

## Grievance Redress Mechanism:

AWB/ SIDA will place complaint boxes/ register on different locations of Akram Wah.

AWBs lower staff posted within those locations will be made responsible to collect complaints on daily basis and transfer to Director AWB. Initially complaints will be resolved at AWB Level. If any grievance which cannot be resolved at AWB level

Than it shall be referred to the GRC. If the affected person is not satisfied with the decision of GRC, he/she, as last resort may submit the complaint to the court of Law. The committee will establish community complaints register at sub-project sites. Committee will register and file any grievance redress cases and would bring these into the notice of Project Director.

*Grievances may be submitted to the GRC through any of the following means:*

- By SMS, WHATSAPP, LETTER, SIDA WEBSITE, PCMU WEBSITE, AWB WEBSITE
- These complaints are submitted directly to the Managing Director of SIDA and the Team PCMU Leader and will be forwarded to the GRC Chairman.
- By individual(s) in writing directly to the GRC Chairman By individual(s) in person at the Left Bank AWB office
- Director AWB shall forward grievances to the GRC chairman.
- Referred to GRC chairman by the Contractor or PC (for grievances submitted to the Contractor or PC in the first instance but that cannot be not resolved by them)

*The following standards shall underpin the proposed systems for handling any submitted grievances:*

- All grievances received will be formally recorded by the GRC chairman in a Grievance Register to be maintained by the GRC
- A written acknowledgement shall be issued by the GRC chairman to the affected person within three working days of receipt.
- The GRC shall meet to discuss the Grievance within 5 working days of receipt. Attendees, minutes of the meeting and actions arising from the meeting shall be entered into the Grievance Register.
- If required, a second meeting of the GRC shall be held within 20 working days of receipt of the grievance, thus allowing 07 working days for deliberation by the GRC, receipt of legal advice and undertaking of investigations as may be necessary. Attendees, minutes of the meeting and actions arising from the meeting shall be entered into the Grievance Register.
- The final decision of the GRC (arising from the first or second meeting) shall be recorded in the Grievance Register, including any further actions to be taken and both shall be communicated to the affected person in writing within 10 days of receipt of the grievance.
- If a final decision cannot be reached by the GRC within 10 days, the findings of the GRC to date shall be communicated to the affected person in writing. The GRC shall agree upon a timeframe for resolution of the grievance which shall be recorded in the Grievance Register and shall also be communicated to the affected person in writing within 07 days of receipt of the grievance.
- Attendees, minutes and actions arising from any subsequent meetings shall continue to be entered into the Grievance Register, and the affected person shall be updated, in writing, on findings at 10-day intervals.
- If at any time, the affected person is not satisfied with the decisions or findings of the GRC, they may register their complaint in a court of law.