

ADB Accountability Mechanism

The Consultation Phase

OSPF External Site

<http://www.adb.org/spf>

Intranet Site

<http://ospf.asiandevbank.org>

The Consultation Phase

- precedes CRP
- handled by OSPF
- reports to the ADB President

The Compliance Review Phase

- except in cases where a member of ADB's board files a request for review
- handled by CRP supported by the OCRP
- reports to the ADB Board

OSPF and OCRP Steps

The Consultation Process

The Compliance Review Phase

- | | | |
|---------|----------------|--|
| | Step 1: | Filing of the Complaint |
| 7 days | Step 2: | Registration and Acknowledgement of the Complaint |
| 21 days | Step 3: | Determination of Eligibility of the Complaint |
| 49 days | Step 4: | Review and Assessment of the Complaint |
| 14 days | Step 5: | Decision by the Complainant to Carry on with the Consultation Process |
| 7 days | Step 6: | Comments on Findings by the OD and the Complainant and Recommendations by OSPF |
| | Step 7: | Implementation of the Course of Action in the Consultation Process |
| | Step 8: | Termination of the Consultation Process |

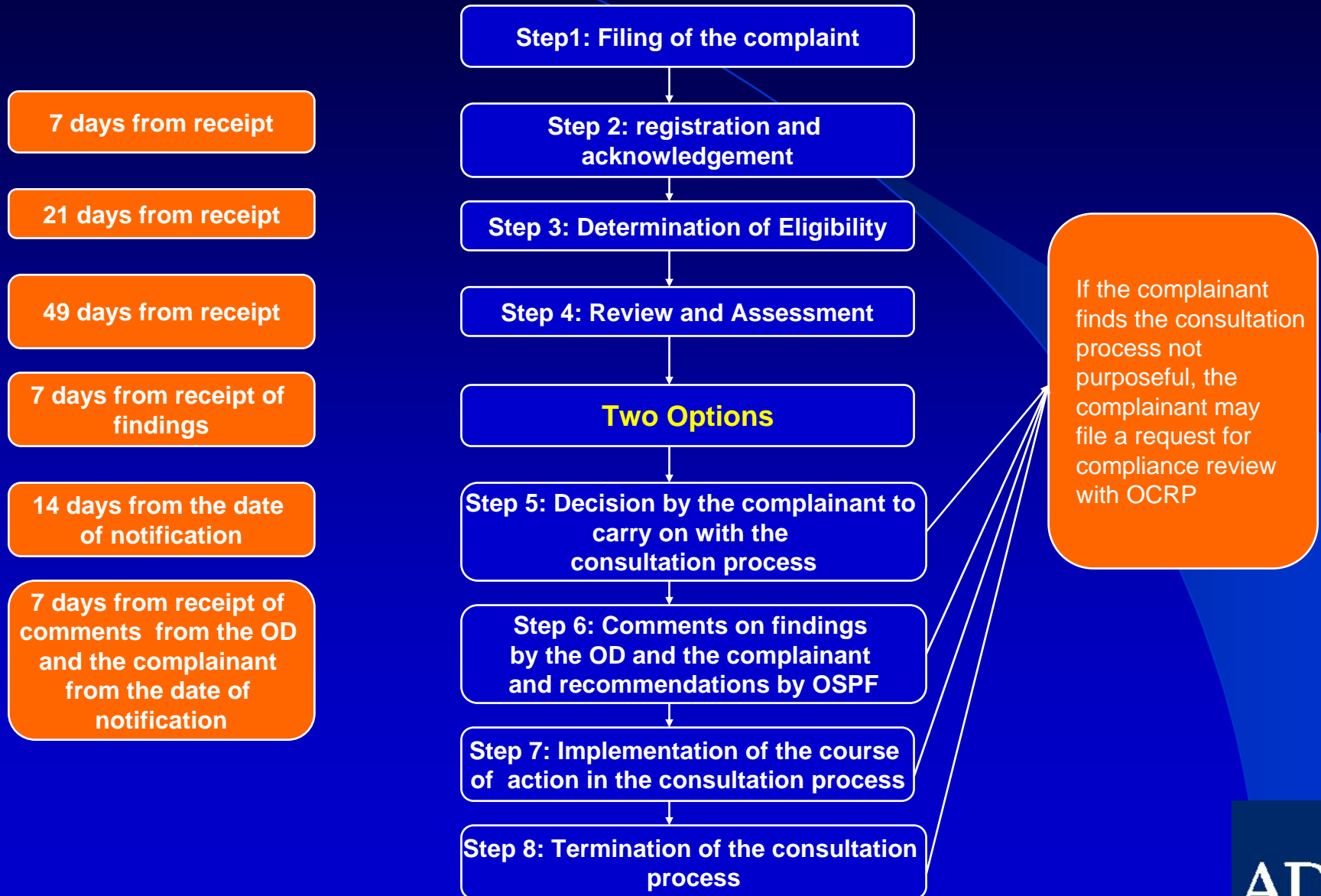
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|--|---|--|---------|
| | Step 1: | Filing of the Request | |
| | Step 2: | Registration and Acknowledgement of the Request | 7 days |
| | Step 3: | Determination of Eligibility of the Request | 14 days |
| | Step 4: | Board Authorization of the Compliance Review | 21 days |
| | The requester will be informed of the Board's decision on authorization of the compliance review | | 7 days |
| | Step 5: | Conducting the Compliance Review | 14 days |
| | Step 6: | CRP's Draft Report | |
| | Step 7: | Management's Response and Requester's Response to CRP's Draft Report | 30 days |
| | Step 8: | CRP's Final Draft | 14 days |
| | Step 9: | Board's Decision | 21 days |
| | Board's decision and CRP's final report released to the Requester | | 7 days |

