

Islamic Republic of Pakistan

Punjab Clean Air Program:

P508222

GRIEVANCE REDRESS MECHANISM (GRM)

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Contents

1. INTRODUCTION	1
2. OBJECTIVE OF GRM	2
3. BENEFITS OF GRM	2
3.1. BENEFITS TO THE P-CAP	2
3.2. BENEFITS TO APs AND OTHER STAKEHOLDERS	3
4. TYPES OF COMPLAINTS	3
4.1. LODGE OF A COMPLAINT	3
5. DISCLOSURE OF GRM	5
6. RESOLUTION OF THE COMPLAINT	5
7. GRM STRUCTURE	7
7.1. FIRST ORDER MECHANISM (TIER-1)	8
7.2. SECOND ORDER MECHANISM (TIER-2)	8
8. GRIEVANCE REDRESS COMMITTEES (GRC)	9
8.1. MANDATE OF GRC	9
8.2. GRC MEMBERS	9
8.3. ROLES AND RESPONSIBILITY OF SECRETARY GRC	9
9. MECHANISM TO MANAGE PROJECT-RELATED COMPLAINTS	11

ANNEXURE-1:

GRIEVANCE REDRESS REGISTERING AND MONITORING FORM	10
--	-----------

ANNEXURE-2:

FORMAT FOR RECORDING THE PROCEEDINGS OF GRIEVANCE REDRESS COMMITTEES	12
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ANNEXURE-3:

FORMAT FOR RECORDING OF GRIEVANCE AT SUB-PROJECT SITE ON GRIEVANCE REGISTER	14
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ABBREVIATIONS & ACRONYMS

AP	Affected Person
CC	Construction Contractor(s)
CE	Chief Engineer
CMU	Coordination and Monitoring Unit
EHS	Environment, Health, and Safety
ESMP	Environmental and Social Management Plan
FGD	Focus Group Discussion
GBV	Gender Based Violence
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
IA	Implementing agency
M&E	Monitoring and evaluation
NGO	Non-Governmental Organization
OP	Operational Policy
PAP	Project Affected People
P-CAP	Punjab Clean air Program
PD	Project Director
PDOs	Project Development Objectives
PM	Project Manager
RP	Resettlement Plan
SE	Superintendent Engineer
SMP	Social Management Plan
XEN	Executive Engineer
WB	World Bank
WBG	World Bank Group



1. INTRODUCTION

People affected by projects should be provided with access to mechanisms that are legitimate, reliable, transparent, and cost-effective to enable them to present their grievances and find solutions that satisfy their needs and aspirations. The aim is to develop this Grievance Redress Mechanism (GRM) to include procedures, roles and functions to facilitate the due processes of grievance resolution by an effective and prompt grievance response system. The GRM will be designed to be inclusive and accessible to all stakeholders, with particular attention to women, persons with disabilities, and other vulnerable groups who often face barriers in accessing complaint channels

In the absence of a project-specific GRM, the Affected Persons (APs) will seek solutions to their grievances through GRMs that exist outside the project such as the country's judicial system, public administration, or the agencies that funded the project. Engagement of multiple GRMs could lead to a number of adverse consequences for both the APs and the project implementers', for example:

- a) It would probably absorb a relatively longer time and substantial resources, which are generally unaffordable to many APs. People need relatively quick solutions or relief for their problems, particularly when projects are likely to cause property loss and displacement.
- b) Not all APs have equal access and the capacity to approach GRM. This is particularly critical for sensitive grievances, such as those related to sexual exploitation and abuse or sexual harassment (SEA/SH), which require confidential, survivor-centered processes and clear referral pathways. Thus, they would be deprived of their rights to be heard and to find a fair and just solution. This could further push the APs into a state of high vulnerability, insecurity, and impoverishment.
- c) Depriving APs access to GRMs could induce them to develop hostility toward the project and sometimes to engage in violent behavior that might hamper the smooth implementation of the project and its related activities, and delay its overall accomplishments.
- d) Delays in project implementation will increase government expenditures such as compensation to contractors for loss of work, and staff maintenance. Delay can also affect the reputation of the national government.

