

**KARACHI MOBILITY PROJECT
BRT YELLOW LINE CORRIDOR**

**Standard Operating Procedures for KMP Grievance
Redress Mechanism (GRM)**

Sept 2024



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Acronyms

Annex	Annexure
BRT	Bus Rapid Transit
CPLC	Citizens and Police Liaison Committee
C&LRP	Compensation and Livelihood Resettlement Plan
GBV	Gender Based Violence
GoS	Government of Sindh
GRC	Grievance Redress Committee
GRO	Grievance Redress Officer
GRM	Grievance Redress Mechanism
KMP	Karachi Mobility Project
MD	Managing Director (SMTA)
NGO	Non-Governmental Organization
PAPs	Project Affected People's
PD	Project Director
PDOs	Project Development Objectives
PMT	Project Management Team
SEA	Social & Environment Assessment
SH	Safety Health
SMTA	Sindh Mass Transit Authority
T&MTD	Transport & Mass Transit Department

GRIEVANCE REDRESS MECHANISM (GRM)

1. Introduction

A Grievance Redress Mechanism (GRM) for The Karachi Mobility Project (KMP) has been designed to receive, register, and address complaints from different stakeholders, including the project affected person (PAPs). The Grievance system is designed to ensure that complaints are appropriately handled and resolved timely with no cost and fear of reprisal. A functioning GRM is considered a suitable feedback mechanism from the PAPs and a practical tool for citizen engagement. Grievance's activities to be applied under the project will be handled by all types of grievances related to the project.

2. Objectives of Grievance Redress Mechanism

The objective of a grievance procedure is to ensure that all complaints from any project stakeholder are considered and addressed in an appropriate and timely manner. The grievance procedure will be simple, accessible, and should be administered at the local level. The specific objectives are to:

- allow stakeholders the opportunity to lodge complaints and raise concerns;
- ensure that comments, responses, and grievances are handled fairly and transparently, in line with the applicable reference framework;
- mitigate or prevent adverse impacts on communities caused by the Project operations;
- serve as an early alert system to project management of significant or recurring issues that might signal a systemic problem and facilitate a resolution. Inform the population about the project's objectives, the risks related to the project, the channels for filing complaints
- Establish safe and accessible channels for reporting complaints, including those identified by women and during specific consultations.
- Make partners, beneficiaries, or other stakeholders aware of their rights to bring their claims and complaints to the GRM.

3. Process of GRM

The GRM includes a set of processes for receiving, recording, registering, processing, and resolving grievances. The overall strategy for the GRM will consist of six steps, as shown in Exhibit-1 and described in Exhibit-2 below.

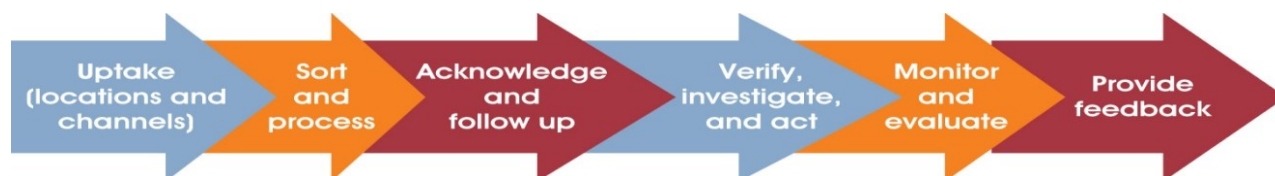


Exhibit 1: GRM Value Chain

Exhibit 2: GRM Processing STEPS

Steps	Process
Step 1: Uptake	Project stakeholders will provide feedback and report complaints through several channels, as described in Section 7 .
Step 2: Sorting and processing	Complaints and feedback will be compiled by the GRM focal person and recorded in a register except for sensitive complaints related to GBV, SEA, HS, which will have to be recorded separately according to the GRM's security and confidentiality principles using encrypted codes/system and keeping the files well locked.
Step 3: Acknowledgement and follow-up.	Within three (3) days of the date a complaint is submitted, the responsible person will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolving the complaint (see Annex 1: Grievance Registration Form).
Step 4: Verification, investigation, and action.	This step involves gathering information about the grievance to determine the facts surrounding the issue, verifying the complaint's validity, and developing a proposed resolution (see Annex 2: Grievance Investigation Report).
Step 5: Monitoring and evaluation	The Safeguard Specialists will be responsible for consolidating, monitoring, and reporting on complaints, inquiries, and other feedback that have been received, resolved, or pending.
Step 6: Providing Feedback.	This step involves informing those to submit complaints, feedback, and questions about how issues were resolved or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person.

