



**PROJECT MANAGEMENT UNIT
SINDH SOLAR ENERGY PROJECT (SSEP)
ENERGY DEPARTMENT
GOVERNMENT OF SINDH**

OFFICE ORDER

SUBJECT ; SSEP GRIEVANCE REDRESSAL MECHANISM

No. SSEP/ESDO/12/2020:- Pursuant to the advice of the World Bank, the Grievance Redress Mechanism (GRM) for the World Bank-financed Sindh Solar Energy Project is hereby notified.

Definition of GRM: The Grievance Redress Mechanism (GRM) is an institutional arrangement to provide an avenue to stakeholders to address grievances related to the Project through a timely, transparent, and predictable process. A grievance is defined as: any formal communication that expresses dissatisfaction about an action or lack of action, about the standard of service, works or policy, deficiency of service, works or policy of the project management and its implementation mechanism. The GRM will be gender responsive, culturally appropriate, and readily accessible to the stakeholders at no cost and without retribution.

The 6-Stage GRM for SSEP will be as follows:

Stage 1-Grievance Arousal: Grievances related to component-I of Utility Scale Solar may submit their complaints to the Secretary of the site specific Grievance Redress Committee (GRC). Grievances related to the component 2 of Distributed Solar may submit their complaints to the management of building and if they are not satisfied with the response then they can precede the grievance to the PMU. In case of component 3 of Solar Home System (SHS), the consumer availing SHSs should first approach the supplier/vendor who installed the system for the grievance and if they are unable to resolve the complaints, the complainant can call to the helpline (provided on website/public notice) and if still the complaint not resolved then the complainant can contact the ESDO in the PMU to register the complaint..

Stage 2-Intake: If the complaint not resolved in the first stage, the affected person/s may contact directly with the Project Management Unit (PMU) through either registering complaint/s via Complaint Register Book at the PMU office, respective sub-project site office, through the online form available at SSEP website i.e. ssep.gos.pk, or by calling the Helpline set up by the Solar Service Provider (SSP).

Stage 3-Acknowledgement (05 Days): The Environmental and Social Development Officer ESDO will send acknowledgement of receipt of Complaint within 05 business days to the Complainant and all concerned. Complaints submitted to the SSP via the Helpline will be resolved by the SSP with monthly reporting submitted to the PMU.

Stage 4-Rapid Review (07 Days): The ESDO will conduct a Rapid Review of the complaint and contact relevant stakeholders to facilitate its resolution. If the issue is resolved to the satisfaction of the Complainant, it will be noted as "Complaint Resolved", details of resolution will be recorded in the Complaint Register Book and Online Complaints Log, and no further follow-up will be required. If the Complainant is not satisfied with the proposed resolution, or if the complaint is complex and requires involvement of other stakeholders, it will be elevated to the next stage. The Rapid Review will take 07 business days.

Stage 5-GRC (14 Days): The ESDO will convene a Grievance Redress Committee (GRC) at the PMU level comprising relevant stakeholders to resolve the Complaint. The GRC will be composed of the following:

S. No.	DESIGNATION	STATUS
1.	Project Director, SSEP	Chairperson
2.	Environmental & Social Development Officer, SSEP, Energy Department, Government of Sindh	Secretary
3.	Representative of the local Administration / Assistant Commissioner of the area	Member
4.	Community Representative / UC Chairman	Member

Note: The Chair can nominate any relevant expert / stakeholder as member by invitation in the Advisory capacity without any right of vote.

The GRC will discuss the Complaint in detail, determine action items and next steps, assign responsibilities, and set a timeline for resolution. Minutes of the GRC decision will be shared with the Complainant and relevant stakeholders. The GRC will convene again at the end of the 14-day period to assess progress on its decision. If the Complaint is resolved to the satisfaction of the Complainant and is stated by him/her as such in writing, no further action will be required except to record a summary of the satisfactory resolution in the Grievance Register and Online Grievance Log, and inform all relevant stakeholders. All efforts should be made to resolved complaints at the GRC level. However, if the Complaint is not resolved to the satisfaction of the Complainant, s/he can request that it either continue to be handled by the GRC, or that it be elevated for hearing by the Project Steering Committee (PSC).

Stage 6-PSC (21 Days): The Project Director will convene a meeting of the Project Steering Committee in a final effort to resolve the Complaint. The Project Steering Committee, chaired by the Secretary of Sindh Energy Department (SED) and including a Consumer Advocate, will provide high-level oversight and guidance to the PMU on implementation issues. The PSC will invite relevant stakeholders to its meeting and issue directives for the timely and final resolution of the Complaint. The PSC will monitor the implementation of its directives via the PMU, keep the Complainant informed, and take stock of the Complaint in subsequent PSC meeting/s. If the Complaint remains unresolved after 03 PSC meetings, the process will be documented in the Complaints Register and online Case Log, and the Complainant will be informed of the same.

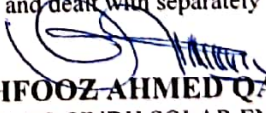
Legal Remedy: The Complainant can approach courts and discontinue efforts for resolution via the GRM at any stage in this process.

Creating Awareness About GRM: All information about grievance procedures, grievance forms, and responses will be available in Urdu, English and Sindh local population. Awareness raising would be conducted in Sindhi and Urdu. If the local community is found to be illiterate, then pictorial printed material will also be used to communicate with them.

Transparency & Record-keeping: The ESDO in the PMU will maintain record of all complaints received from complaint registers/logbooks/website/SSP Helplines and coordinate and report with the concerned Managers and Monitoring and Evaluation Specialist in PMU. The details of the complaints will be uploaded quarterly at the SSEP website at ssep.gos.pk, and the Complainant will be kept informed of all steps and decisions.

Exclusions: The following types of complaints shall not be taken up for consideration as grievances:

- i. Anonymous complaints;
- ii. Frivolous cases for which inadequate supporting details are provided;
- iii. Cases involving decisions/policy matters in which the complainant has not been affected directly/indirectly;
- iv. Cases where quasi-judicial procedures are prescribed for deciding matters or cases that are subjudice
- v. A grievance which has already been disposed of by the GRM unless new evidence is submitted; and
- vi. Complaints about corruption which should be lodged and dealt with separately from this system.


MEHFOOZ AHMED QAZI
PROJECT DIRECTOR TO SINDH SOLAR ENERGY PROJECT

No. SSEP/ESDO/12/2020:

Karachi dated: 12 January 2020

A copy is forwarded for information and necessary action to:

1. DS(staff)/PS to Minister for Energy, Govt. of Sindh
2. PS to Secretary Energy, Government of Sindh
3. Manager IT, SSEP, Govt. of Sindh
4. Office order file

ENVIRONMENTAL AND SOCIAL DEVELOPMENT OFFICER

FOR PROJECT DIRECTOR
SINDH SOLAR ENERGY PROJECT