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ADB Safeguard Policy Review and Update: Lessons from Accountability Mechanisms

REGIONAL CONSULTATIONS

24-25, 28 February & 01 March 2022



**SAFEGUARD
POLICY REVIEW
AND UPDATE**

ADB

Gentle Reminders



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Please introduce yourself in the meeting chat box by typing in your **NAME, DESIGNATION**, and **ORGANIZATION**.

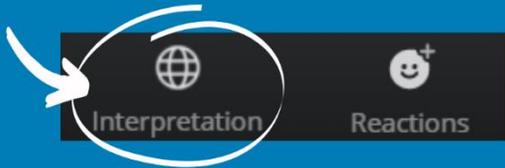
- ✓ If possible, join from a quiet, distraction-free area
- ✓ Ensure your audio and video are working
- ✓ Put your microphone on mute when you are not speaking
- ✓ Virtually raise your hand on the Zoom feature to raise a point or question
- ✓ Be respectful to other joining participants
- ✓ Be conscious of time as per the agreed agenda



HOW TO LISTEN TO INTERPRETATIONS

1

Click on the Interpretation button at the bottom of your Zoom screen.



2

Select your preferred language among the list of available interpretations.



Click Mute Original Audio to mute the English audio.



3

CHANGING YOUR NAME ON ZOOM

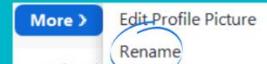
1

Click on the Participants button at the bottom of your Zoom screen



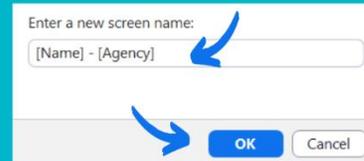
2

On the right hand of your screen, look for your name. Click on the More button on the right side of your name.



3

Click on the Rename button, type in your Name and Agency, then click OK.

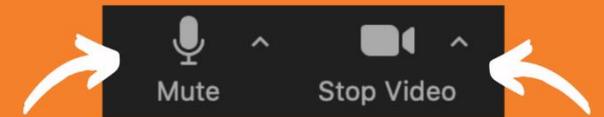


USING ZOOM BUTTONS



Send a message, question or feedback by clicking the chat button.

To comment or raise a question live in the language you prefer, click on the smile icon (Reactions button), and then click on Raise Hand.



To speak and unmute yourself, click on the microphone icon.

To show your video, click on the video icon.



Simultaneous interpretations available!

Penerjemahan Simultan tersedia!

提供同声传译服务!

មានផ្តល់ការបកប្រែប្រដេញ!

ທ່ານສາມາດຮັບຟັງການແປບັນພາສາຂອງທ່ານໄດ້!

Chúng tôi cung cấp phiên dịch đồng thời!



1



Please click on the Interpretation button at the Zoom bar on the bottom of your screen.

Silakan klik tombol Interpretation pada fitur Zoom di bagian bawah layar Anda.

请点击屏幕底部Zoom工具栏上的传译按钮。

សូមចុចលើប៊ូតុងបកប្រែសញ្ញារូបផែនដី នៅផ្នែកខាងក្រោមអេក្រង់របស់លោកអ្នក។

ກາລຸນາກົດປຸ່ມເພື່ອຮັບຟັງການແປພາສາຜ່ານລະບົບ Zoom ທີ່ຢູ່ທາງຂ້າງລຸ່ມຫນ້າຈໍຂອງທ່ານ

Đề nghị nhấp chuột vào nút phiên dịch (Interpretation) trên thanh công cụ Zoom ở phía dưới màn hình của bạn.

