Shop owners were asked by authorities to dismantle their shops because of an ADB-assisted highway project. However, a Non-Government Organization (NGO) informed them that ADB has safeguards and that they have the right to complain if they feel they are being harmed by the project.

ADB sent representatives from the OSPF to conduct an assessment and determine the following:

- Is the issue clear with the complainants?
- Are the complainants really being harmed by the ADB-assisted project?
- Have they tried to solve their problems first with the ADB operations department, which is responsible for making sure the safeguard policies are followed?

The NGO helped them write a letter of complaint to ADB.
In this case, the complaint was found eligible, and the issues were about fair compensation for the complainants' losses and about information sharing.

After some time and several meetings, everybody understood that it was better to jointly look for solutions. OSPF summarized the results of the meetings and suggestions on how the problems could be solved, and sent a local consultant to explain the report and help the complainants understand their options.

After almost a year, the complainants’ problems were addressed satisfactorily, with fair compensation paid.
Project-affected persons can approach the ADB Accountability Mechanism by writing a letter of complaint describing their problem.

In the case of the shop owners, several meetings were needed to agree on how the complainants’ problems could be solved. More meetings were needed to implement agreed-upon activities. Under the problem-solving function of OSPF, these meetings were organized and documented, and translated so that everybody had information readily available. OSPF made sure that the government and the ADB operations department explained to the shop owners how their compensation rates were calculated.

The complainants, the government, and the ADB operations department learned how to communicate well and to provide clear information. They were trained on how to manage conversations without upsetting each other. The villagers participated in the measurements needed to determine compensation amounts. OSPF was there when the shop owners were finally paid.

Overall, it took almost a year from the time the people complained until they received compensation. In the end, the complainants said that they were very satisfied with the results. They also learned about their rights during the problem-solving process.