

Grievance Redress Mechanism for Mini Micro Hydro Power Plants (MMHPP's)

Timely and effective redress of stakeholder grievances will contribute to bringing sustainability in the operations of a project. In particular, it will help advocate the process of forming and strengthening relationships between project management and the stakeholder community groups and bridge any gaps to create a common understanding, helping the project management to efficiently operate in the area.

Although this program does not involve involuntary land acquisition, some social and environmental issues such as damages to private assets, noise and dust are likely to arise during site selection, construction and implementation phase of the project. To register and resolve the grievances of the community in this process, a Grievance Redress Mechanism (GRM) will be established. The proposed mechanism will be based on two-tier grievance redress committees—at village level and at district level. The proposed GRM will help achieve the objectives of sustainability by dealing with the environmental and social issues of the Project in a timely manner.

The village-level GRC will be established to engage village-level community members/leaders to participate in the decision-making processes and to have “voices” of the aggrieved person/communities in the grievance redress procedures. This will also enhance local ownership of the Project. Having members based in the village, the village-level GRC will be helpful in resolving the grievances quickly often without going into lengthy documentation. The local participation will further build local capacity in dispute resolution and decision-making and provide leadership support in the implementation of the Project.

As no land acquisition is involved in this program, it is expected that all grievances will be resolved at village level GRC. However, unresolved grievances will be referred to district level GRC. Cases which are not satisfactorily resolved or affected persons remain aggrieved, the case will then be forwarded to the district-level independent GRC as the prime floor for resolution of the grievances.

The purpose of the GRM is to facilitate the resolving of disputes without going into litigation. In this regards, the decision of the district level GRC will be final within the GRM. However, if any disputant remains dissatisfied with the GRC outcome, the disputant can seek redress from a court if law.

Pakhtunkhwa Energy Development Organization (PEDO) will be responsible for:

1. Establishing the GRM at each village level and at the district level in the district where projects are undertaken. The GRM will be established as soon as PC-1 of a project is approved.
2. The concerned NGOs & Consultant must ensure that the community is informed of the mechanism to redress complaints.

1. Grievance Redress Committees

The Grievance Redress Committees (GRCs) are to ensure accessibility, fairness and independence of the procedures. The GRCs will be established at two-levels:

1. Village GRC, with the scope limited to projects within the village; and
2. District GRC, covering all the projects within the district.

The composition of the two committees is shown in the table below.

Members of GRC

Organization	Village GRC	District GRC
PEDO	Field staff of PEDO <i>Chairperson</i>	Representative from PEDO Environment & Social Cell <i>Chairperson</i>
Concerned NGO	Social Mobilizer of concerned Community Based Organization (CBOs) <i>Secretary</i>	Representative of concerned NGO's Head Office <i>Secretary</i>
Community	One or two elders nominated by the community	Representative of district/local government and the CBO

2. GRC's Scope of Work

The scope of work of the GRC shall include:

1. The village GRC will 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.
2. The district GRC will monitor the working of the village GRC and will work as a forum for appeal against the decision of the village GRC.
3. GRC will not consider complaints related to the procurements or with any matters pending in the court of law.
4. In resolving the disputes, the GRCs would take into consideration the following:
 - Merit of the complaints/case received for consideration;
 - Evidences to take a decision on the complaint;
 - Witness statements;
 - Plausibility of the case in the light of related project activity;
 - Applicable laws, environmental guidelines of Pakistan, initial environmental examination and environmental review document of the project, and ADB environmental guidelines;
 - Observations made on the field; and
 - Available information on previous complaints of similar nature.

3. Approval and Orientation of GRC Members

The GRC members will be selected according to their responsibility and personal integrity. Community members of the village level GRCs will be selected after consultation with the communities. Community members of district level GRCs will be nominated by the concerned District Government. All GRCs members will be approved and notified by the Project Director.

All GRC members will attend a training and orientation meeting prior to commencement of their work. The training will be provided by competent technical experts in social/resettlement and environmental management. The training will address the policy aspects, compliance requirements, expectations of the community, and need for rapport and communication with the affected communities, and finally need for independence and transparent views in dealing with grievances.

4. Dissemination of GRCs

After notification of all the GRCs information regarding GRCs will be disseminated in all the concerned villages by the social mobilizers of the concerned NGOs. Information dissemination will comprise the following;

- List of GRC members including address and contact numbers.
- GRC scope of work.
- Grievances redress procedure.

5. Grievance Redress Procedure

Following procedure will be adopted to resolve grievances received by the GRCs. The grievance mechanism will be made public through public consultations by the concerned NGO's and Consultant.

5.1 Filing of Grievances to Village GRC

For grievances related to social and environmental safeguards, the aggrieved person (or their authorized representatives) may file a grievance with the village-level GRC in one of the following ways:

1. Submit a written complaint to any member of the village GRC.
2. Given the local cultural context, any aggrieved women may submit complaints to GRCs directly or through the head of the household.

For complaints registration Complaint Registration Forms will be available with the secretary of the village level GRCs and complaints will be registered on Grievance Log. Templates of Complaints Registration Forms, Grievance Log of village level GRC and Grievance Log of District level GRC are provided as Appendix A, B and C.

