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| **S.No** | **Steps** | **Process** | **Time Frame** |
|  | **The first tier:**  The first tier of GRM is the establishment of GRC at Work site the field level is to offer the fastest and most accessible system for resolution of grievances at the local level.  Local level Grievance Redress headed by the   1. Environment and social staff at work site with inputs and support from relevant staff, 2. Contractors’ representatives 3. Consultants’ representatives 4. Representatives of other relevant departments if deemed necessary, and 5. Members from the Community. | 1. Complaint registration at work site in complaint register 2. PESCO Main Complaint cell at H/Q can also be used for Complaint Registration through PESCO online Compliant/via phone etc. 3. 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 4. The ESU Manager will share the proceedings informally to reach an amicable settlement between the parties within 10 days of receiving a complaint (verbally or in writing) from an affected person or his/her representative. 5. The proceeding will be recorded in writing, and copies will be provided to the parties involved. Grievances will be documented with personal details (name, address, date of complaint, and nature of the complaint) will be included unless anonymity is requested. 6. A tracking number will be assigned to each complaint/grievance. | At this tier, to resolve the complaints is **within two to 10 working days.** |
|  | **2nd tier:**  The E&S staff in PMU will refer the unresolved issues or grievances (with written documentation) to the second tier of GRM, the PMU level GRC. | 1. The E&S staff in PMU will refer the unresolved issues or grievances (with written documentation) to the second tier of GRM, the PMU level GRC. 2. A hearing will be called with the GRC, if necessary, where the AP(s) can present details of his/her/their concern/grievance. 3. The GRC will meet as necessary when there are grievances to be addressed but not less than on quarterly basis. The GRC will suggest corrective measures at the field level and working days assign clear responsibilities for implementing its decision within 25 working days, depending on the nature of the grievance | **25 working days** |
|  | 3rd tier:  CEO PESCO /BOD PESCO | In the event that a grievance cannot be resolved directly by the second tier GRC or if complainant is dissatisfied with the decision of GRC, the affected people can seek alternative redress through the CEO or Board of Directors of DISCOs, district administration, the Secretary Energy and Power Department or higher-level administrative authorities, the Pakistan Citizen Portal or the court of law, as appropriate. |  |