



No. PMU(KITE)/FM/F-32/2020-21/8183-89

Dated. January 12, 2021

To

1. The Commissioner, Malakand Division.
2. The Commissioner, Hazara Division.
3. The Commissioner, Dera Ismail Khan Division.
4. The Commissioner, Mardan.

Subject: **GRIEVANCE REDRESS MECHANISM**

I am directed to refer to the subject noted above and to state that Khyber Pakhtunkhwa Integrated Tourism Development Project is conceived to enable the development of an inclusive and sustainable tourism sector in the province. The project objective is to open up new tourist destination and areas, improve the provincial infrastructure, enhance tourism assets and strengthen institutional capacity in support of sustainable tourism development. The project has almost completed procurement process of activities as per World Bank guidelines and physical implementation of different activities is started.

As per section 6.6 of project ESMF and OP 4.12 regarding involuntary resettlement, the project has to compile a well-defined Grievance Redress Mechanism (GRM). The GRM is an institutional arrangement to provide an avenue to stakeholders to address grievances related to the project in timely, transparent and predictable process.

Based on the above, project has developed gender responsive, culturally appropriate and readily accessible Grievance Redress Mechanism. The document will enable Project Affected Persons (PAPs), local communities, employees and others affected stakeholders to raise grievances and provide suggestions. The mechanism will serve as platform to properly resolve and address community concern, reduce risks and assist in strengthening system and process hereby contributing to positive service delivery.

Copy of Grievance Redress Mechanism (GRM) duly approved and notified along with copy of notification of Dispute Resolution Committee is attached herewith for necessary action at your end please.


Project Director

Copy for information to;

- i. Project Director KITE – Department of Communication & Works, Khyber Pakhtunkhwa.
- ii. Ps to Additional Chief Secretary, P&D Department, Khyber Pakhtunkhwa.
- iii. Ps to Secretary, Sports & Tourism Department, Khyber Pakhtunkhwa.


Project Director





GOVERNMENT
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KHYBER PAKHTUNKHWA
**INTEGRATED TOURISM
DEVELOPMENT PROJECT (KITE)**
PROJECT MANAGEMENT UNIT (DoT)

Department of Tourism, Culture, Sports, Archaeology, Museums & Youth Affairs

Dated Peshawar the December 28, 2020

NOTIFICATION

F.No.PMU(KITE)/E-04/Vol-I/11/15-54

The following Grievance Redress Committee (GRM) at KITE PMU DoT is hereby notified to address grievances registered at KITE PMU DoT:

- i. Project Director KITE PMU DoT Chairman
- ii. E&S Specialist KITE PMU C&W Member
- iii. Liaison & Coordination Officer KITE PMU DoT Member/ Secretary
- iv. Co-Opted Member/s of Relevant Government Departments (e.g., KDA, GDA, Revenue, Archaeology, etc.) (as required) needed to resolve Complaint
- v. Invited Members (e.g., Complainant, concerned local citizen, etc) needed to resolve Complaint.

TERMS OF REFERENCE FOR COMMITTEE:

The responsibilities of GRC shall include the following:

1. The GRC shall review, consider and resolve grievances related to environmental and social issues during implementation received at PMU level;
2. Conduct fact-finding pertaining to grievances;
3. Resolve grievances presented to the GRC within a period of one week;
4. Undertake analysis of data on grievances and use this to make informed decisions;
5. Constitute special committees, if required, for redressal of a grievance of exigent nature and/or for resolutions of complaints requiring additional procedures;
6. GRC decisions, if not acceptable to the Complainant (s), can be appealed to the PSC;
7. Maintain an updated on-line GRM database/Complaints Log.

Secretary
Sports, Tourism, Archaeology,
Museums & Youth Affairs Department

Copy to: -

1. Project Director, KITE PMU C&W.
2. PS to ACS, P&DD Khyber Pakhtunkhwa.
3. PS to Secretary, Sports & Tourism Department, Khyber Pakhtunkhwa.
4. All Committee Members.

