



# Grievance Redress Mechanism

## Case Studies (Urban)

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# CASE STUDY

## WASTE WATER TREATMENT PLANT, SAHIWAL

Land owners of acquired land logged **23 complaints for land rate enhancement** for land acquired under PICIIP for wastewater treatment plant PICIIP-08-A, Sahiwal. Complainants demanded current market value for the land that has been acquired by the Government for WWTP Sahiwal.

Steps taken:

- ✓ The complaints were logged in the project grievance redress mechanism (GRM)
- ✓ Based on grievances, An Independent Valuation Study (IVS) was conducted through a third-party valuation expert
- ✓ As per IVS, compensation payment was determined at full replacement cost

Sr. No	Village	Rate determined by BOR (Rs. per Acre)	Rate determined by IVS (Rs. per Acre)	Land rates enhanced up to (%age)
1	Muhammad Pur	2,434,255	2,970,400	22%
2	66 GD	1,649,462	2,484,000	50%



# Positive Outcome of IVS on GRM



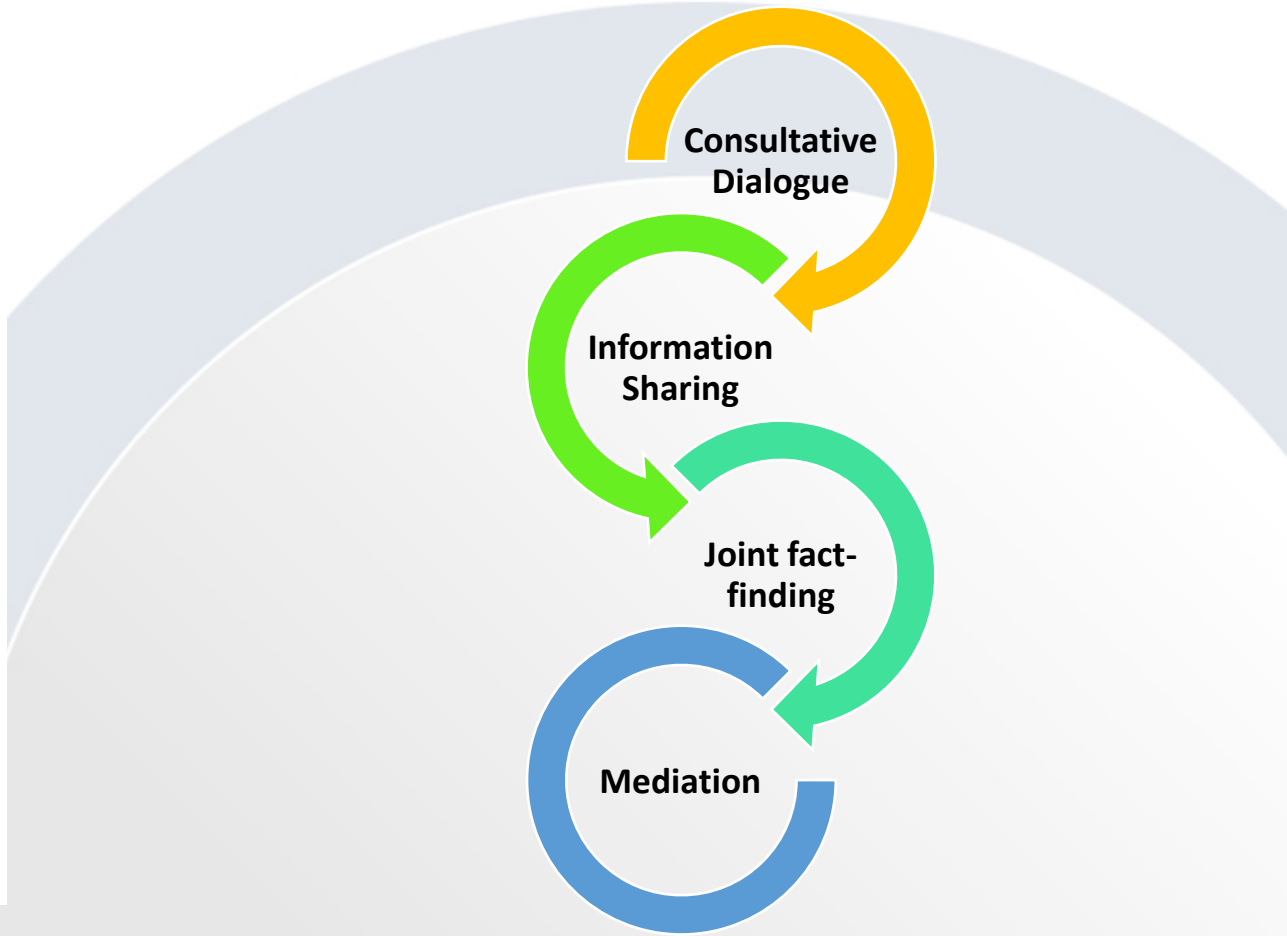
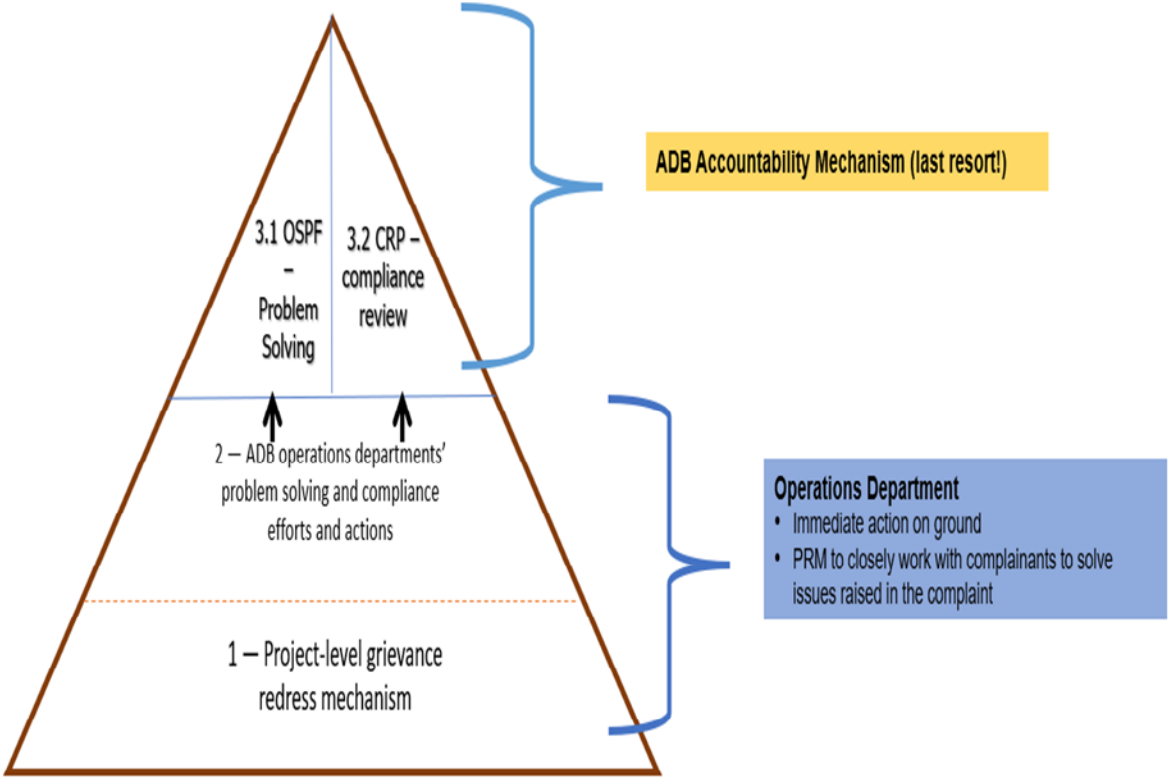
# Complaint on Loan 3562-PAK: Punjab Intermediate Cities Improvement Investment Project (Case No. SPF-2021-01-01-104)