4. GRM Structure:

The GRM will be set up with a two-tiered structure; one at the field level enables immediate local responses to grievances and another at the Project level to address more difficult cases not resolved at the local level.

4.1 Tier-1: Field/Site level:

Under the Tier-1, there will be one committee which will constituted as followed; Social Development and Gender Specialists, Concerned PMT Specialist(s), representative from the Resident Engineer from Design & Supervision Consultants, and Resident Engineer from the Contractor of relevant Package.

- Each complainant will receive a filled Grievance Acknowledgement Form which acknowledges that the grievance has been received. The Grievance Acknowledgement Form has a reference number and includes a Grievance Redress Officer (GRO) commitment to respond within three days of logging the grievance.
- The recorded complaint is verified on the ground; if it is valid and relevant to the project, then it will be discussed with the complainant for follow-up;

- IF REQUIRED, the GRO contact and, if required, meet with the complainant to discuss his/her grievance and can be solved if it is a project-related issue.
- If possible, the concerned GRO will address the complaint in a face-to-face discussion, providing information or clarification and document discussion points. The focus of resolving the complaint will be engagement and dialogue.
- In the case of a grievance, where further action or more time is required, the GRO will mention the timeline when other activities will take place. The GRO will inform the complainant about the timeline of further action.
- The issue will be resolved within the timeframe of 10 days. If the problem is not resolved at the field level or a grievance is beyond field-level staff's authority, it will be escalated to the GRC.

The Social Development Specialist and Gender Specialist will be the focal person for the overall project-related grievances and GBV cases.

Any complaints unresolved at the local level by the contractor's field staff will be forwarded to the Secretary/ focal person of GRC. The complaints received will be properly recorded and documented at PD Office by designated staff in the Complaint Register. The information recorded in the register will include the date of the complaint, particulars of the complainant, description of the grievance, actions/steps taken/to be taken to resolve the complaint at field level, the person responsible for taking action, follow up requirements, and the target date for the implementation of the resolution. The register will also record the actual measures taken to mitigate these concerns. The aggrieved PAP will be kept informed about the actions on his complaint.

The contractor or relevant project officer can address issues on-site as required. If it relates to Contractor activities, the project should ensure the Contractor remedies any damage, pays compensation for damage or loss, etc. Use of community leaders and customary methods of conflict resolution is encouraged if necessary and appropriate when an issue emerges.

4.2 Tier-2: PMT Level:

GRC is notified (attached as **Annexure 1**) at the Project level through an official notification issued by the Secretary, Transport & Mass Transit Department (T&MTD). The GRC will be mandated to deal with all types of grievances. The GRC members include the Secretary (T&MTD) as chair, Managing Director (SMTA) and representative from Commissioner Karachi Division. The Chair will call the relevant official as per requirement of the registered complaint including the Project Director, Environment Specialist, Social Development Specialist, and Gender/GBV Specialist; a senior social safeguard specialist from the supervisory consultant and a member nominated from a civil society organization. The GRC will meet every month (if grievances are brought to the Committee), determine the merit of each grievance, and resolve grievances within three weeks (21 days) of receiving the complaint. While at the local level, grievances are first assisted and supported by staff from the contractor before referring to the GRC.

The GRC has the right to request the project technical staff and officers working at head office, field level, and facility level to attend the meetings and provide information. GRC will ensure that objective and fair decisions are taken, and agreements made. The procedures include verifying documents, conducting field inspections to verify the grievance's authenticity and eligibility, listening to different parties involved, referring cases to independent agencies for technical assessment. The GRC will resolve the complaint within 21 days following the receipt of the complaint. If the grievance redress mechanism fails to satisfy the aggrieved PAPs, they can submit the case to the appropriate court of law.

4.2.1 Responsibilities of the GRC Focal Person:

The Project Director will serve as the focal person with the following responsibilities:

- facilitate and provide information and services to the GRC members;
- document the GRC proceedings, decisions, and recommendations;
- maintain grievance-related records, reports, and attendance;
- liaise with the GRC Convener;
- facilitate arrangements for field inspections;
- handle all payments and expenses related to GRC operations;
- provide feedback to PAPs and the involvement in grievances.