Project Director
KITE

11.01.21

PAKISTAN



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KHYBER PAKHTUNKHWA
**INTEGRATED TOURISM
DEVELOPMENT PROJECT (KITE)**
PROJECT MANAGEMENT UNIT (DoT)

Department of Tourism, Culture, Sports, Archaeology, Museums & Youth Affairs

NOTIFICATION

Dated Peshawar the January 1, 2021

F.No.PMU(KITE)/F-04/Vol-I/174-7 The Competent Authority is pleased to approve the Grievance Redress Mechanism (GRM) for KITE project to provide an avenue to stakeholders to address grievances related to the Project through a timely, transparent, and predictable process. This mechanism serves as a platform to promptly resolve and address community concerns, reduce risks, and assist in strengthening systems and processes thereby contributing to positive service delivery. PMU KITE DoT & C&W will be responsible for carry out functions as mentioned in this mechanism.

Secretary

Sports, Tourism, Archaeology,
Museums & Youth Affairs Department

Copy to: -

1. Project Director, KITE PMU C&W.
2. PS to ACS, P&DD Khyber Pakhtunkhwa.
3. PS to Secretary, Sports & Tourism Department, Khyber Pakhtunkhwa.
4. PS to Secretary, C&W Department, Khyber Pakhtunkhwa.


Project Director
KITE



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**INTEGRATED TOURISM
DEVELOPMENT PROJECT (KITE)**
PROJECT MANAGEMENT UNIT (DoT)

Department of Tourism, Culture, Sports, Archaeology, Museums & Youth Affairs

**KHYBER PAKHTUNKHWA
INTEGRATED TOURISM
DEVELOPMENT (KITE) PROJECT
(P163562)**

**GRIEVANCE REDRESS MECHANISM
(GRM)**

December 2020



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1. Introduction & Background:

Under section 8.6 of the KITE ESMF, and as required under OP 4.12 Involuntary Resettlement, a Project *Grievance Redress Mechanism (GRM)* for KITE. The GRM should be operationalized as soon as possible, and be in place well before project activities, and especially construction activities, begin.

The Grievance Redress Mechanism is an institutional arrangement to provide an avenue to stakeholders to address grievances related to the Project through a timely, transparent, and predictable process. A grievance is defined as: *any formal communication that expresses dissatisfaction about an action or lack of action, about the standard of service, works or policy, deficiency of service, works or policy of the project management and its implementation mechanism.* The KITE GRM will be gender responsive, culturally appropriate, and readily accessible to the stakeholders at no cost and without retribution. It will enable Project Affected Persons (PAPs), local communities, employees, and other affected stakeholders to raise grievances and provide suggestions vis a vis the sub-projects, with the project proponents and contractors, and seek redress when they perceive a negative impact arising from the activities. This mechanism serves as a platform to promptly resolve and address community concerns, reduce risks, and assist in strengthening systems and processes thereby contributing to positive service delivery.

2. Rationale of GRM:

Tourism development is at the centerpiece of economic revitalization and job creation as articulated in the Khyber Pakhtunkhwa Sustainable Development Strategy (2019) and Khyber Pakhtunkhwa Tourism Policy (2015). World Bank (WB) and GoKP are collaborating to support the tourism sector under the Khyber Pakhtunkhwa Integrated Tourism Development (KITE) Project using International Development Association (IDA) resources. The project development objective is to improve tourism-enabling infrastructure, enhance tourism assets, and strengthen destination management for sustainable tourism development in Khyber Pakhtunkhwa.

The KITE project consists of four components which are as follows:

- I. Sector Enablement and Tourism Entrepreneurship;
- II. Infrastructure Planning and Development;
- III. Project Management and Capacity Building; and



IV. Contingent Emergency Response Component

This project is executed through two Project Management Units (PMUs) based in DoT and C&W respectively. Both the PMUs are coordinating with each other for projects activities.