Though The Punjab Clean Air Program (P-CAP) has its own web based complaint redress system. The facility allows the citizens and other affected persons to raise their concerns and resolve their grievances as well related to the Project but has no mechanism to address the issues relating to environment & social safeguards for the smooth implementation of the project. This necessitate to develop the project specific GRM to mitigate such issues. The P-CAP provides a platform on early resolution and prioritizing the environmental, social and gender safeguards.

The GRM will provide a forum for the communities/residents and the Affected Persons (APs) to be able to voice their concerns, queries and issues related with the project. It will incorporate specific provisions for confidential SEA/SH grievance handling and multiple safe entry points (including female focal points). Such a mechanism will pave way for trust building amongst the stakeholders and prevent the aggravation of neglected issues into major community unrest. The



GRM will be accessible and understandable for all stakeholders in the project and for the entire project life. The GRM will be published publically and will also be applicable on sub-projects contractors that will occupy and/or use land during the construction and operations phase.

2. OBJECTIVE OF GRM

The GRM will provide a predictable, transparent, and credible process to all stakeholders, resulting in outcomes that are seen as fair, effective, and lasting. The specific objectives of the GRM are as follows:

- 1) To allow stakeholders the opportunity to lodge complaints and raise concerns.
- 2) To ensure that comments, responses, and grievances are handled in a fair and transparent manners.
- 3) To ensure that grievances of a sensitive nature, particularly those related to Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH), are handled through confidential, survivor-centered processes with clear referral pathways to qualified service providers.
- 4) To provide accessible channels for all stakeholders, including women, vulnerable groups, and persons with disabilities, ensuring equitable opportunities to raise concerns.
- 5) To mitigate or prevent adverse impacts on communities caused by the project civil works.
- 6) To serve as an early alert system to project management of significant or recurring issues that might signal a systemic problem, and facilitate a resolution; and
- 7) To achieve improved service delivery in water and sewerage sector whereby consumers have a sense of ownership and strong participation to get legitimate returns from the sustainable utilization of such services.

3. BENEFITS OF GRM

The GRM will help P-CAP and the APs to improve the project efficiency and resolve the grievances which may arise during the project activities. Following are described as the key benefits of GRM.

3.1. BENEFITS TO THE P-CAP

- 1) Smooth execution and implementation of the project.
- 2) Resolves disputes relatively quickly before they escalate to an unmanageable level.
- 3) Facilitates effective communication between the project and APs.
- 4) Help to win the trust and confidence of community members of the project and creates productive relationships between the parties.
- 5) Ensures fair and transparent distribution of benefits, costs, and risks.



- 6) Mitigates or prevents adverse impacts of the project on communities and produces appropriate corrective or preventive action.
- 7) Helps avoid project delays and cost increases, and improves quality of work

3.2. BENEFITS TO APs AND OTHER STAKEHOLDERS

- 1) Provides a forum for resolving grievances and disputes at the lowest level.
- 2) Provides a cost-effective method to report their grievances and complaints.
- 3) Establishes a forum and a structure to report their grievances with dignity, and access to a fair hearing and remedy.
- 4) Provides access to negotiate and influence decisions and policies of the project that might adversely affect them by facilitates access to information.

4. TYPES OF COMPLAINTS

The complaints that may arise during the execution of the project at site, received from the communities includes:

- 1) Dust, noise and air pollution
- 2) Community health and safety (accidents related to construction activities, open manholes, drains etc.)
- 3) Blocked access to streets, footpaths, houses, shops and other buildings
- 4) Damage of water supply lines or intermittent water supply during the civil work
- 5) Damage and blockage of sewer lines
- 6) Traffic inconvenience
- 7) Gender-based violence, sexual exploitation and abuse, sexual harassment.
- 8) Livelihood disturbance
- 9) Relocation of mobile vendors
- 10) Land and Land based assets compensation

4.1. LODGE OF A COMPLAINT

In addition to existing provincial grievance mechanisms (e.g., Punjab Portal, Provincial Ombudsman, and IA-specific systems, as detailed in the SEP), project-affected persons may lodge complaints using the following modes:

1. Online submission

- A prescribed form will be available on the P-CAP website.
- Online forms may also be submitted via the PCAP or P&D websites.



