

JICA's Response to the failure to transfer Request to the Examiners

January 18th, 2024

1. Details of the case

In July 2021, a request to raise an objection (Request) based on the Guidelines for Environmental and Social Considerations was submitted by residents affected by the Metro Manila Subway Project (Phase 1) in the Republic of the Philippines via email to the JICA Philippines Office. In response to this, JICA Philippines Office made efforts to confirm the contents of the Request received. However, as the Office was not able to contact the requesters, it did not forward the matter to the Examiners for the Guidelines, who are responsible for investigating JICA's compliance or non-compliance with the Guidelines for Environmental and Social Considerations. As a result, even though the contents of the Request have met the requirements for acceptance, the procedure after the acceptance of the Request by the Examiners for the Guidelines was not carried out.

The cause of this incident was mainly due to misunderstanding at the Philippines Office regarding the handling of the received Request. In light of this case, in order to prevent recurrence of similar incidents, JICA will implement measures including, but not limited to, thorough reminders to its staff on the appropriate handling of the Request after its receipt.

2. Preventative Measures

JICA will implement the following measures to prevent the recurrence of similar incidents.

- Inform its staff about the incident
- Thorough reminder of the importance and details of the Request procedure
- Thoroughly sharing administrative procedures after receipt of the Request, by explaining its detailed process and dissemination through training, etc.