



042-99232052

No. PIU-IWRPP/PD/2024/ 867
**PROJECT IMPLEMENTATION UNIT
IMPROVING WORKFORCE
READINESS IN PUNJAB PROJECT
299-A NEW MUSLIM TOWN, LAHORE.**

Dated Lahore, the 20, Aug 2024

IMPROVING WORKFORCE READINESS IN PUNJAB PROJECT (IWRPP)
GRC Committee Notification

Grievance Redressal Committee at Project Level has been notified hereby to address Environmental, Social & Gender Grievances during the execution of works. Composition of GRC is as follows:

Sr. No	Official Designation	Committee Designation
1	Project Director (PIU-IWRPP)	Convener
2	Deputy Director Environment (PIU-IWRPP)	Secretary
3	Respective COE Principal (TEVTA/PVTC)	Member
4	Project Manager Civil Works (PIU-IWRPP)	Member
5	Assistant Director Social Safeguard (PIU-IWRPP)	Member
6	Gender Specialist (PIU-IWRPP)	Member
7	Team lead (Consultant)	Member
8	Lead HSE Specialist (Consultant)	Member
9	Contractor Representative (Manager Level)	Member

Note: Principal/Contractor of concerned COEs under IWRPP is member of GRC.

TORs Grievances Redress Committee:

1. Committee will conduct meeting at office level regarding GRC matters once in a month.
2. PIU will acknowledge the complaints.
3. Committee will scrutinize the record of GRC.
4. Work closely with the field staff at COE level.
5. To enter the complaint on community complaint register consisting the minimum information of name and address of the complainant, description of the complaint, action taken, status of resolution of the complaint and other necessary information/record and reason if the issue is not satisfactory resolved.
6. At Project level, field staff will inform the complainant/person about GRC and mechanism by pasting the information on prominent places. Names and contact numbers of the members of GRC and PMU staff will disseminate to complainant through brochures once these have been notified.
7. Investigate the remedies available and request the complainant to produce any record in favor of claim. After thorough review and scrutiny of the available record on complainant.
8. Visit the field and collect additional information and hear the complainant if required.
9. Closure the complaint process: upon implementation of GRC decision, The GRC with consultation of complainant recorded and signed -off by the complainant and project GRC will close the complaint in Complaint register after approval of PD IWRPP/Chairman GRC.
10. **The chair may Co-Opt any other member(s) if it considers appropriate.**


**Project Director
PIU-IWRPP**