2. By posts

- Complaints can be sent to the specified addresses of PCAP-CMU and PIU.

3. Hotlines

- A dedicated landline will be allotted for project-related complaints.
- Existing provincial/departmental hotlines may also be used, including:
 - Provincial 0800-02345
 - EPCCD 1373
 - PMA 1762
 - PTC 111-582-111
 - Agriculture 0800-15000 and 0800-29000

4. WhatsApp and SMS

- EPCCD 0335-9232227
- T&MD 0321-0980980
- Agriculture 0304-4000172

5. Email

- EPCCD ddisepa@punjab.gov.pk
- PTC complaints@ptc.gop.pk

6. E-Portals and Apps

- Punjab Portal (www.punjab.gov.pk)
- Punjab Ombudsman Portal (<https://ombudsmanpunjab.gov.pk/register-complaint-residential-pakistanis>)
- Go Punjab mobile app

7. In-person

- Physical offices of IAs.
- Complaint boxes located at CMU, PIUs, and worksites.

8. Social media

- Official accounts managed by PCAP and IAs.

Anonymous submissions will also be accepted, particularly for SEA/SH and other sensitive complaints, with all confidentiality safeguards ensured as follow;

Complaints related to GBV/SEA/SH, the program ensured that GBV related grievances received by the GRM are referred to relevant GBV service providers. Dedicated trained female staff will be appointed to receive and process GBV related complaints. Special considerations will be taken



to ensure that the complainant's identity is treated as privileged information, and the option to lodge the complaint anonymously will also be provided. Additionally, all GRM response teams will be trained on GBV, SEA and SH. Detailed protocols for receiving, managing and addressing complaints related to GBV/SEA/SH will be developed in the GBV/SEA/SH Action Plan under the PforR component.

For the Persons With Disabilities (PWDs) the following actions will be implemented to ensure that the PWDs are able to effectively report concerns or feedback related to SFERP, and seek resolutions in an accessible and respectful manner:

- Consult organizations that represent PWDs in Punjab province/nationally for their perspectives and feedback on communication preferences, potential barriers, and appropriate methods for submitting grievances.
- Where necessary, install ramps at contractor site offices and position complaint boxes at heights accessible to wheelchair users.
- Facilitate the submission of complaints via voice notes to accommodate PWDs and individuals with low literacy as part of an inclusive communication strategy.

5. DISCLOSURE OF GRM

Information about the GRM shall be disclosed through:

- CMU and PIU offices of P-CAP,
- allied government departments,
- the P-CAP website,
- and prominently at project worksites.

GRM procedures and channels will also be communicated through awareness sessions, community meetings, and regular staff/consultant training to ensure accessibility and proper handling of grievances, including SEA/SH.

After consulting with persons with disabilities (PWDs) and relevant organizations in Punjab/nationally, PCAP will implement various measures to ensure information about the GM is accessible. These include providing Braille or tactile graphics, enhancing website accessibility, and installing disability-inclusive signage with large fonts, high-contrast colors, suitable heights, and simplified visuals.

6. RESOLUTION OF THE COMPLAINT

A set of procedures for receiving, recording, and handling complaints are available in this GRM. They include procedures for recording, registering, and sorting grievances; conducting an initial assessment of grievances; referring grievances to appropriate levels or persons; determining the



resolution process; making decisions, including parameters and standards for accurate and consistent decision making; directing relevant agencies responsible for implementing decisions; notifying complainants and other affected parties of eligibility, the resolution process, and outcomes; and tracking, monitoring, documentation, and evaluation.

