

Asian Development Bank (ADB), Accountability Mechanism, Complaint Form
(Add rows or pages, if needed)

A. Choice of function - problem solving or compliance review (Choose one below)

- Special Project Facilitator** for problem solving (Assists people who are directly and materially harmed by specific problems caused, or is likely to be caused, by ADB-assisted projects through informal, flexible, and consensus-based methods with the consent and participation of all parties concerned)
- Compliance Review Panel** for compliance review (Investigates alleged noncompliance by ADB with its operational policies and procedures in any ADB-assisted project in the course of the formulation, processing, or implementation of the project that directly, materially, and adversely affects, or is likely to affect, local people, as well as monitors the implementation of remedial action relates to the harm or likely harm caused by noncompliance)

B. Confidentiality

Do you want your identities to be kept confidential? Yes No

C. Complainants (Anonymous complaints will not be accepted. There must be at least two project-affected complainants.)

Name and designation (Mr., Ms., Mrs.)	Signature	Position/ Organization (If any)	Mailing Address	Telephone number (landline/mobile)	E-mail address
1. Mr Graham King		General Manager, Hargy Oil Palms Ltd	Private Mail Bag Kimbe West New Britain Province Papua New Guinea	+67572070607	gking@hargy.com. pg
2. Mr Otto Pukam		Project Manager, Oil Palm Industry Corporation, Bialla Project	P.O. Box 141, Bialla, West New Britain Province, Papua New Guinea	+67572771889	o.pukam@gmail.co m

Authorized Representative or Assistant (if any). (Information regarding the representatives, or persons assisting complainants in filing the complaint, will be disclosed, except when they are also complainants and they request confidentiality.)

Complainant represented	Name and designation (Mr., Ms., Mrs.)	Signature	Position/ Organization (If any)	Mailing Address	Telephone number (landline/mobile)	E-mail address

D. Project

Name	Bridge Replacement for Improved rural Access Sector Project
Location	New Britain Highway, West New Britain, Papua New Guinea
Brief description	Replacement of 12 bridges.

E. Complaint:

What direct and material harm has the ADB-assisted project caused, or will likely cause, to the complainants?

The contractor (CJI Ltd) is required to maintain temporary crossings on the rivers whilst bridge construction is ongoing. The original Bailey bridges have been removed while new bridges are constructed. However, there is no provision being made by the contractor to install suitable temporary bridges. The Contractor CJI Ltd has failed to maintain access on the highway. This is severely impacting business operations of Hargy Oil Palms Ltd including the 3,700 smallholders who sell their oil palm fruit to Hargy Oil Palms. Hargy Oil Palms Ltd has lost several days of production due to flooding of the river crossings. The river crossings are not being maintained and improved by the contractor. Maintenance of the Highway access has been at the expense of Hargy Oil Palms Ltd. Sick and injured people are not able to get to hospital in Bialla for treatment. Pregnant mothers are not able to get to hospital to deliver their babies. Stores on the other side of the rivers are unable to restock.

Have the complainants made prior efforts to solve the problem(s) and issue(s) with the ADB operations department including Resident Mission concerned?

Yes. If YES, please provide the following: when, how, by whom, and with whom the efforts were made. Please describe any response the complainants may have received from or any actions taken by ADB.

No Complaints have been raised with the Department of Works in West New Britain and the Regional Works Manager. Instructions have been given by the Department of Works to the Supervising Engineer (Chodai) and the contractor. However, these instructions have been ignored.

F. Optional Information

1. What is the complainants' desired outcome or remedy for the complaint?

The Contractor must provide suitable temporary bridge crossings so that business and welfare of the local population is not impacted during the construction phase.

2. Anything else you would like to add?

The Chinese contractor has 15 expatriate Chinese employees only 1 of whom can speak English. They are unable to communicate with their PNG employees nor with any Community or Business representative

Name of the person who completed this form: Mr Graham King

Signature: 

Date: 21 Feb 2019

Please send the complaint, by mail, fax, e-mail, or hand delivery, or through any ADB Resident Mission, to the following:

Complaint Receiving Officer (CRO), Accountability Mechanism
ADB Headquarters, 6 ADB Avenue, Mandaluyong City 1550, Philippines,
Telephone number: +63-2-6324444 local 70309, Fax: +63-2-6362086,
E-mail: amcro@adb.org