



**GOVERNMENT OF KHYBER PAKHTUNKHWA  
PROJECT MANAGEMENT UNIT**



**KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT  
LOCAL GOVERNMENT, ELECTIONS &  
RURAL DEVELOPMENT DEPARTMENT, PESHAWAR**

Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad  
Peshawar, +92 91 5854555 pdkpcip@gmail.com

No: LGE&RD/KPCIP/2021/523-549

Dated: 16 June 2021

To

The Deputy Commissioner

1. Abbottabad
2. Kohat
3. Mardan
4. Swat
5. Peshawar

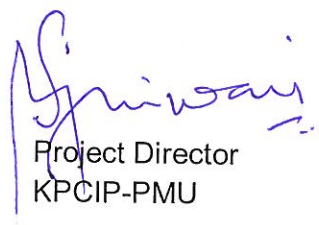
**SUBJECT: NOTIFICATION OF GRIEVANCES REDRESSAL COMMITTEES FOR  
KPCIP SUB-PROJECTS**

The competent authority is pleased to notify the Grievances Redressal Committee (GRC) at field level for the 05 Cities namely Abbottabad, Kohat, Mardan, Mingora (Swat), and Peshawar under Khyber Pakhtunkhwa Cities Improvement Project (KPCIP). Official notification of the GRC is attached with this letter for your reference.

  
Project Director  
KPCIP-PMU

Copy to:

- PS to Secretary LGE&RDD – for information
- PS to Sp. Secretary LGE&RDD
- Project Coordinator (PMU)
- PA to The Concerned Assistant Commissioner
- City Manager(CIU) Concerned WSSC/TMA/PDA (Peshawar)
- M&E Specialist
- Resettlement Expert
- Social Safeguard Expert
- Gender Expert
- Environmental Expert
- Concerned Tehsildar District/ Tehsil
- Rep of AC office (Concerned Patwari)
- Public Representative (Councilor/Nazim/Naib Nazim)
- Sardar/Malik of Concerned Locality
- Concerned RE
- File

  
Project Director  
KPCIP-PMU



**GOVERNMENT OF KHYBER PAKHTUNKHWA**  
**PROJECT MANAGEMENT UNIT**  
**KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT**  
**LOCAL GOVERNMENT ELECTIONS AND RURAL**  
**DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 58545 pdkpcip@gmail.com

**COMMITTEE NOTIFICATION**

**Grievances Redressal Committee at Field Level for all cities (Peshawar, Mardan, Mingora, Kohat, and Abbottabad) involved all sub-projects under KPCIP (1<sup>st</sup> Tier)**

Proposed composition of the GRC at Field level is as follows:

<b>Sr. No.</b>	<b>OFFICIAL DESIGNATION</b>	<b>COMMITTEE DESIGNATION</b>
1	Concerned Assistant Commissioner	Chairman
2	City Manager(CIU) Concerned WSSC/TMA/ PDA (Peshawar)	Secretary
3	Resettlement Expert	Member
4	Gender Expert	Member
5	Environmental Expert	Member
6	Rep of AC office (Concerned Patwari)	Member
7	Public Representative (Councilor/Nazim/Naib Nazim)	Member
8	Sardar/Malik of Concerned Locality	Member

***TOR Grievances Redressal Committee:***

- i. This GRC will work closely with the Communities and CIU at field level
- ii. To receive and facilitate the application and grievances of Affected/ displaced persons.
- iii. To explain how the procedures are accessible to DPs.
- iv. The committee will give resolution of the dispute within 10 days of complaint registration.
- v. To inform the displaced persons of their rights and of the procedures for addressing complaints whether verbally or in writing during consultation, survey, and time of compensation.
- vi. To inform the DPs that they can register their complaints in the register placed at CIU (WSSC/TMA & PDA) office, (Abbottabad, Kohat, Mardan, Mingora and Peshawar), PMU office and Contractor Office at site.
- vii. To enter the complaint on community complaint register (CCR) consisting the minimum information of name and address of complainer, description of complaint, action taken, status of resolution of complaints and other necessary information/ record and reasons in case the issue is not satisfactorily resolved.