During project execution different issues and constraints may arise. In this situation, if stakeholders have inadequate means to voice and resolve grievances, they may turn to other venues which may be cumbersome and lengthy, leading to delays for the project. Alternatively, if their grievances remain unresolved or ignored over time, it may lead to inflexibility, and stalemate and again, delays for the Project and inability for the Project to meet its sustainable development goals. Therefore, the complaints/grievances should be addressed through a well-organized **Grievance Redress Mechanism (GRM)** covering all activities under the Project.

3. Objective and Composition of GRM:

The major objective of GRM is to implement and maintain a procedure for handling environmental and social concerns of the project stakeholders. This procedure will include a redressal mechanism scaled to the project's identified risks and adverse impacts, focusing on stakeholders.

4. Specific Objectives

- (i) To systematically deal with complaints received from the Project Affected Persons (PAPs) and other stakeholders and provide a prompt, transparent and fair response & resolution without reprisals;
- (ii) To provide project staff with practical suggestions/feedback that allow them to be more effective, accountable, transparent, and responsive to beneficiaries;
- (iii) Increasing stakeholder involvement in the project.
- (iv) The GRM is expected to address 4 categories of complaints: Compensation; Environmental issues (e.g. noise, pollution, solid waste management, flora/fauna, etc.); Social issues (Exclusion. Inclusion); Gender Based Violence (GBV); and Other.

5. Grievance Redress Mechanism:

The Project GRM will comprise the (a) Project Steering Committee (PSC, as the highest project level appellate body), (b) Grievance Redress Committees established at



Department of Tourism, Culture, Sports, Archaeology, Museums & Youth Affairs the PMU DoT and C&W respectively, and (c) sub-project level Grievance Redressal Cells. The PSC will be headed by the ACS P&DD, the GRCs will be headed by the respective Project Directors of the two PMUs, and the sub-project level GR Cells will be chaired by the Supervisory Engineer of the civil works contractor/s. The Project Environment and Social Specialist (E&S Specialist) will be the Secretary to the C&W GRC, whereas the Liaison/Coordination Officer will be Secretary to the DoT GRC. With support from the PDs, the GRC Secretaries will develop an effective grievance handling system and will maintain all records of formal meetings and proceedings. All cases shall be presented to the concerned forum, i.e. the PMU-level GRCs or the sub-project level and site-based GR Cells. The Committee will review and resolve any complaints. Any unresolved complaints can be appealed to the Project Steering Committee. The flow chart of the proposed Redressal Mechanism is shown below in **Figure – 1**.