2

Languages available:

Bahasa yang tersedia:

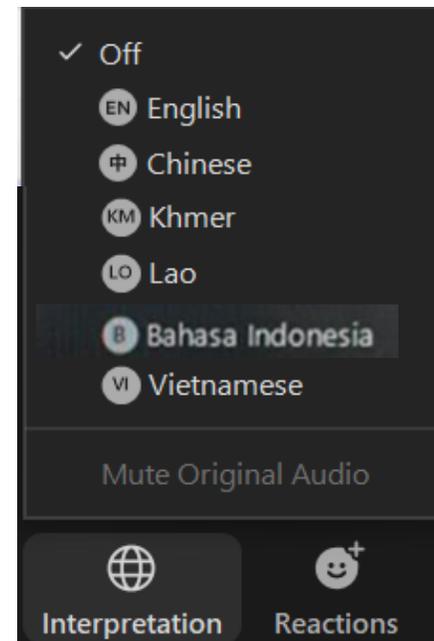
语言服务:

ភាសាដែលមាន:

ພາສາທີ່ສາມາດເລືອກຮັບຟັງໄດ້:

Ngôn ngữ sử dụng:

- **Bahasa Indonesia**
Bahasa Indonesia
- **Chinese**
中文
- **Khmer**
ខ្មែរ
- **Lao**
ພາສາລາວ
- **Vietnamese**
Tiếng Việt



Simultaneous interpretations available!

समकालीन भाषांतरण उपलब्ध है!

رواں ترجمے کے لئے دستاب زبانیں

Осуществляется синхронный перевод!



1



Please click on the Interpretation button at the Zoom bar on the bottom of your screen.

कृपया ज़ूम बार के इंटरप्रिटेशन (Interpretation) बटन पर क्लिक करें जो आपके स्क्रीन के निचले भाग में है।

اپنی سکرین کے بالکل نیچے زوم کی بار پر گلوب کی تصویر والے انٹریپرٹیشن یعنی ترجمہ کے بٹن پر کلک کریں۔

Нажмите на кнопку «Перевод» внизу экрана.

2

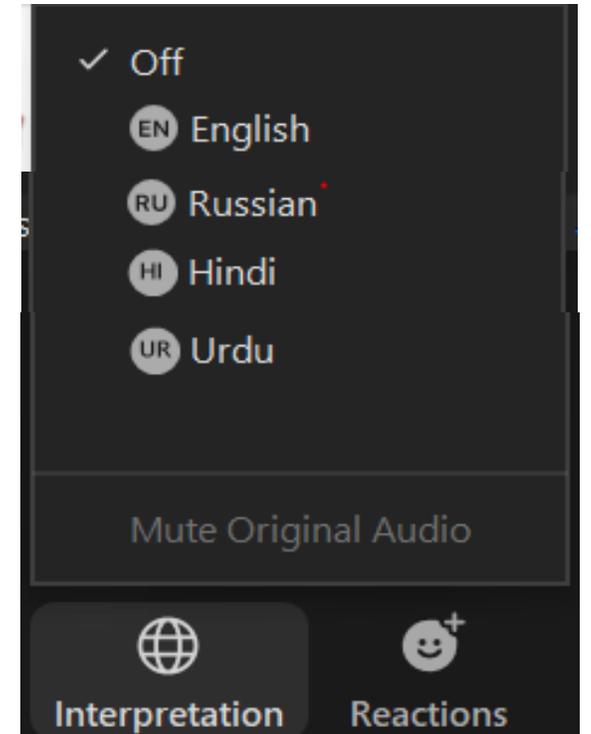
Languages available:

उपलब्ध भाषाएं:

دستیاب زبانیں

Выбор языка:

- **Hindi**
हिंदी
- **Urdu**
اردو
- **Russian**
Русский язык



AGENDA



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1. Introduction (5 mins)

Azim Manji, Session Moderator and SPRU Stakeholder Engagement Team Leader

2. Welcome Remarks (7 mins)

Bruce Dunn, Director Safeguards Division (SDSS), Sustainable Development and Climate Change Department (SDCC)

3. Session 1: Accountability Mechanism in Asian Development Bank (15 mins)

Warren Evans, Special Project Facilitator, Office of the Special Project Facilitator (OSPF)

Bebet Gozun, Chair, Compliance Review Panel (CRP)

4. Break (5 min)

5. Session 2: Moderated Discussion (75 mins)

Irum Ahsan, Advisor, Office of the Compliance Review Panel (OCRCP)

