**TERMS OF REFERENCE**

**Objective**

The objective of GRC is to ensure the fairness and zero biasedness in the actions/decisions.

* GRC Members will be responsible to perform the duties and responsibilities as a member of project level Grievance Redressal Committee (GRC) under Chief Engineer/PD PMU.
* The GRC Members will carry out the tasks including, but not limited to the followings:
* Participate in all relevant meetings, internal PESCO meetings related to complaints redress, GRC meetings (GRC and if called upon in PMU) and meetings with the World Bank;
* Participate in GRC regular monthly meetings.
* Review and consider grievances received by the GRC related to social & resettlement issues;
* Participate in field visits, as and when needed, to investigate the complaint and meet the aggrieved person, representatives and the local community;
* Review the merit of the complaints/case received for consideration;
* provide acceptable decision point on the grievances received on which all parties will agree;
* Any step taken by the member must have to be in line with the framework/ entitlements and other safeguard documents like ESMPs;
* The Member will resolve the grievance received by the GRC within a period of 10 days from the date of receiving the case;
* The Member will conduct Field Investigations in case of complicated issues;
* The Member will also review grievances of indirectly affected persons and / or persons affected during Project Implementation.
* Review the case in the light of related Project activity and within the context of applicable laws/guidelines in Pakistan and / or Project ESMPs guidelines;
* Review and resolve the case and recommend necessary measures or mitigations (if required). In sum, the purpose of the entire process would be to comply with the ESMPs and other safeguard documents; and
* The PESCO Main Complaint cell will register the complaints regarding construction of GSS and transmission lines Funded by World Bank and the same will be forwarded to PESCO GRC for timely resolution of the complaint.
* Any other task assigned related to GRM