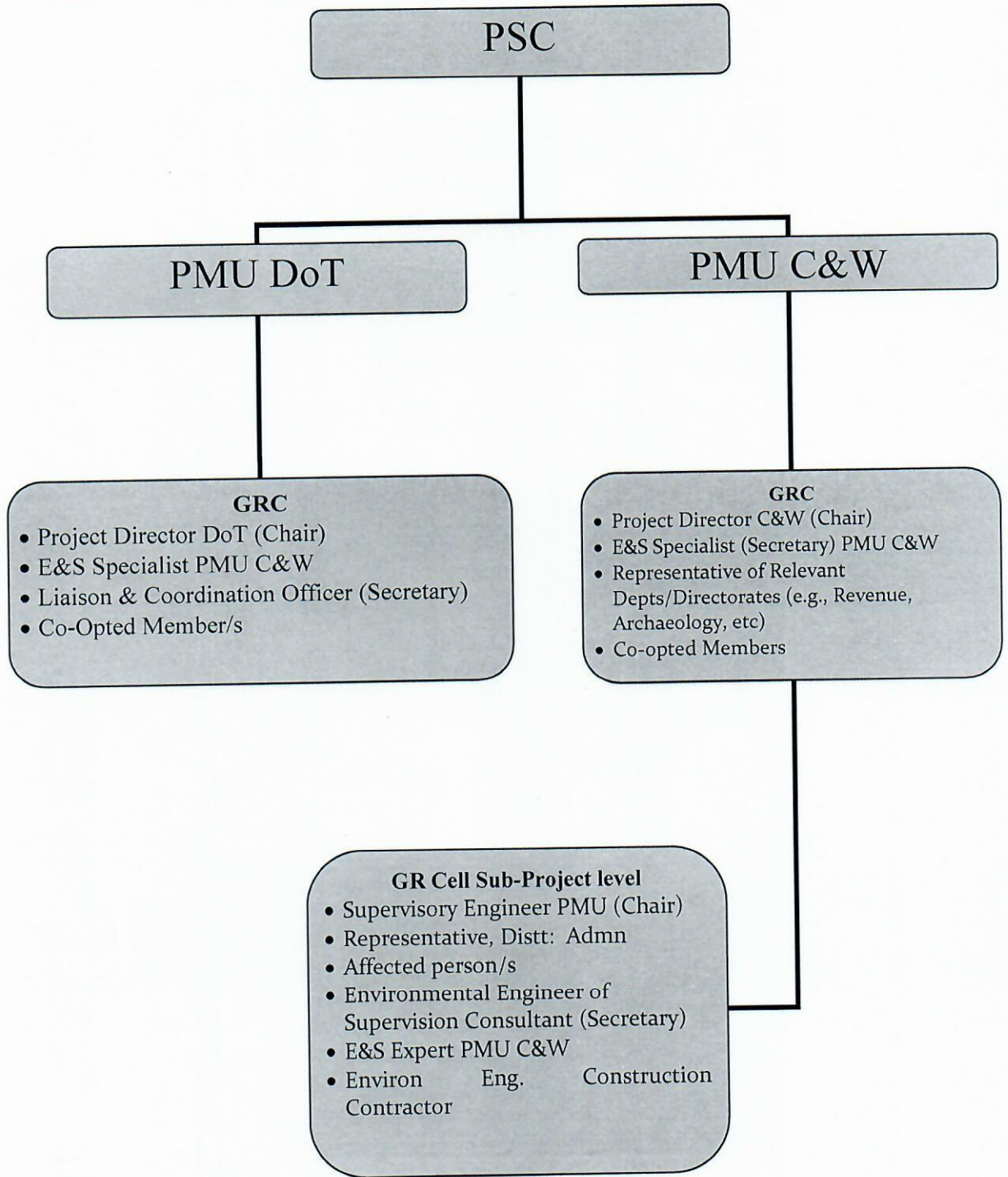


Fig.1 Flow Chart of the Proposed Grievance Redress Mechanism



5.1 Composition of DoT GRC

The PMU DoT will develop a Grievance Redress Mechanism (GRM) at its PMU level. This GRC will be accessible to project affected persons and tourists. PMU DoT will notify the following Grievance Redress Committee (GRC) as per following:

- Project Director PMU DoT Chairman
- E&S Specialist PMU C&W Member
- Liaison & Coordination Officer PMU DoT Member/ Secretary
- Co-Opted Member/s of Relevant Government Departments (e.g., KDA, GDA, Revenue, Archaeology, etc.) (as required) needed to resolve Complaint
- Invited Members (e.g., Complainant, concerned local citizen, etc) needed to resolve Complaint.

5.2 Composition of C&W GRC:

The GRC at PMU C&W will be composed at following two (02) levels and will work directly under the supervision of Project Director PMU C&W.

