

## **GRIEVANCE REDRESS MECHANISM (GRM), PEDO**

PEDO needs an effective grievance redress mechanism to ensure that complaints are promptly addressed as per Clause 35 KPPRA Act 2012. Public can file complaints for a variety of reasons. The common causes giving rise to complaints are procurement process, environmental issues, social disputes, and HR related.

### **Objectives**

Aim of the formation of GRM is:

1. To ensure transparency and accountability in the operations of PEDO.
2. To avoid conflict of interest in the working of PEDO.
3. To provide in-house complaint and appeal mechanism, and avoid unnecessary litigation.
4. That every request for information/complaint is properly handled and responded to.
5. That proceedings are fully documented for future reference and record.

### **Mechanism**

The following procedure shall be adopted for grievance redressal.

1. Director Admin/Officer in-charge (Admin), PEDO shall be designated as "Information and Grievance Redress Officer (IGRO) for purpose of handling complaints and its redressal.
2. The IGRO shall act as a single point of public contact for disposal of a request for information or grievance.
3. Anyone can file a request for information/clarification from the IGRO by submitting an application on paper to PEDO either personally, through registered post or Electronic Complaint Mechanism (ECM). The application must contain the name, contact details and CNIC no. of the complainant. Anonymous complaints will not be considered.
4. Every complaint shall be duly acknowledged and a receipt will be issued.
5. The IGRO shall track and follow up every complaint/request for information in the office till its disposal.
6. The IGRO, upon receipt of complain, shall review it, and may seek explanation/further information from the relevant wing/Project Director (PD) of PEDO.
7. PD/relevant wing shall respond within three (3) days to the request of information/explanation/record received by him/her from the IGRO.
8. The IGRO will consider each complaint on its merit. It can call up the complainant for additional information/clarification. The IGRO will also examine the explanation of the PD and get additional information from the PD if required in arriving at a conclusion.
9. The IGRO, within twelve (12) days of the receipt of grievance, shall complete the proceedings along with recommendations.

10. Upon completion of the grievance redressal process, the IGRO may identify weaknesses in the PEDO working/procedures, or recommend further action against those who are found responsible. The IGRO shall forward his proposal to the PEDO's Management Committee, which shall discuss, and may approve the same, for adoption at the institution level.
11. The IGRO will communicate his findings/response to the complainant and to the person held responsible for causing the grievance (if any) directly through letter or ECM. The IGRO may if deemed appropriate held a meeting with the complainant to help satisfy him with regard to the complaint filed.
12. In case of feeling aggrieved by the findings of the IGRO, the complainant or the person held responsible may file formal appeal to the CEO, PEDO, against the decision of the IGRO within seven (7) days of the response to the complainant.
13. The appeal must be filed through letter or email, with clearly stating the reference no. of the decision made by IGRO.
14. Upon receipt of the appeal, the CEO will forward it to the Management Committee of PEDO, to review the decision made by IGRO.
15. Secretary of management committee (MC) is authorized to constitute Grievance Redressal Committee (GRC) comprising of three members from the management committee. The Secretary MC is also authorized to co-opt additional members with expertise in the relevant field. While in constituting the GRC, conflict of interest situations will be avoided.
16. The GRC can call up the appellant for additional information/clarification. The GRC will also examine the explanation of the PD and IGRO, and get additional information from the PD/IGRO if required in arriving at a conclusion.
17. The GRC will fully document its proceeding for future reference and record and to ensure transparency and accountability in its decision.
18. The process shall take no more than twelve (12) days, and will submit its response to CEO.
19. The CEO shall review the GRC's work, and consult with the GRC members. Following this process, the CEO shall sign off the recommendation and communicate the response to the appellant.
20. The total time taken in responding to complaint shall not exceed fifteen (15) days.
21. In case of appeal total time taken in its disposal shall not exceed twenty five (25) days.
22. If grievance is against the procurement process and the appellant is dissatisfied with findings of PEDO, the appellant may contact the KPPRA as per the KP Procurement Rules 2014.

# Grievance Redress Mechanism, PEDO

## Mandate

Procurement, Environment, HR related, Social Disputes, or any other

## Appeal/Review

To ask a higher authority to reverse the decision

## Process Duration

Complaint: 15days  
Appeal/Review: 25days

IGRO: Information and Grievance Redress Officer  
PD: Project Director  
GRC: Grievance Redress Committee  
CEO: Chief Executive Officer  
HR: Human Resource  
ECM: Electronic Complaint Mechanism  
MC: Management Committee

- Complaint Process
- Appeal Process
- Explanatory Note