What is the Consultation Phase?

- It provides a process for project-affected people to find solutions to problems caused by ADB-assisted projects
- It attempts to find flexible and cost-effective ways to address complaints

The Consultation Phase is the “**last resort**” – it does not replace project administration and problem-solving functions of ADB’s operational departments

Process and time frame



Complaint Example

The Melamchi Water Supply (MWSP)

Four Components of MWSP

- Infrastructure development
- Social and environmental support
- Institutional reforms
- Project Implementation support

Issues of the Complaint

- Access to information
- Environmental Impact Assessment
- Land acquisition, compensation and resettlement
- Agriculture and Forestry

MWSP ...

- Complex project
- Difficult political environment
- Active NGOs

Complaint Example

Southern Transport Development Project
(STDP)

Two Components of the STDP

- Construction of a new expressway linking Colombo-Galle and Matara in the South
- Road Safety Component

Issues of the Complaint

- Change of Trace
- Increase in number of people to be resettled
- Lack of participation
- Environmental degradation
- Disturbed social structure

Complaint Example

The Community Empowerment for
Rural Development Project (CERDP)

Issues of the Complaint

- Infrastructure constructed without following the sequencing of components and without participation of communities
- Some infrastructure faulty
- Improvements unsatisfactory
- Capacity building component not received

Procedural Steps

Submission of complaint	18 Feb 05
Registration	09 March 05
Determination of Eligibility	23 March 05
Review and Assessment	26 April 05/ 05 May 05
Decision to Continue	30 May 05
Course of Action	16 July-28 Sept 05

Results

5 village agreements signed on 26,
27 and 28 of September 2005

Lessons Learned

- A complex project needs intensive care
- Take feedback from beneficiaries or NGOs as opportunities
- Manage relationships with NGOs
- Request quality responses from government

- Be proactive and timely in responding to a request/complaint
- Clarify what complainants want and how they want it done
- Organize meetings with agenda, objectives and minutes
- Make sure all stakeholders are involved
- Recruit an independent facilitator to facilitate meetings