

**COMPLAINT CLOSING REPORT  
OF CONCERNED ADB OPERATIONS DEPARTMENT  
24 November 2023**

PROJECT NAME	<a href="#">NEP: Urban Water Supply and Sanitation (Sector) Project</a>
ADB DEPARTMENT/DIVISION	South Asia Department/Nepal Resident Mission
AM FUNCTION	Problem-Solving
ELIGIBILITY RESULT	Ineligible
NON-ELIGIBILITY DETERMINATION DATE	24 August 2023

<b>I. Complaint and issues</b>	The complainant, who the team assumed to be a resident of Suryabinayak Municipality - 4, complained (as received by SARD on 17 July 2023) of not receiving water for about one and half month from the Dakshin Barahi System of Dadhikot Urban Water Supply and Sanitation Subproject which is being implemented under ADB Loan 3711. The complainant mentioned he visited the water supply office several times. However, he reported that the project officials did not provide reliable and accurate information.
<b>II. Actions taken to address the problems or issues</b>	<ul style="list-style-type: none"> <li>• The NRM project team met the Project Management Office (PMO) several times to discuss the implementation status of the subproject without revealing that ADB received a complaint.</li> <li>• The NRM team together with OSFG met the OSPF to discuss the complaint on 2 August 2023.</li> <li>• The NRM designated focal person received the complainant's email address from OSPF on 24 August 2023.</li> <li>• The project officer, as a designated focal person, communicated with the complainant via email (on 30 August 2023, without copying any other staff) and requested his time for further discussion and also provided contact number.</li> <li>• In parallel, the NRM project team was in continuous touch with the PMO officials to review implementation progress.</li> <li>• The complainant sent an email to the OSPF team copying the NRM project officer on 2 September 2023. He mentioned sufficient water supply was being supplied as compared to the last month, and they do not have any problem as long as the water is supplied that way. He also stated that he will get back to ADB in case the supply is not sufficient. ADB has not heard anything from the complainant after this.</li> </ul>
<b>III. Decisions or agreements by parties concerned</b>	The Dadhikot urban water supply subproject is progressing well with an overall physical progress of about 78%, as of 31 October 2023. The contract completion date is 24 December 2023. The major structures remaining are installation of treatment units (pressure filters), electromechanical work, testing of deep boring and pumps, and other minor finishing activities. Once the system is completed, water will be continuously supplied to the households of the service area including that of the complainant.
<b>IV. Results and lessons learned</b>	<p><b>Results:</b> The complainant has responded that the situation is better, and he does not have any other issues. With the planned completion of the subproject in December 2023, the customers will have consistent water in their households.</p> <p><b>Lessons learned:</b> The complaint seems to have resulted from lack of proper communication from the project to beneficiaries. The potential delays in contract execution due to various reasons should be well communicated to the beneficiaries so that they have full information and expectations are managed.</p>

PREPARED BY Shiva P. Paudel, Project Officer, NRM

DATE 24 November 2023