## Chronology of Events and Actions taken to Resolve the Complaint

Sr.no	Date of Complaint	Complaint Forum	Nature of Complaint	Date of GRM Meeting	Decision of GRC meeting	Complaint Closing Date
1	23-Feb-20	GRC (1st Tier)	Shifting of Plant	01-Mar-20	location of the WWTP cannot be changed	01-Mar-20
2	06-Jun-20	GRC (1st Tier)	Shifting of Plant/ Alternate Land	06-Jun-20	Complainant demanded Current Market Value of Land	06-Jun-20
3	04-Nov-20	GRC (2nd Tier)	Request for Fair Compensation	30-Dec-20	EA will conduct Independent Valuation Study	30-Dec-20
4	21-Dec-20	ADB-CRO	Shifting of Plant ADB Complaints Receiving Officer (ADB-CRO)			
5	IVS conducted				Complainant rejected enhanced rates	31-Dec-21
6	11-Feb-22	ADB-CRO	Shifting of Plant	10 <sup>th</sup> may 2022	Complaint considered <b>ineligible</b> after submitting Complaint Closing Report, disclosed on ADB website.	02-Jun-22
7	17-Oct-22	ADB-CRO	Request for exclusion of their land		The complaint stands eligible for second review for problem solving.	

# ADB's Accountability Mechanism Problem Solving Function

Approaches in the problem-solving function include





# OSPF

Monitoring Problem solving process

PMU

Complainant

Re-evaluation of Waste Water Treatment Plant Design

To reconsider their demands regarding exclusion of land measuring 43 acres

## Mutual Agreement

20 acres of land will be excluded from the project

Revision of PC-I

Denotification of 20 acres of land

PMU have submitted revised PC-I after exclusion of 20 acres of land.

Summary for de-notification of land will be sent to cabinet for approval

MOU

Memorandum of understanding have been signed Between PMU & the Complainants  
20 acres of lands have been divided among them as per their share





# LESSON LEARNED

- ✓ Consultation should be started early in the project cycle to carefully inform the affected persons and to address any anticipated grievances rather than addressing them later during project implementation.
- ✓ An Independent Valuation Study (IVS) should be undertaken early during project preparation.





## CASE STUDY SOLID WASTE DUMPSITE, SAHIWAL

### Complaint on Loan 3562-PAK: Punjab Intermediate Cities Improvement Investment Project (Case No. SPF-2023-05-03-0144)

Resident of Royal Palm Garden Housing society, Sahiwal lodged a complaint regarding shifting of solid waste dumping site away from residential area as residents of Royal Palm Garden, Sahiwal were experiencing several adverse health and discomfort impacts. The complainant demanded to shift the existing dumpsite away from population

#### Steps taken:

- i) The complaint was effectively and timely lodged in the project grievance redress mechanism (GRM). The complainant was approached on the same day and was informed that dumpsite is not part of any ADB project as it falls under the jurisdiction of Municipal Corporation, Sahiwal.
- ii) After detailed discussions with the complainant the complaint was referred to the 2<sup>nd</sup> tier of GRM i.e. the District Administration on 7<sup>th</sup> June 2023 for earliest resolution.
- iii) EA maintained continuous coordination and communication with the complainant and District Administration to ensure early redresses of issue.



## RESOLUTION OF THE COMPLAINT

Demands of the complainant were addressed by taking following actions/decisions:

- (a) Municipal Corporation will not further dump solid waste on existing dumpsite and site remediation will be done at the present/existing waste dump site.
- (b) District Forest department will provide plantation to convert existing dumpsite into Public Park.
- (c) Solid waste will be dumped at newly established waste segregation site away from the city.



## WITHDRAWAL OF THE COMPLAINT

The complainant appreciated and was completely satisfied with the efforts made by PMU PICIIP to resolve the issue, he jointly visited the site to witness the ongoing progress and as a result, withdrew his complaint via an email on 13 July 2023.

**BEFORE**



**AFTER**





# LESSON LEARNED

- Consultations should be done with the general population of the city and not limited to the project affected persons.
- Information regarding the GRM should be widely disseminated including the GRM contact information on the waste transportation vehicles.
- Stakeholders engagement and coordination at district level helps in resolving grievance through problem solving approach to adopt best practices.