Step 1: Receive, log and acknowledge the Complaint/Grievance

Once the grievance is recorded, a grievance number shall be allocated and communicated to the aggrieved. In case the grievance is assessed to be out of the scope of the GRM, a communication towards the same shall be made to the complainant, and an alternative mode of redress shall be suggested. As part of this acknowledgement a tentative timeline for the redress of the grievances shall be identified, in keeping with the process below. This acknowledgement shall be provided on the same day as the grievance is received. All grievances will be categorized at intake as low, medium, or high-level, depending on severity and nature. Sensitive cases, including SEA/SH or GBV-related complaints, will be handled through a survivor-centered approach, with strict confidentiality, immediate referral to appropriate services, and bypassing of routine administrative steps to avoid delays or exposure.

A grievance log (or register) will be used to analyze information about grievance and conflict trends, community issues, and project operations to anticipate the kinds of conflicts they might expect in the future, both to ensure that the grievance mechanism is set up to handle such issues and to propose organizational or operational changes. Sometimes, enacting policies or other types of structural change can resolve grievances around a common issue, rather than continuing to settle individual complaints on a case-by-case basis.

Step 2: Initial Review, Examine and Investigate the Complaint/Grievance

The Grievance Officer (Social Safeguard Specialist (SSS) P-CAP) shall scrutinize and identify the types of the complaints and accordingly identify the respective forum i.e P-CAP, consultant(s), personnel responsible for resolving the grievance. In line with the categorization at intake, low-level grievances will be directed to site-level resolution, medium-level grievances to CMU/PIU staff, and high-level or sensitive grievances (including SEA/SH) directly to the Grievance Redress Committee (GRC). High-priority grievances include, but are not limited to, SEA/SH, corruption, significant health and safety risks, serious environmental or social harm, or cases involving vulnerable groups (minorities, differently abled persons, transgender persons). The SSS and concerned person shall then undertake an enquiry into the specifics of the grievance. The aim will be to determine and analyze the cause of the grievance and subsequently identify suitable resolution measures. Depending on the sensitivity of the issue, a site inspection will be undertaken to check the validity and severity of the grievance. For this purpose, the SSS will also undertake discussions with the aggrieved concerned and external stakeholders. The inspection will be carried out within five working days on receipt of the grievance.

Step 3: Resolve or Escalate Complaint/Grievance

The SSS, in consultation with the concerned official(s) and on the bases of the findings, shall determine a suitable resolution to the issue. The case shall be analyzed at various stages according to the impacts and powers, at first stage the consultant's Engineer will assess the issue and in case of disagreement the case shall be referred to the GRC. The GRC will endeavor to



resolve the grievance within 15 working days. For assisting the communication of grievances, records of complaints (sex-disaggregated) will be maintained in the database at the Project office. For high-profile complaints, including those related to Sexual Exploitation, Abuse, and Sexual Harassment (SEA/SH), survivors will be provided immediate, confidential referral to appropriate support services. In addition, and only with the survivor's consent, such cases may also be reviewed by the Grievance Redress Committee (GRC) for project-related resolution measures. The process will remain survivor-centered, and access to referral services will not be conditional on participation in the GRM.

Step 4: Close and Prepare Outcome Reports

The records of the grievance register shall be updated every week with the present status of the grievance. The grievances shall be resolved not later than one month, and the resolution shall be communicated to the complainant, the grievance shall be closed in the grievance register. For SEA/SH-related cases, closure will only occur once survivor consent is reconfirmed, and all referral and support measures have been facilitated. Survivors will also be referred to services even if they choose not to proceed with the formal GRM process. Survivor confidentiality will be preserved in reporting, with only non-identifiable aggregate information included in the grievance register.

Step 5: Monitoring and Follow up

The SSS will update the Complaint/Grievance Register on a weekly basis to indicate resolved (closed-out) and unresolved cases, those pending with the Grievance Committee. For SEA/SH cases, monitoring will be handled with heightened confidentiality, and details will not be shared beyond aggregate trends. Ongoing follow-up will focus on ensuring survivors' continued access to referral services, with no personal identifiers captured or disclosed. Survivor safety, dignity, and access to services will be prioritized in follow-up. The SSS will ensure that the status of all complaints/grievances is kept current and will brief the Project Director (PD) on a weekly basis on the status of all current complaints/grievances. On a monthly basis, the SSS will produce a summary status report that defines trends in the types of complaints and sends this report to the PD.