- i. GRC at PMU C&W
- ii. GR Cell at sub-project level on-site

5.2.1. Composition of GRC at PMU C&W:

PMU C&W Grievance Redressal Committee (GRC) shall include following members:

- Project Director PMU C&W Chairman
- E&S Specialist PMU C&W Member/ Secretary
- Liaison Personnel appointed by PD PMU C&W Member
- Co-opted Member/s of Relevant Government Departments (e.g., KDA, GDA, Revenue, Archaeology, etc.) (if required)
- Invited Members (e.g., Complainant, concerned local citizen, etc) needed to resolve Complaint

5.2.2 Composition of GR Cell at Sub-Project Level/Local Level:

The following *Grievance Redressal Cell (GRC)* will be formed under the PMU C&W at Sub-project level:

- Supervisory Engineer PMU C&W Chairman
- Representative of District Administration Member
- Affected person/s Member
- Environmental Engineer of Supervision Consultant (EE-SC) Member/



Secretary

- Environmental Engineer of Construction Contractor Member
- Co-opted Members (of Relevant Government Departments (e.g. KDA, GDA, Revenue, Archaeology, etc.) (as required)

If no solution can be found at GR Cell level, the PAPs may enter concern/ grievance to the GRC at PMU C&W. For each complaint, the GRC will investigate and prepare Fact-Finding Report and assess its eligibility and identify an appropriate solution. Accordingly, the concerns will be redressed/ appropriately and responded within 15 days. Thus, the GRC will, as appropriate, instruct the responsible entity to take corrective actions. The GRC will review the responsible entity's response and undertake additional monitoring as needed.

5.3 Responsibilities/Terms of Reference:

5.3.1 Responsibilities/TORS of PMU GRC:

The responsibilities of GRC shall include the following:

1. The GRC shall review, consider and resolve grievances related to environmental and social issues during implementation received at PMU level;
2. Conduct fact-finding pertaining to grievances;
3. Resolve grievances presented to the GRC within a period of one week;
4. Undertake analysis of data on grievances and use this to make informed decisions;
5. Constitute special committees, if required, for redressal of a grievance of exigent nature and/or for resolutions of complaints requiring additional procedures;
6. GRC decisions, if not acceptable to the Complainant (s), can be appealed to the PSC;
7. Maintain an updated on-line GRM database/Complaints Log.

5.3.2 Responsibilities/TORS of GR Cell:

The responsibilities of GR Cell shall include the following:

1. Review, consider and resolve grievances site level;
2. Conduct fact-finding pertaining to grievances;
3. Resolve grievances presented within a period of one week;



4. Undertake analysis of data on grievances and use this to make informed decisions;
5. Maintain an updated on-line GRM database/Complaints Log.

6. Working Arrangements:

GRC meeting will be held in the PMU or any other location agreed by the Committee. If needed GRC members may undertake field visits to verify and review the issues of dispute.

If the affected person is not satisfied with the decision of GRC at PMU DoT or PMU-C&W, then it can be referred to the Project Steering Committee for resolution. If the complainant does not accept these options or if he/she does but an agreement is not reached, the same will be stated in writing, and the case will be closed. The complainant may also seek redress through courts or other mechanisms available.

The PSC will be the highest forum within the project for redressing the grievances received from the beneficiaries, stakeholders and other concerned. Liaison & Coordination Officer PMU DoT and E&S Specialist PMU C&W will be designated as Secretaries to the GRC at their respective PMUs and will act as Focal Person/Complaint Handling Officers for GRC. The GRC, while handling a complaint may requisition any staff for assistance and/or may constitute a special committee if required. The GRC may also invite other relevant Government Departments or individuals as Co-opted Members or Special Invitees to assist in grievance resolution.

The Project Director, with prior approval of the World Bank, may replace a single member and/or the entire GRC.

7. Procedures for Filing the Complaints:

There will be a 5-step process to resolve grievances, as follows:

Stage 1-Intake: When a grievance arises, the complainant (affected person/s or stakeholders) may directly contact the Project Management Unit (PMU) through either registering a complaint/s via Complaint Register Book at the PMU offices, Tourist Facilitation Hub, respective sub-project site offices, or through filling the online grievance form available at website i.e. www.kptourism.com, or by calling the Tourism Helpline **1422**.



