

Notification

Grievance Redress Mechanism (GRM) is to provide a robust system of procedures and processes that provides for transparent and rapid resolution of concerns and complaints identified at the local level. For redress of service delivery of complaints and grievances relating to Environment & Social Management regarding infrastructure subprojects under Punjab Cities Program (PCP). The following Grievance Redress Committee (GRC) at MC is hereby constituted.

1. Chief Officer	Chairperson
2. Municipal Officer (Infrastructure Development)	Member
3. Municipal Officer (Planning)	Member
4. Deputy Program Officer (ESM)	Member

The TORs of the GRC are as follows:

- GRC shall be responsible to manage and run the GRM effectively and convene the regular meetings to streamline the GRM;
- GRC shall ensure that all grievances related to social and environmental issues are registered, formally recorded, reviewed, resolved and the concerned person is informed in a timely manner and community feedback is recorded; and
- Grievance redress of complaints related to compensation and land acquisition and resolution of issues related to Abbreviated Resettlement Action Plan (ARAP) and Resettlement Action Plan (RAP)
- For site-specific grievances of ESM before, during and /or after execution of civil works, GRC shall issue the warning letters and may define the penalties for contractors


Administrator
Municipal Committee

CC:

No. 1862-65 DATE: 18-04-2023

- The Secretary, LG&CD Department, Government of the Punjab, Lahore.
- Project Director, Punjab Cities Program, PMDFC, Lahore.
- All Municipal Officers, Municipal Corporation/Committee.
- Concerned Officers
- Office Record

