



Complaint Form

(FORM AVAILABLE IN URDU/SINDHI/ENGLISH ON PROJECT WEBSITE)

This form will be available on SSEP website and it can be filled out by clicking or tapping where indicated, then typing to enter the requested information. When completed, you may print and sign, or you may upload a photo of your signature (instructions provided below) and e-mail the completed form.

1. Complainant's Information *(This information must be provided. The identity of complainants will be kept confidential if they request so. Anonymous complaints will not be accepted.)*

Names and Titles:

(☐Dr., ☐Mr., ☐Ms., ☐Mrs. *Please check one*)

Positions/Organizations *(If any)*

Addresses:

Contact numbers:

E-mail addresses:

Please indicate how you prefer to be contacted (e-mail, mobile, etc.):

Do you request that identity be kept confidential? *Check Yes or No below*

☐Yes

☐No

2. Project Information

Project name Project location (Field area/
village, etc.)

3. Details of Complaint

4: Rate the urgency/nature of the complaint 1¹, 2, 3, 4

5: Why do you believe that the alleged harm results from the SSEP project?

a) Directly b) Indirectly

Explain:

6. Previous Efforts to Resolve the Complaint

(a) Have you raised your complaint before with the grievance mechanism of the project or any other forum?

☐ Yes If YES, please provide the following:

- When, how and with whom the issues were raised.
- Please describe any response received from and/or any actions taken by the project level grievance mechanism or related forum. Please also explain why the response or actions taken are not satisfactory.

☐ No If NO, why not?

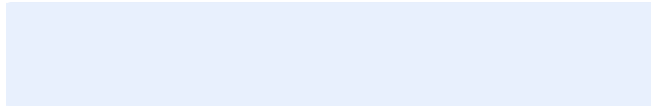
(b) How do you wish to see the complaint resolved?

(c) Do you have any other matters or facts (including supporting documents) that you would like to share?

¹ 1-most significant 2- significant , 3-moderate , 4-minimal,

d) Any relevant information regarding better working of GRM that you suggest or for project overall:

Signature of Complainant: You may print the form and sign it. Alternatively you may click on the box below and add a photo of your signature if you prefer.



Date:

Please send the complaint to:

Phone Number: 021 99332107

Official E-Mail: complaint@ssep.gos.pk

Website: <https://ssep.gos.pk/>

For telephonic reporting, call on phone numbers.

Complaints can be submitted in writing to complaint@ssep.gos.pk. Alternatively, complainant may complete the online complaint form at SSEP Website and submit it online, or submit the completed PDF form (complaint form pdf) along evidence (if any) by postal mail to the following address:

[Bungalow No. F-3, Forum Street near The Forum, Clifton Block 9, Karachi.]