Stage 2- Acknowledgement (05 Days): The Secretary GRC at the Site level or in the PMU will send acknowledgement of receipt of Complaint within 05 business days to the Complainant and all concerned. Complaints submitted to KITE via the Tourism Helpline 1422 will be resolved by KITE with monthly reporting submitted to the PMU.

Stage 3-Rapid Review (07 Days): The GRCs will conduct a rapid review of the complaint and contact relevant stakeholders to facilitate its resolution. If the issue is successfully resolved to the satisfaction of the complainant, it will be noted as "Complaint Resolved", details of resolution will be recorded in the Complaint Register Book and Online Database/Complaints Log, and no further follow-up will be required and the complaint will be disposed-off as Complaint resolved. If the complainant is not satisfied with the proposed resolution, or if the complaint is complex and requires involvement of other stakeholders, it will be elevated to the next stage. The Rapid Review will take 07 business days(One Week).

Stage 4-GRC (14 Days): The Secretary, GRC will convene a Grievance Redress Committee (GRC) meeting comprising relevant stakeholders within the PMU. The GRC will discuss the Complaint in detail, determine action items and next steps, assign responsibilities, and set a timeline for resolution. Minutes of the GRC decision will be shared with the Complainant and relevant stakeholders. The GRC will convene again at the end of the 14-day period to assess progress on its decision. If the Complaint is resolved to the satisfaction of the Complainant and is stated by him/her as such in writing, no further action will be required except to record a summary of the satisfactory resolution in the Grievance Register and Online Grievance Log, and inform all relevant stakeholders. All efforts should be made to resolve complaints at the GRC level. However, if the Complaint is not resolved to the satisfaction of the Complainant, s/he can request that it either continue to be handled by the GRC, or that it be elevated for hearing by the Project Steering Committee.

Stage 5- Project Steering Committee (21 Days): The Project Director will convene a meeting of the Project Steering Committee in an effort to resolve the Complaint. The Project Steering Committee, chaired by ACS P&DD, will provide high-level oversight and guidance to the PMU on implementation issues. The PSC will invite relevant stakeholders to its meeting and issue directives for the timely



Department of Tourism, Culture, Sports, Archaeology, Museums & Youth Affairs and final resolution of the Complaint. The PSC will monitor the implementation of its directives via the PMU, keep the Complainant informed, and take stock of the Complaint in subsequent PSC meeting/s. If the Complaint remains unresolved after 03 PSC meetings, the process will be documented in the Complaints Register and online Case Database/Log, and the Complainant will be informed of the same.

Legal Remedy: The Complainant can approach courts and discontinue efforts for resolution via the GRM at any stage in this process.

Creating Awareness About GRM: All information about grievance procedures, grievance forms, and responses will be available through brochures/leaflets and online in languages readily understandable by the local population. If there are several languages, then information will be available in all of them and also conveyed orally and pictorially. Awareness raising would be conducted in Pushto and Urdu, and in Kalasha language when activities are undertaken in Kalasha Valleys. Pictorial printed material will be used to communicate as many communities will have low literacy levels.

Transparency & Record-keeping: The PMU will maintain record of all complaints received from complaint registers/logbooks/website/Helpline. The details of the complaints will be uploaded quarterly on the C&W and DoT websites i.e., www.kptourism.com and www.cwd.gkp.pk respectively, and the Complainant will be kept informed of all steps and decisions.

Exclusions: The following types of complaints shall not be taken up for consideration as grievances:

- i. Anonymous complaints;
- ii. Frivolous cases for which inadequate supporting details are provided;
- iii. Issues not related to the KITE project;
- iv. Cases involving decisions/policy matters in which the complainant has not been affected directly/indirectly;
- v. Cases where quasi-judicial procedures are prescribed for deciding matters or cases that are sub-judice;
- vi. A grievance which has already been disposed of by the GRM unless new evidence is submitted; and
- vii. Complaints about corruption which should be lodged and forwarded to the relevant authorities.



