanthri, Project Officer (Energy), SLRM

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