**Grievance Redressal Model Table:**

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| --- | --- | --- | --- | --- |
| **S. No** | **Description** | **Action** | **Status** | **Remarks** |
| **1** | Leaflets/Brushers | Printed and designed by PM U DoT | Available at PMU’s, local authorities and on sub project location sites |  |
| **2** | GRM online form | GRM Urdu/English form Developed | Format of both English and Urdu version form is available on kp.tourism.com |  |
| **3** | Leaflets Distribution | Planed public awareness campaign on all sub projects sites | Distributed in local community, tourist, hotel Restaurants, amongst the training participants. |  |
| **4** | GRM Complaints Registered | Format Designed and printed | Available on all sub project sites with concern authorities , sub project contractors and both PMU’s. |  |
| **5** | GRM Log | Log format drafted | Available at both PMU’s |  |
| **6** | Website/Social Media | Designated Email ID is generated and developed | Complaint can be email/submitted on [kptourism085@gmail.com](mailto:kptourism085@gmail.com) ,website: <https://kite.gkp.pk/grm>. and KITE social media pages. |  |
| **7** | Help line | Tourist facilitation hub established with helpline 1422 | GRM complaints can be received on 1422. |  |