Step 6: Dispute Resolution

In case a dispute arises on the resolution by the GRC the complainant shall file the grievances and the point of disagreement to the Project Director (PD) P-CAP within three days of the decision. SEA/SH survivors will not be required to re-engage with alleged perpetrators or unsafe forums during dispute resolution. In such cases, alternative survivor-centered mechanisms, including confidential hearings, will be offered. The PD will dispose off the grievance within 15 working days.

7. GRM STRUCTURE

The GRM has a clear structure that explicitly spells out how it functions: the roles and responsibilities assigned to its different level or personnel responsible for handling different aspects of the grievance resolution process such as receiving, recording, and sorting complaints;



conducting assessments and resolution processes; coordination; and monitoring. In cases of SEA/SH, the structure will allow direct referral to services, with the GRC engaged only upon survivor consent.

The GRM is two tier process:

- Those that can be resolved directly at the sub-project site by the respective Consultant's (Tier-1).
- Those that are referred to GRC (Tier-2).

7.1. FIRST ORDER MECHANISM (TIER-1)

The Complaint Redressal Cell (CRC) will be constituted duly notified by PD/Program Coordinator P-CAP at CMU and PIU site to address day to day issues of affectees and local communities of the program. The cell will settle the issues within 5 days. The cell will comprise of the following;

- 1) SS&GS (Secretary)
- 2) Environment Specialist (Member)
- 3) M&E Specialist (Member)
- 4) Co-opted Member

The complaint received shall be acknowledged through grievance acknowledgement form with proper reference number and date. Appropriate action(s) will be taken for timely redressal of the grievances which may include the site survey, assessment of the inconvenience, communication with the complainant and fair and transparent resolution.

Incase additional time is required, the convener shall inform the PD P-CAP mentioning the cogent reasons for such delays. In case the CRC fails to resolve the grievances on the basis of the delegation of powers shall refer the case to GRC detailing the reasons and the core issues of the matter. The CRC shall clearly recommend /suggest the way forward for GRC to proceed further for the resolution of the complaint. Further in case of any disagreement by the complainant the CRC will refer to GRC to decide the issue in light of the proposed resolution by it. The reason for dissatisfaction by the complainant shall also be mentioned in the report. The CRC will forward the case to the GRC via SSS P-CAP. SEA/SH complaints will not be reviewed in open CRC proceedings; instead, they will be directly referred to the SSS for confidential handling, in line with survivor consent

7.2. SECOND ORDER MECHANISM (TIER-2)

The issues which may not be resolved at the CRC level will be sent to the GRC through SSS P-CAP who will place the issue in the GRC the grievance will be resolved within 15 working days. In SEA/SH cases, timelines may be adapted to survivor needs, with confidentiality and referral support prioritized over procedural deadlines.

The complainant can contact the SSS in the first instance to seek further clarification if for any reason he/she is dissatisfied with the explanation of the review.

In the event that a case is referred to the GRC, the SSS will report about the status of the case to the PD CMU/PIU P-CAP. The GRC will aim to resolve concerns promptly, in an impartial,



understandable and transparent process tailored to the specific community, and at no cost or without retribution to the complainant.

The complainant has the right of appeal to Secretary of relevant department if still not satisfied with the outcome and resolution of the GRC.

8. GRIEVANCE REDRESS COMMITTEES (GRC)

GRC will be established at the CMU P-CAP level through an official notification issued by the PD of P-CAP.

8.1. MANDATE OF GRC

The GRC mandate is to deal with all types of grievances arising at the community level. GRC meetings will be held at CMU/PIU P-CAP. The GRC will also be mandated to review SEA/SH cases where survivors explicitly consent to project-related resolution measures, while ensuring survivor safety and confidentiality remain paramount.