6. Event Evaluation (5 mins)

7. Wrap up (5 mins)

Bruce Dunn, Director Safeguards Division (SDSS), Sustainable Development and Climate Change Department (SDCC)

Welcome Remarks

Bruce Dunn, Director Safeguards Division



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Accountability Mechanism in ADB

Presentation for Safeguard Policy Statement Update and AM Regional consultations

Warren Evans
Special Project Facilitator

Bebet Gozun
Chair, Compliance Review Panel



ADB'S ACCOUNTABILITY MECHANISM



00:14.07 

Main Issues of Complaints



**Improper
resettlement and
less compensation**



**Inadequate
consultation and
information disclosure**



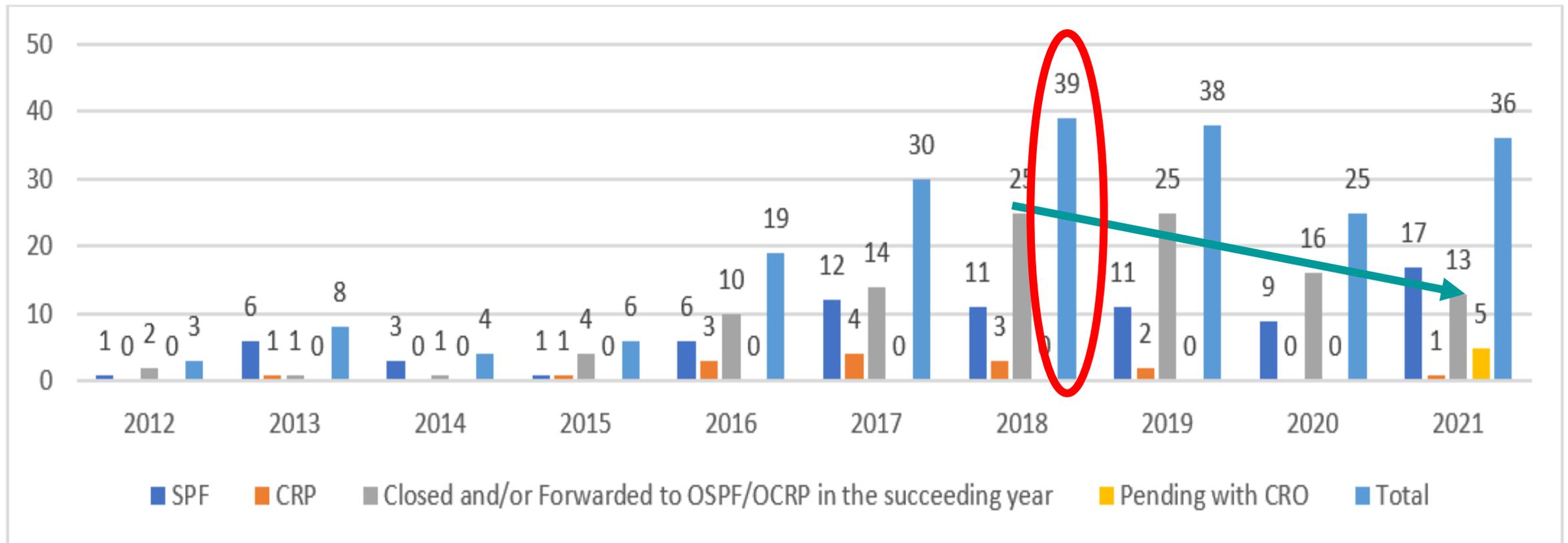
**Noise and
vibration issues**



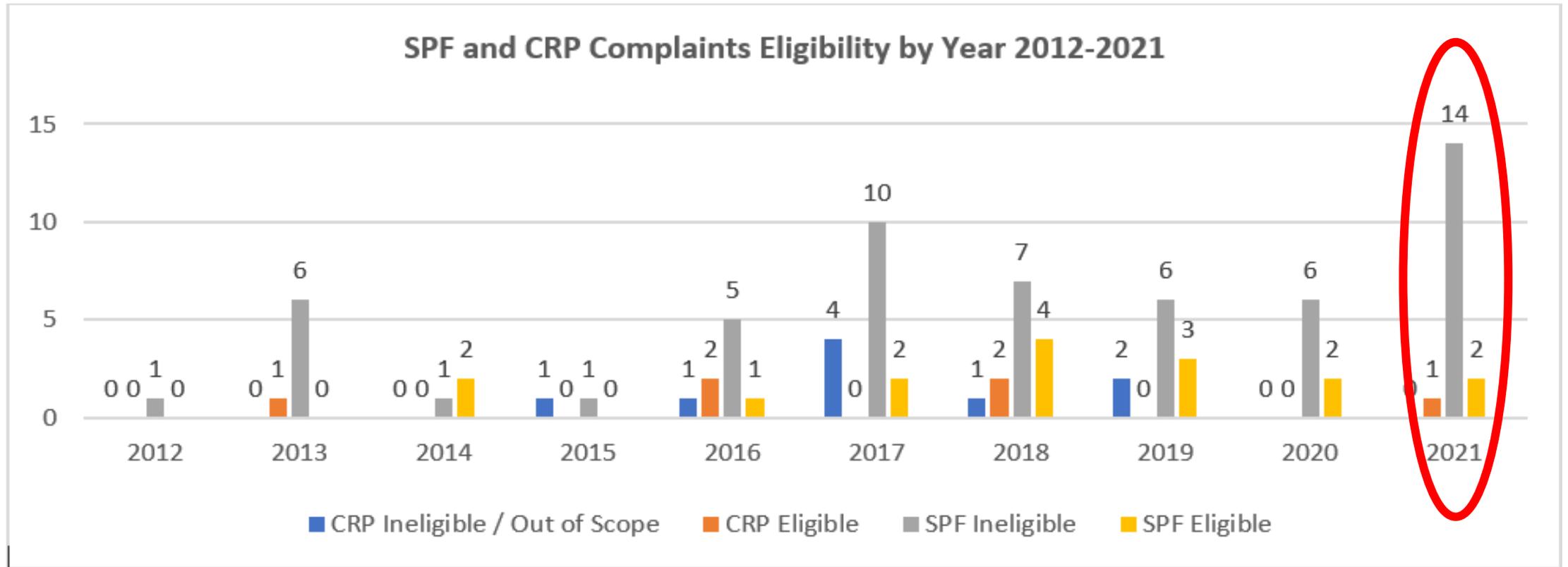
**Inadequate baseline
studies undertaken
during project
preparation**

Complaints through the years

AM-Related Complaints Processed and Forwarded by the CRO to the SPF or CRP



Complaints through the years



Complaints through the years

- ✓ **With more than 20 years of existence of handling about 140+ complaints, the Accountability Mechanism has gathered lessons, that would help ADB operations departments and its project partners improve the way it works.**

(We share in the next slides lessons that we've learned with the hope that we could reflect jointly on those and articulate your views in the open forum later.)

Lessons – Problem-solving

Lessons on GRM-related consultation

- Increase number of consultations with affected people (AP) highlighting GRM and problem-solving throughout the project cycle and use mechanisms easily accessible by APs;
- Delegate authority to handle certain category of complaints to field staff;
- Use techniques of social mobilization through community liaison experts to enhance project and GRM awareness; and
- Develop manuals on communication with APs.

Lessons – Problem-solving

Lessons on GRM Design and Implementation

- Integrate local grievance redress institutions into the project GRM design;
- Formalize complaint registration and tracking through a common platform;
- Train project staff in complaints resolution;
- Use experience-sharing techniques to train field staff;
- At the agency level, allocate budget for staff training in complaint handling; and
- Provide for contingency funds to resolve conflict for unanticipated problems.

