

 Early Warning System

ADB-54266-001

Asian Development Bank Client Perception Survey



## Quick Facts

<b>Specific Location</b>	Regional
<b>Financial Institutions</b>	Asian Development Bank (ADB)
<b>Status</b>	Active
<b>Bank Risk Rating</b>	U
<b>Voting Date</b>	2020-06-19
<b>Borrower</b>	Regional
<b>Sectors</b>	Technical Cooperation
<b>Investment Type(s)</b>	Fund
<b>Investment Amount (USD)</b>	\$ 0.20 million



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## Project Description

According to the bank's website, "ADB will develop and conduct a client perception survey primarily to measure client satisfaction with the use of ADB's knowledge products, and three tracking indicators measuring client satisfaction with ADB's development effectiveness, ADB's responsiveness, and ADB's collaboration with development partners. These are indicators in the Strategy 2030-aligned ADB Corporate Results Framework (CRF), 2019-2024.

The client survey results will be used to: (i) monitor and report on indicators in ADB's CRF (results reported in ADB Development Effectiveness Review 2020 (to be published in 2021); and (ii) inform ADB management about client's perceptions on other specific areas of interest."



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**Investment Description**

- Asian Development Bank (ADB)



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### Contact Information

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### 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>



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**Bank Documents**

- [Project Disclosure PDF](#) [\[Original Source\]](#)