There are several ways one can report a grievance:

- Contact the concerned Secretary of GRC over the phone at phone number to be provided.
- Send Grievance Redressal Form attached as **Annex-1** via email or online.
- Report a grievance at Tourist Facilitation Hub (TFH) Helpline 1422.
- Report grievance at site-level to Site Incharge at Site/Contractor Office by dropping it in Complaint Box, or registering it with the Focal Person.

All grievances will be assigned a Grievance Number, through which they will be tracked in the KITE GRM system. An acknowledgement of the same will be provided to each Complainant so that s/he can track their complaints. The grievance will be reviewed and will be decided by the GRC Committee. In case the grievance is not connected to the project related activity the grievance will not be further processed. In these cases, this will be explained in writing to the complainant. Complainant can appeal the decision to the PSC.

In all the other cases the GRC Committee will investigate the grievance and identify measures to remedy the situation, and also propose actions which might be taken to protect against the incident occurring again.

The grievance mechanism will be made public through the public consultations and information leaflets during implementation.

8. Type of Grievance

The following are some of the social and environmental issues which could be subject for grievance from the affected people, concerned public and NGOs.

- Resettlement and Rehabilitation issues (compensation, allowances, etc)
- Dust, noise and air pollution from construction activities
- Nuisance
- Inappropriate timing of construction vehicle flow
- Unsafe Traffic Movement
- Water Pollution
- Improper Waste disposal
- Disturbances to flora and fauna
- Health and safety issues



- Privacy concerns
- Labor camp issues
- Criminal activities and
- Failure to comply with standards or legal obligations

9. Receipt and Registration of Grievances

The receipt of complaints is key and hence a simple and understandable procedure is adopted for receiving grievances, suggestions and comments relating to the project as explained in Para 7 above.

The Project will ensure that any person either in his personal capacity or representing a group of complainants and/or entity that files a grievance will be made aware of the grievance mechanism. To facilitate tracking, evaluation and response to grievances, a standardized form will be used (**Annexure-2**). Complainants are encouraged to use this form that will be available on C&W and DoT websites, and at every office/outlet mentioned above.

A *Project GRM Awareness Campaign* will be launched in print and electronic media. This will include distribution of brochures (in local languages), signboards in the vicinities where project interventions will be executed and in print media. The contents of these hoardings may include but not limited to the following:

- Summary of the GRM procedure and how it can be used
- Details of the process, such as who is responsible for receiving and responding the grievances etc.
- Timeline for receiving responses and results
- Safeguards in place to ensure confidentiality

All grievances, suggestions/comments etc. will be recorded in a Grievance Register by the Grievance Redressal Officer, having columns shown in **Table-1** within two (2) working days of the receiving of the grievances. A unique number will be assigned to each grievance, suggestions and comment and will be lodged in the Grievance Register.

10. Acknowledging Grievance:

The Secretary of GRC will formally acknowledge the receipt of grievance within five working days of the submission of grievance and will inform the complainant that the Project will respond within 20 working days. It will be ensured that all such



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acknowledgements, verbal or written are recorded in an appropriate manner to ensure record of correspondence. Acknowledgments should include a summary of the grievance and an estimated time for response/resolution.

11. Verification of Complaint/Investigation/Redress:

Once a complaint and/or suggestion/ comment has been forwarded to the GRC or Sub-Committees, the Chairperson of the Committee will nominate a committee member to verify the issue and/or analyze the suggestion/ comment prior to thorough investigation, and to prepare a working paper for consideration of the Committee/ Sub-Committee in its meeting. The investigations will include collecting and review of relevant documents, making site visits, consulting appropriate internal staff, contacting external stakeholders, interviewing the complainant as appropriate.

