

 Early Warning System

ADB-52223-002

Strengthening Accountability Capacities to Address Environmental and  
Social Safeguards Complaints in ADB-Assisted Projects



### Quick Facts

<b>Countries</b>	Bangladesh, Georgia, India, Indonesia, Laos, Mongolia, Nepal, Pakistan, Philippines, Sri Lanka, Tajikistan, Timor-Leste, Uzbekistan, Vietnam
<b>Financial Institutions</b>	Asian Development Bank (ADB)
<b>Status</b>	Approved
<b>Bank Risk Rating</b>	U
<b>Voting Date</b>	2024-07-11
<b>Borrower</b>	Regional
<b>Sectors</b>	Law and Government, Technical Cooperation
<b>Investment Type(s)</b>	Grant
<b>Investment Amount (USD)</b>	\$ 0.50 million
<b>Project Cost (USD)</b>	\$ 0.50 million



#### Project Description

According to the Bank's website, the TA impact will be improved effectiveness of ADB-assisted projects in DMCs through strengthened accountability capacities to address environmental and social safeguards complaints. The TA outcome aims to strengthen accountability capacities to address environmental and social safeguard complaints in ADB-assisted projects strengthened and reputational risks avoided, resulting in (i) successful resolution of complaints by project GRMs, (ii) reduction in the number of complaints elevated to ADB's Accountability Mechanism, and (iii) efficient handling of OSPF complaints.

The number and complexity of complaints that have been elevated to the Accountability Mechanism (AM) of the Asian Development Bank (ADB) have increased since 2014, possibly because ADB-assisted projects have increased in number and complexity, grievance redress mechanisms (GRM) were ineffective, project-affected people have greater access to technology and information, and civil society and nongovernment organizations (CSO/NGO) have been actively representing marginalized groups or community groups who fear retaliation. In 2023, the highest number of AM-admissible complaints (40) and complaints lodged for problem-solving (21) were recorded.

ADB is conducting a comprehensive review and update of the 2009 Safeguard Policy Statement. The review is now in the final stages and, along with ADB's environmental and social framework, will take effect in 2025. With several new high-priority areas and emerging issues, the OSPF will also begin to analyze the effectiveness and adequacy of its external stakeholders' capacity to handle emerging issues of relevance to the AM, in light of the 2009 Safeguard Policy Statement update. The number of AM complaints received on emerging issues, including retaliation risks and complaints related to labor and working conditions, have been increasing over the past 5 years. In this period, more than 40% of complaints requested that the identities of complainants be kept confidential, which has been attributed to a potential or perceived risk of retaliation.

The impact of this technical assistance is improved effectiveness of ADB-assisted projects in DMCs through strengthened accountability capacities to address environmental and social safeguards complaints.



## Early Warning System Project Analysis

Categories according to the Bank's Technical Assistance Report:

- Environment: Not Applicable
- Involuntary Resettlement: Not Applicable
- Indigenous Peoples: Not Applicable



#### Investment Description

- Asian Development Bank (ADB)

The TA financing amount is \$500,000, which will be financed on a grant basis by ADB's Technical Assistance Special Fund (\$350,000 from TASF 7 and \$150,000 from TASF-other sources).



#### Contact Information

##### Contact Information

Project Officer: Viswanathan Ramasubramanian

Designation: Principal Facilitation Specialist - Asian Development Bank

Email: [vramasubramanian@adb.org](mailto:vramasubramanian@adb.org)

#### ACCESS TO INFORMATION

You can submit an information request for project information at: <https://www.adb.org/forms/request-information-form>

ADB has a two-stage appeals process for requesters who believe that ADB has denied their request for information in violation of its Access to Information Policy. You can learn more about filing an appeal at: <https://www.adb.org/site/disclosure/appeals>

#### ACCOUNTABILITY MECHANISM OF ADB

The Accountability Mechanism is an independent complaint mechanism and fact-finding body for people who believe they are likely to be, or have been, adversely affected by an Asian Development Bank-financed project. If you submit a complaint to the Accountability Mechanism, they may investigate to assess whether the Asian Development Bank is following its own policies and procedures for preventing harm to people or the environment. You can learn more about the Accountability Mechanism and how to file a complaint at: <http://www.adb.org/site/accountability-mechanism/main>.



## Bank Documents

- [Strengthening Accountability Capacities to Address Environmental and Social Safeguards Complaints in](#)



## Other Related Projects

- ADB-52223-001 Capacity Building for Grievance Redress and Dispute Resolution During Project Implementation