Lessons – Compliance Review

- ✓ **Establishment of baseline data**
 - Comprehensive description of pre-project baseline including socio-economic conditions of affected communities leads to adequate determination of the project's impact
 - Informs project planning, design and monitoring of effectiveness of mitigation measures
 - Provides empirical basis for ascertaining project results, outcomes and benefits to affected persons

Lessons – Compliance Review

- ✓ **Due diligence to include assessment of i) capacity of borrower to implement ADB safeguards and ii) gaps between ADB's safeguard and borrowing country's legal framework**
 - Need for policy dialogues with project partners to highlight importance of implementing safeguards in projects
 - Need for safeguards implementation training for project partners, including EAs and IAs
 - Exploring AP's participation for strong safeguards measures

Lessons – Compliance Review

- ✓ **Allocation of adequate resources on safeguard implementation monitoring and corrective/remedial actions**
 - Maximization of use of resources safeguards (*e.g., doing things right from the start to avoid costs later; more sustainable capacity-building measures*)
 - Evenly distributing resources for safeguards (*not only frontloading or during processing but throughout the project cycle*)
 - Appointing skilled staff for safeguards implementation

Lessons – Compliance Review

- ✓ **Constructive/ Meaningful participation of project stakeholders, including APs**
 - Adequate identification of APs ensuring identification of impacts and integration of key concerns into the project
 - Continuous flow of up-to-date information throughout the project cycle to enhance project design and benefits through the inputs of APs
 - Provision for minimum standards for “meaningful consultations” leaving the room to customize as per the project needs (last bullet)

Lessons – Compliance Review

- ✓ **Framing compliance review as instrument to improve ADB's development effectiveness**
 - Propagating the objectives of compliance review (*i.e., correction and institutional learning*)
 - Promoting compliance review as a collaborative endeavor between project partners for optimum project outcomes



Thank
You



ADB's Accountability Mechanism

ADB's Accountability Mechanism provides a forum where people adversely affected by ADB-assisted projects can voice and seek solutions to their problems and report alleged noncompliance with ADB's operational policies and procedures. It consists of two separate but complementary functions: problem-solving function and compliance review function.

The objective of the Accountability Mechanism Policy 2012 is to be accountable to people for ADB-assisted projects as a last resort mechanism. Our policy and information are available in several local languages for easier access by project-affected people. We would appreciate the NGO/CSO community's carrying forward the message of ADB's Accountability Mechanism as widely as possible to people in developing countries.

[Watch video](#) [Read more](#)



Filing a Complaint →

Get information on how project-affected people can file a complaint and what types of complaints are not handled by the Accountability Mechanism.



Problem-solving Function →

The problem-solving function aims to actively respond to the concerns of people affected by ADB-assisted projects through fair, transparent, and consensus-based problem-solving.



Compliance Review Function →

The compliance review focuses on the direct and material harm alleged by project-affected people, and whether this is caused by ADB's violations of its operational policies and procedures in formulating, processing, or implementing the project.



Process flow: How we handle your complaint →

You have sent your complaint to the Complaint Receiving Officer. What happens next? Follow the steps in the process of filing a complaint.



Time remaining for the break

05:00

We will be having a short break



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Session 2: Moderated Discussion:

Irum Ahsan, Advisor, Office of the Compliance Review Panel (OCRP)



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Quick Poll



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Please rate your satisfaction with today's session:

- 5** – Highly satisfied
- 4** – Somewhat satisfied
- 3** – Neutral
- 2** - Somewhat dissatisfied
- 1** – Very dissatisfied

Quick written feedback via www.menti.com

Please Click the link on the chat box.

Wrap Up and Synthesis

Bruce Dunn, Director, Safeguards Division



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The ADB logo, consisting of the letters 'ADB' in white serif font on a dark blue square background.

ADB

THANK YOU!

GET
INVOLVED

Please send us
your feedback and
suggestions



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<https://www.adb.org/who-we-are/about/safeguard-policy-review>

WEBPAGE

<https://www.facebook.com/ADBsafeguardreview>

FACEBOOK PAGE

safeguardsupdate@adb.org

E-MAIL

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