**GOVERNMENT OF KHYBER PAKHTUNKHWA**  
**PROJECT MANAGEMENT UNIT**  
**KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT**  
**LOCAL GOVERNMENT ELECTIONS AND RURAL**  
**DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 585455 pdkpcip@gmail.com

- viii. Proper consideration will be given to avoid the grievances rather than going through a redress process.
- ix. To ensuring full participation and consultation with the DPs/general public and by establishing extensive communication and coordination between the community and PMU.
- x. To inform the displaced persons about GRC and mechanism by pasting the information at prominent places. Names and contact numbers of the members of the GRC members and will be disseminated to DPs through information brochures.
- xi. The issues/ community concerns relating to the land will be addressed by the revenue department (LAC)/ and or can be referred to GRC, while issues other than land will be directly addressed by the CIU/PMU (through concerned department) and can be placed with GRC at project level to resolve the community issues.
- xii. Inform the DPs on the status of resolution of their complaints and the way forward.
- xiii. Documentation and collection of all investigations including field visits, consultation with the DPs and audio-visual evidence.
- xiv. Preparation of a final report with recommendations and solutions and submission of the same to PD PMU.

Note: The Chair may co-opt any other member(s) if it considers appropriate.

  
**PROJECT DIRECTOR (KPCIP)**  
**LGE&RD DEPARTMENT**

**C.C:-**

A copy is forwarded for information and further necessary action to:-

1. Project Coordinator, PMU, KPCIP
2. M&E Specialist, PMU, KPCIP
3. Head CIU, Concerned City
4. PA to The Concerned Deputy Commissioner
5. PA to The Concerned Assistant Commissioner
6. All Members of Committee
7. Office file



**GOVERNMENT OF KHYBER PAKHTUNKHWA**  
**PROJECT MANAGEMENT UNIT**  
**KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT**  
**LOCAL GOVERNMENT ELECTIONS AND RURAL**  
**DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 58545 pdkpcip@gmail.com

**COMMITTEE NOTIFICATION**

**Grievances Redressal Committee at Deputy Commissioner Office Level, (Peshawar, Abbottabad, Kohat, Mardan, & Mingora) (2nd Tier)**

In case of dissatisfaction of the DP, his complaint will be referred by GRC to second level of GRC within 07 days after communication of decision by the GRC of 1<sup>st</sup> tier.

Proposed composition of the GRC at Deputy Commissioner level is as follows:

<b>Sr.No.</b>	<b>OFFICIAL DESIGNATION</b>	<b>COMMITTEE DESIGNATION</b>
1.	Deputy Commissioner	Chairman
2.	Project Coordinator (PMU)	Secretary
3.	Assistant commissioner/LAC	Member
4.	Head CIU/City Manager (concerned city)	Member
5.	Resettlement Expert(PMU)	Member
6.	Gender Specialist (PMU)	Member
7.	Environment Specialist (PMU)	Member
8.	Concerned Tehsildar District/Tehsil	Member
9.	Others (Concerned Department Rep of District Administration)	Member
10.	Rep of DP's/Sardar/Malik	Member
11.	Concerned RE to be notified	Member

***TORs of Grievances Redressal Committee:***

- i. The PMU will acknowledge the complainant,
- ii. Will scrutinize the record of the GRC,
- iii. Work closely with CIU and GRC at field level.
- iv. Investigate the remedies available and request the complainant to produce any record in favour of the claim. After thorough review and scrutiny of the available record on complaint,
- v. Visit the field and collect additional information and hear the complainant if required.
- vi. Once the investigations are completed the PMU shall forward recommendations through Project Director (PD) PMU to the CIU headed by City manager for implementation and





**GOVERNMENT OF KHYBER PAKHTUNKHWA**  
**PROJECT MANAGEMENT UNIT**  
**KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT**  
**LOCAL GOVERNMENT ELECTIONS AND RURAL**  
**DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 58545 pdkpcip@gmail.com

- vii. Communicate to the complainant accordingly within 21 days of receipt of the complaint regarding the status and the proposed solutions to address the complaints.
- viii. To facilitate the Affected/ displaced persons to appeal against any decision, practice or activity arising from land or other assets compensation.
- ix. Closure of the complaint process: upon implementation of GRC decision, the GRC with consultation of complainant recorded and signed-off by the complainant and Project GRC will close the complaint in register after approval by the PD PMU.