8.2. GRC MEMBERS

The GRC will be consisted on the following members

1. Project Director (PD) as Chair Person
2. Social Safeguard / Gender Specialist (Secretary)
3. Environment Specialist
4. Co-opted Member

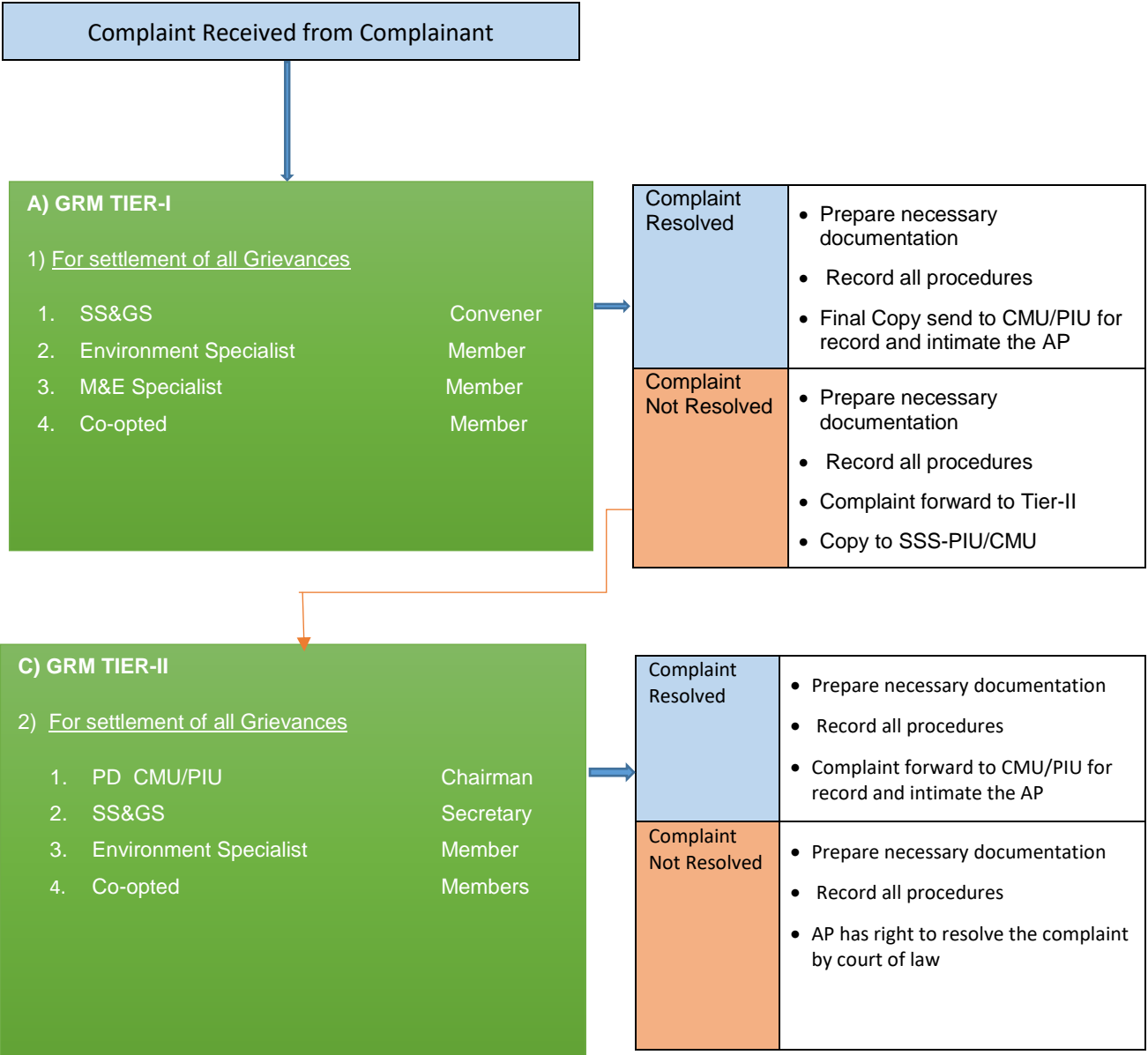
8.3. ROLES AND RESPONSIBILITY OF SECRETARY GRC

1. To facilitate and provide information and services to the GRC members.
2. Document the GRC proceedings, decisions, and recommendations.
3. Maintain grievance-related documents, reports, and attendance.
4. Liaise with the GRC chairperson.
5. Facilitate arrangements for field inspections.
6. Provide feedback to Project Affected Persons (PAPs) and the PD involved in grievances; and report progress to the PD.