The Committee and Sub-Committee will meet as often as required to handle complaints and suggestions. The GRC and its Sub-Committee will ensure attendance of complainants at meetings as member/ observers to ensure transparency.

12. Dissemination:

Once the redressal process is completed and the GRC and/or GR Sub-Committee has reached a conclusion, the result will be communicated to the complainant and concerned stakeholders. The results of the redressal process will be uploaded to the both C&W and DoT website. Besides communicating the results to the Complainant, the Focal Person(s)/ Complaint Handling Officer will also record the information pertaining to the decisions of the Committee(s) in the grievance register and corresponding grievance database. The actions suggested by the GRC or Sub-Committee will be communicated to the concerned person(s) and will be recorded in a register.

13. Right of Appeal

If a complainant is dissatisfied with and/or unwilling to accept the resolution of the GRC or its Sub-Committees, he/she may approach the PSC as the appellate forum for review. The *Appellate Forum* will review the case and determine if further action is possible. Once all options for corrective actions have been explored and no further action is deemed appropriate, a written notice will be sent to the complainant advising that his/her grievance case is closed.



14. GRM Monitoring and Evaluation:

To ensure evaluation and improvement of the GRM, the Project will monitor implementation using the monitoring matrix in **Table 2**.

Period	Objectives	Indicators
Quarterly Review of Quantitative Indicators	<ul style="list-style-type: none"> • To assess if grievances are correctly screened and classified. • To assess if suggestions / comments are properly identified and classified Identify trends in grievances. • To ensure grievances are being addressed 	<ul style="list-style-type: none"> • Number of grievances received by level and type • Number of grievances redressed by level and type • Repeat of grievances from same stakeholder • Repeat of grievances from several stakeholders • Timeframe for closure of grievances; by level and type • Number of comments accepted and corresponding actions taken • Number of suggestions received and accepted

Table 2: Monitoring Indicators



Grievance/ Suggestion/ Comment Recording Form

Date:			
Time:			
Location:			
Name of Complainant		<input type="checkbox"/> You can use my personal detail	
Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Transgender
Address		<input type="checkbox"/> You can use my name when talking about this complaint in community meetings and project meetings	
Contact No.		<input type="checkbox"/> I do not want to disclose my identity	
I am a:	<input type="checkbox"/> Tourist	<input type="checkbox"/> Affected Person	<input type="checkbox"/> Local Resident
Alternative Contact	<input type="checkbox"/> I would want the following individual to pursue my complaint on my behalf: Name: _____ Relationship: _____ Contact No: _____ Address: _____		
Best Method for Contact	<input type="checkbox"/> By mail: Mailing address: _____		
	<input type="checkbox"/> By Phone/Mobile Phone:		
	<input type="checkbox"/> By Email:		
	<input type="checkbox"/> I would like to pick up responses in person from Office		
<input type="checkbox"/> Written Documents Provided	List of Documents Provided		
<input type="checkbox"/> Photocopies of Document	List of Documents Provided		
<input type="checkbox"/> Other Supporting Documents			
<input type="checkbox"/> Photographs Provided			
Brief Description of Complaint	(Nature of Complaint? Who Was-Involved? What are your suggestions? (Use additional pages if required))		
Signature of the Complainant			



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**INTEGRATED TOURISM
DEVELOPMENT PROJECT (KITE)**
PROJECT MANAGEMENT UNIT (DoT)

Department of Tourism, Culture, Sports, Archaeology, Museums & Youth Affairs

FOR OFFICE USE ONLY		
Grievance Involves	Sector	Please tick
Environmental concerns	Environmental and social safeguard issues	<input type="checkbox"/>
Environmental concerns	Resettlement/ compensation	<input type="checkbox"/>
Any others		<input type="checkbox"/>



Grievance Register

S. No	Date Received	Sub-project/District	Mode of Submission	Type of Complaint	Proposed actions