

Grievance Redressal Mechanism

Social Environmental,
Public Awareness.

Govt of Khyber Pakhtunkhwa with technical and financial support of World Bank and P & D Dept KP has initiated Khyber Pass Economic Corridor (KPEC). Section (4.4.7), (7.1.8) of Operational Manual and Section (6.6) of Resettlement Policy Framework. Grievance Redressal Mechanism (GRM) has been developed. This Grievance Redressal Mechanism (GRM) is an institutional arrangement to provide a platform to stakeholders to address grievances related to the project through a timely, transparent and predictable process to complain about an action or lack of action, standard of services, work or policy, deficiency of services of the project management and its implementation mechanism.

The KPEC GRM is gender responsive, culturally appropriate and readily accessible to the stakeholders at no cost. This mechanism serves as a platform to promptly resolve and address community concern, reduce risk and assist in strengthening system and process thereby contributing to positive services delivery.

Complaints can be registered at the PMU of the project through a GRM form. These complaints can also be registered via Department Official Website: www.kpec.org.pk or through helpline 091-9216005.

In case of non-resolution of any complaint, the office of Project Director KPEC may be approached on the following address:

Project Director, Project Management Unit
Khyber Pass Economic Corridor,
21/E, Mulberry Road, University Town, Peshawar
Tel: 091-9216005, Email: info.kpec@kp.gov.pk