The GRC keep the right to call and direct the project technical staff, and officers working in head office, town and district level to attend the meetings and provide the all the relevant information required to judge to assess the complaint. GRCs should act impartially and make fair and just decisions to the merits of the complaint.



FLOW CHART OF Grievance Redressal Mechanism





9. MECHANISM TO MANAGE PROJECT-RELATED COMPLAINTS

Management of the project-related complaints will be the contractor's responsibility under its contract with the P-CAP. Usually these kinds of complaints include issues related to dust, flooding, lost access, dangers to life, deteriorating water quality and quantity, damage to property and crops, soil erosion, and others. Clear procedures in the contractor's Code of Conduct (CoC) to ensure confidentiality in grievance handling will be integrated. This includes enforcement/sanctioning measures in case of breach.

A confidential and accessible GBV Grievance Redress Mechanism shall be established for all workers and community members. Multiple safe reporting channels (e.g., hotline, email, complaint box, or designated GBV focal person) must be available. Reports shall be addressed promptly, fairly, and in a survivor-centered manner.

Confidentiality

All complaints related to GBV/SEA/SH shall be handled with strict confidentiality. Information shall only be shared on a need-to-know basis with authorized individuals. Retaliation, victim-blaming, or disclosure of survivors' identities is strictly prohibited.

Sanctions and Disciplinary Measures

Any employee, sub-contractor, or supplier engaged in GBV/SEA/SH shall face immediate disciplinary action, which may include:

1. Termination of employment/contract.
2. Referral to legal authorities under applicable laws.
3. Permanent removal from project sites. S
4. Supervisors or managers who fail to act on reported cases shall also be held accountable.

The ESMPs and ARPs/RPs of the subprojects prepared by P-CAP clarify the mitigation measures for the environmental and social impacts, and the supervisory consultant will report the types of complaints, measures taken, and status of resolution on a monthly basis to the CMU/PIU.

The complaints received by the supervisory consultants will be entered into a computer database and the following information will be included:

- nature of the complaint; i.e., noise, property damage, etc.;
- source and date of receiving the complaint;
- impact location;
- complaint category by Environmental and Social Standard (ESS); e.g., ,
- name and address of the complainant;
- gender of complainant;
- if complainant is a PWD;
- action taken;
- current status; and,
- complainant's satisfaction with resolution process.



Current status on complaints will be analyzed by the supervisory consultants in the form of graphs and charts) and will be included in their monthly progress reports on implementation of the SMP to be submitted to the CMU/PIU.

To address GBV-related complaints, the social and gender specialist of CMU/PIU will be the focal person for properly handling GBV allegations including assessment of the nature of the complaint, seeking support from various law enforcement agencies to enact sanctions to be applied to the perpetrator. The SSS & GS shall ensure specific procedures for GBV to ensure confidential reporting with safe and ethical documentation of GBV cases. SEA/SH survivors will be provided immediate referral to appropriate medical, psychosocial, and legal support services. Complainants will also have the option to report anonymously, and their confidentiality will be fully protected. Survivors will be referred to services even if they choose not to file a formal grievance through the GRM.