5.2 Hearing and Resolution of the Cases by Village GRC

The procedure for hearing and resolution of the complaint will be as follows:

1. On receipt of a complaint:
 - Secretary of village GRC will log the complaint in a register called Complaint Register.
 - Contact other members of the GRC to conduct a meeting within 10 calendar days of the logging of the complaint.
 - If needed, request the complainant or his representative to meet the Village GRC on the appointed date to discuss his complaint.
 - Prepare all the relevant information and document relevant to the complaint prior to the meeting and provide copies to all members.
2. The GRC will meet on the appointed date during which it may:

- Deliberate on the nature and circumstances of the complaint;
 - Investigate the complaint;
 - Meet with the complainant and other persons;
 - Visit the site; and
 - Take a decision.
3. If the GRC needs extra time to investigate or deliberate on the complaint, the secretary will inform the complainant of the time when a decision is expected. In any case, all complaints shall be resolved within 30calendar days of logging.
 4. Once the complaint is resolved the secretary will document the decision and prepare full documentation on the process including minutes of meeting, photographs of visits, documents reviewed, and reasons of the decision.
 5. The GRC will ensure that the complainant is fully informed of the decision and is also informed about his/her right to appeal to the District GRC and to the court of law.
 6. In case follow-up action is required, the chairperson of the village GRC will ensure that the actions are taken and are documented.

5.3 Hearing and Resolution of the Cases by District GRC

The procedure for hearing and resolution of the complaint by the District GRC will be as follows:

1. On receipt of a complaint from :
 - Secretary of district GRC will request all the concerned documentation from the secretary of the concerned village GRC.
 - Contact other members of the District GRC to conduct a meeting within 15 calendar days of the logging of the complaint to the district GRC.
 - If needed, request the complainant or his representative to meet the District GRC on the appointed date and place to discuss his complaint.
 - If needed, request the members of the village GRC to meet the District GRC on the appointed date and place.
 - Prepare all the relevant information and document relevant to the complaint prior to the meeting and provide copies to all members.
2. The District GRC will meet on the appointed date during which it may:
 - Deliberate on the nature and circumstances of the complaint;
 - Investigate the complaint;
 - Meet with the complainant and other persons;
 - Visit the site; and
 - Take a decision.
3. If the GRC needs extra time to investigate or deliberate on the complaint, the secretary will inform the complainant of the time when a decision is expected. In

any case, all complaints shall be resolved within 45 calendar days of logging with the district GRC.

4. Once the complaint is resolved the secretary will document the decision and prepare full documentation on the process including minutes of meeting, photographs of visits, documents reviewed, and reasons of the decision.
5. The GRC will ensure that the complainant is fully informed of the decision and is also informed about his/her right to appeal to the court of law.
6. In case follow-up action is required, the chairperson of the district GRC will ensure that the actions are taken and are documented.

5.4 Maintenance and Evaluation of Data by PEDO

The Social and Environmental Cell of PEDO will ensure that it receives copies of all complaints, meeting notices, decisions, and documentations related to proceedings of the village and district GRCs

The Social and Environmental Cell of PEDO will maintain complete record of the complaints in a database or tabular form consisting of the following fields:

- Project name
- Village, union council, tehsil, and district
- Name of complainant
- Nature of complaint like environment (trees cutting, Noise, Dust, Waste, Air-Water-Soil Pollution etc.), social (damage to infrastructure, land, privacy, Favoritism/Nepotism issues, etc), Gender (gender equality, empowerment, privacy etc.) and non-compliance to the Govt. /Donor provided guidelines.
- Date of logging of complaint with village GRC
- Date of first meeting of village GRC
- Information on members attended, number of meetings, meeting with complainant, and site visit.
- Date of decision of village GRC
- Follow-up actions, responsibilities, and completion with dates
- Date of logging of complaint with district GRC
- Date of first meeting of district GRC
- Information on members attended, number of meetings, meeting with complainant, and site visit.
- Date of decision of district GRC
- Follow-up actions, responsibilities, and completion with dates

The Social and Environmental Cell of PEDO will prepare periodic report on the GRM reporting on, for example:

- Number of complaints received and resolved by district, project, NGO, and nature of complaint;
- The average time of it took to resolve the complaint; and
- The fraction to complaints that were resolved at the village GRC level.

Appendix A: Templates of Complaints Registration Forms

Complaint No.: _____ Village: _____ Union Council: _____

Tehsil: _____ District: _____ Project Name: _____

(To be filled by Secretary of Village GRC)

Complaints Registration Forms

Name of Complainant: _____

Father/ Husband Name _____

NIC Number: _____

Contact Address: _____

Contact Number: _____

Nature of Grievance or Complaint:

Environmental:

Social:

Gender:

Details:

Complainant

Recipient
Village GRC

Recipient
District GRC

Signature: _____

Signature: _____

Signature: _____

Name: _____

Name: _____

Name: _____

Dated: _____

Dated: _____

Dated: _____

Appendix B: Template of Grievance Log of Village Level GRC

Date: ____ / ____ / ____

Complaint No.	Registration Date	Reference No.	Name of Complainant	Village Name
Summary of Complaint:				
(Use separate shed as Annex)				
Summary of supporting Documents:				
(Use separate shed as Annex)				
Summary of 1st Hearing:				
(Use separate shed as Annex)				
Summary of Field Visit's:				
(Use separate shed as Annex)				
Summary of 2nd Hearing:				
(Use separate shed as Annex)				
Decision				
(Use separate shed as Annex)				

* Supporting documents include Land Records, witness statements, Photographic documentation etc.

Appendix C: Template of Grievance Log of District Level GRC

Complaint No.	Registration Date	Reference No.	Name of Complainant	District Name
Summary of Complaint:				
(Use separate shed as Annex)				
Summary of supporting Documents:				
(Use separate shed as Annex)				
Summary of 1st Hearing:				
(Use separate shed as Annex)				
Summary of Field Visit's:				
(Use separate shed as Annex)				
Summary of 2nd Hearing:				
(Use separate shed as Annex)				
Decision				
(Use separate shed as Annex)				

*Complaint Number will be the same registered at Grievance Log of Village Level GRC