Note: The Chair may co-opt any other member(s) if it considers appropriate.

\_\_sd\_\_

**Secretary**

**LGE&RD DEPARTMENT**

**C.C:-**

A copy is forwarded for information and further necessary action to:-

1. Project Director, PMU KPCIP
2. City Manager, CIU Concerned
3. M & E, PMU, KPCIP
4. PA to Concerned Deputy Commissioner
5. PA to concerned Assistant Commissioner
6. All Members of Committee
7. Office File



**GOVERNMENT OF KHYBER PAKHTUNKHWA**  
**PROJECT MANAGEMENT UNIT**  
**KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT**  
**LOCAL GOVERNMENT ELECTIONS AND RURAL**  
**DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 58545 pdkpcip@gmail.com

**COMMITTEE NOTIFICATION**

**Grievances Redressal Committee at Local Government Election and Rural Development Department (LGE&RD) Level(3rd Tier)**

Proposed composition of the GRC at Local Government Election and Rural Development Department Level as follows:

<b>Sr.No.</b>	<b>OFFICIAL DESIGNATION</b>	<b>COMMITTEE DESIGNATION</b>
1	Special Secretary LGE&RD	Chairman
2	PD, KPCIP	Secretary
3	Deputy Commissioner of concerned district	Member
4	City Manager, CIU (PDA, TMA & WSSC), KPCIP	Member
5	M&E Specialist, KPCIP	Member
6	Resettlement Specialist, KPCIP	Member
7	Social Safeguard Specialist, KPCIP	Member
8	Gender Specialist, KPCIP	Member
9	Environment Specialist, KPCIP	Member
10	Representative of Concerned department	Member

***TORs of Grievances Redressal Committee:***

This GRC-3rd tier, through authorized representative, will acknowledge the complainant about his complaint, scrutinize the record of the GRC, investigate the remedies available and request the complainant to produce any record in favor of his claim. Once the investigations are completed, the GRC-HQ shall give decision within 21 days of receipt of the complaint. If the complainant is still dissatisfied with the decision, he can go to the court of law, if he/she wishes so

- i. This GRC, through authorized representative, will acknowledge the complainant about his complaint,
- ii. PMU to facilitate the DP in resolving the grievance to the extent possible.
- iii. Project Director who will then organize a special meeting to address the problem and identify a solution
- iv. Scrutinize the records, investigate the remedies available and request the complainant to produce any record in favour of his claim (if required).



**GOVERNMENT OF KHYBER PAKHTUNKHWA**  
**PROJECT MANAGEMENT UNIT**  
**KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT**  
**LOCAL GOVERNMENT ELECTIONS AND RURAL**  
**DEVELOPMENT DEPARTMENT**



Ground Floor, Afzal Apartments, Jamrud Road, Phase-3 Chowk, Hayatabad Peshawar  
+92 91 585455 pdkpcip@gmail.com

- v. The GRC may plan the field visit and collect additional information, (if required). The committee after thorough review and based on the field visit identify responsibilities and an action plan.
- vi. Once the investigations are completed the PMU shall forward recommendations through Project Director (PD) PMU to the CIU headed by City manager for implementation and
- vii. Communicate to the complainant accordingly regarding the status and the proposed solutions to address the complaints. The agreed action thus determined should be implemented within seven working days (if additional time is needed to implement the corrective action, it should be discussed and decided during the meeting).
- viii. In case, the grievance redressal system does not satisfy the Affected/ displaced persons, then they can pursue further by submitting their case to the appropriate court of law as per the process set out in Section 18 to 22 of the LAA 1894.
- ix. In such cases, the PMU will also inform the Bank Team of persistent problems and/or where solutions need to be found at higher levels of government.
- x. To facilitate the Affected/ displaced persons to appeal against any decision, practice or activity arising from land or other assets compensation.

Note: The Chair may co-opt any other member(s) if it considers appropriate.

**C.c:-**

\_\_\_\_\_

**Issuing Authority**

\_\_\_\_\_

*[Handwritten Signature]*