Annexure-1

GRIEVANCE REDRESS REGISTERING AND MONITORING FORM

Sr. No	Complainant Information	Details
1	Name	
2	Address	
3	CNIC	
4	Gender	
5	PWD 1. Are you a Person with Disability (PWD)? Yes / No.	
	If "Yes" → Disability Category (multiple-choice / dropdown): I. Physical / Mobility Impairment. II. Visual Impairment (Blind/Low Vision) III. Hearing Impairment (Deaf/Hard of Hearing) IV. Speech/Communication Impairment V. Intellectual/Developmental Disability VI. Psychosocial/Mental Health Disability VII. Other (please specify)	
6	Telephone/Cell Number	
7	Organization	
8	Email	
9	Nature of complaint e.g construction noise, delayed compensation payment, road safety, labor recruitment, any other	
10	Information on authorized representative (if any)	
11	Program/ Project Name	
12	Location	



13	Category of Complaint by Environmental and Social Standard (ESS)*	
14	Upload File	
15	Short description of the problem	

*Select from following list of ESS relevant to PCAP:

ESS1: Assessment and Management of Environmental and Social Risks and Impacts

- Ensures that projects are designed and implemented in an environmentally and socially sustainable way.

ESS2: Labor and Working Conditions

- Governs the treatment of workers and ensures safe and healthy working conditions.

ESS3: Resource Efficiency and Pollution Prevention and Management

- Promotes the efficient use of resources and the prevention and management of pollution.

ESS4: Community Health and Safety

- Focuses on ensuring the health and safety of project-affected communities.

ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement

- Addresses issues related to land acquisition and the displacement of people.

ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources

- Aims to protect biodiversity and promote the sustainable management of living natural resources.

ESS8: Cultural Heritage

- Sets out measures to protect cultural heritage from negative impacts during project lifecycles.

ESS10: Stakeholder Engagement and Information Disclosure

- Requires open and transparent engagement with project stakeholders and provides access to information about the project's environmental and social aspects.



Past action/s taken by the complainant (if any)

Details of the person that received the complaint: _____

Name of the person who received the complaint: _____

Position: _____

Name of the receiving office: _____

Date: _____

17. Actions taken by the Receiving Office

Action	
Short Description	
Name of Action Officer	
Office	
Date	

18. Final Resolution

Name of the person completing the form:

Signature:

Date:

Annexure-2

FORMAT FOR RECORDING THE PROCEEDINGS OF GRIEVANCE REDRESS COMMITTEES

Name of the complainant/s	
CNIC Number	
Address	
Date of the inquiry	
Time	
Whether complainant participated or not	



Participants in the GRC

Sr. No	Name	Designation	Department

Grievance or issue (in summary)

Statement made by the complainant/s

GRC recommendation

Copies to:

- 1:
- 2:
- 3:



Annexure-3

FORMAT FOR RECORDING OF GRIEVANCE AT PROJECT SITE ON GRIEVANCE REDRESS REGISTER

Sr. No	Complainant Information	Details
1	Name	
2	Address	
3	CNIC	
4	Gender	
	PWD	
5	Telephone/Cell Number	
6	Email	
7	Nature of complainant	
8	Category of Complaint by Environmental and Social Standard (ESS 1, 2, 3, 4, 5, 6, 8, 10)*	
9	Registration Complaint Details (assigned)	
10	Location	

*Select from following list of ESS relevant to PCAP:

ESS1: Assessment and Management of Environmental and Social Risks and Impacts

- Ensures that projects are designed and implemented in an environmentally and socially sustainable way.

ESS2: Labor and Working Conditions

- Governs the treatment of workers and ensures safe and healthy working conditions.

ESS3: Resource Efficiency and Pollution Prevention and Management

- Promotes the efficient use of resources and the prevention and management of pollution.



ESS4: Community Health and Safety

- Focuses on ensuring the health and safety of project-affected communities.

ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement

- Addresses issues related to land acquisition and the displacement of people.

ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources

- Aims to protect biodiversity and promote the sustainable management of living natural resources.

ESS8: Cultural Heritage

- Sets out measures to protect cultural heritage from negative impacts during project lifecycles.

ESS10: Stakeholder Engagement and Information Disclosure

2. Requires open and transparent engagement with project stakeholders and provides access to information about the project's environmental and social aspects.

Name of the person who received the complaint: _____

Designation: _____

Name of the receiving site/office: _____

Date: _____