



Grievance Resdressal Mechanism
For
Electricity Distribution Efficiency Improvement Project
(EDEIP)

May 2023

Grievance Redressal Mechanism

A project-specific grievance redress mechanism (GRM) regarding Electrical Distribution Efficiency Improvement Project (EDEIP) World Bank financing, has been established in HESCO to receive, evaluate, and facilitate the resolution of affected parties' concerns, complaints, and grievances about the environmental and social(E&S) performance of the Project.

A three-tier GRM has been designed to provide a time-bound, early, transparent and fair resolution for affected persons' (APs') and other stakeholders' grievances regarding E&S management of each subproject. All complaints received verbally or in writing will be properly documented and recorded in the Complaint Management Register(s). In addition, an easy-to-access web-based system has been developed to receive the complaints. <http://www.hesco.gov.pk/complaint.asp>

The first tier of GRM will be established at the field level and will offer the fastest and most accessible mechanism for resolution of grievances at the local level. A local level Grievance Redress Committee (GRC) will be formed for this purpose headed by the E&SS Manager, with membership from Land Acquisition Collector and other relevant staff of Revenue Department (**when resettlement activities are in progress**), contractors' representatives, consultants' representatives, representatives of other relevant departments, and two members from the Aps. At this tier, the designated E&S staff of PMU site office will make attempt to resolve the complaints within 2 to 10 working days, depending on the nature of the grievance. 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.

The PMU level GRC has been established by HESCO consists of the following persons: (i) Chief Engineer(Dev), PMU, HESCO; (ii) General Manager (Technical), HESCO; (iii) Project Director (GSC), HESCO; (iv) Deputy Manager (E&SS), PMU, HESCO; (v) Incharge PMDU, HESCO; (vi) Representative of DC office (where relevant); (vii) representative of PIC/CSC; (viii) representative of the Contractor; and (viii) Representatives of respective project-affected people (on-call). The GRC will suggest corrective measures at the field level and assign clear responsibilities for implementing its decision within 25 working days, depending on the nature of the grievance.

In the event that a grievance cannot be resolved directly by the second tier of GRC or if complainant is dissatisfied with the decision of GRC, the affected people can seek alternative redress through the Chief Executive Officer (CEO) or Board of Directors of DISCOs, district administration, the Secretary Energy (Power Division) or higher-level administrative authorities, the Pakistan Citizen Portal or the court of law, as appropriate.