5. Implementation Guidelines for Code of Conduct:

The project implementation team needs to demonstrate how they are complying with the Code of Conduct on Sexual Exploitation and Abuse. In addition, GRC members may do everything possible to reduce the power disparity between affected populations and workers and between staff within the project, ensure that there is an organizational culture that prioritizes this issue, and establish and implement responsible compliance and complaints systems.

The Code of Conduct is a comprehensive standard, which shall not be compromised. Develop and implement compliance and complaints mechanisms as part of overall managerial and staff responsibility and accountability. The Code of Conduct on GRM/GBV sets behavioral standards with zero tolerance for sexual exploitation and abuse. The project level GRC is established to ensure compliance is a crucial component of the project's success. Accountability to communities and affected populations is fundamental in project design and implementation and communication. Whatever procedures are established (e.g., information sessions, complaint registers, focal points among affected persons, referral to the focal point of the member, clear complaints channels) should be disseminated as widely as possible and should increase chances of reporting and receiving complaints (detailed code of conduct is attached as **Annexure-7**).

6. GBV/SEA Related Complaints:

Men and women may perhaps communicate their grievances differently; however, they may have different types of grievances. Therefore, gender differences should be taken into consideration when handling grievances. To address GBV-related complaints, SEA/SH. The project will ensure the availability of a GBV-sensitive GRM with multiple channels to address a complaint. The Social Development and Gender Specialist will be the focal persons for properly handling GBV allegations including assessment of the nature of the complaint, seeking support from various channels and helplines such as Citizens and Police Liaison Committee (CPLC) or *Madadgar* 15 to enact sanctions to be applied to the perpetrator. The PMT should have specific GBV/SEA/SH procedures, including confidential reporting with safe and ethical documenting of GBV cases based on the established information protocol.

There are at least three key actors involved in handling SEA/SH allegations: (i) the GRM operator, (ii) the GBV service provider, and (iii) the representative from SMTA. It is therefore essential that before SEA/SH complaints being received, it must be identified who specifically will be responsible for handling the complaint:

- The GRM operator will keep SEA/SH allegation reports confidential.
- Suppose a case is first received by the GBV service provider or through other identified reporting channels identified during the stakeholder consultations, especially those of women and girls. In that case, the report will be sent to the GRM operator to ensure it is recorded in the GRM system. As a result, the system will need to provide another database for sensitive complaints (SEA/SH), different from non-sensitive complaints.
- As part of the established resolution mechanism, SEA/SH allegations are considered staff trained in GBV, SEA/HS, and based on a survivor-centered approach. The agreement is reached on a plan for resolution and the appropriate disciplinary action for the perpetrator within the shortest time frame.
- For Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH), the GRM should primarily serve to (i) refer complainants to the GBV service provider (it should be noted that here it will be up to the GBV survivors, SEA, HS, to decide if they want their complaints to be referred or not). These GBV service providers have been previously identified in the project's intervention area, and (ii) record resolution of the complaint according to an information-sharing protocol signed by the GRM manager and the service providers.

7. Grievances Uptake Channels:

The grievances will be received through the following channels:

- i. By Phone: SMTA Office Landline +92-21-99332207-8 (most preferably for an interim period)
- ii. A permanent dedicated UAN Toll-Free managed by the SMTA will be established to deal with all project-related complaints and issues raised by the citizens regarding social,

environmental and health, and safety issues (possible compensation, noise, dust, and odor impacts on them during construction). The same UAN will be used during the operation to handle BRT service-related complaints from riders and other users.

- iii. By email: pd.kmp.ylc@gmail.com, gs.kmp.ylc@gmail.com, social.developmentkmpylc@gmail.com.
- iv. By Post: D- 43 & D-43/1, Shahra-e-Ghalib, Block 2, Clifton, Karachi
- v. In-person: The Grievance Focal Person: D-43 & D-43/1, Shahra-e-Ghalib, Block 2, Clifton, Karachi.
- vi. Complaints/Suggestion box which will be placed along the BRT routes.
- vii. A tab on the SMTA Website for those who choose to submit online: This information and a summary of the process for answering queries and managing grievances will be available on the SMTA website (in process).
- viii. Twitter handle: Twitter will be used for dissemination of project information only.

8. Awareness Campaign:

A leaflet will be publicized as Annex-3 will be translated into Urdu and Sindhi through the media and on notice boards along the route at the construction site offices and public administration offices and available on the SMTA's website. In addition, the GBV complaint referral protocol should be popularized to know the different channels and how to report.

9. Training of GRC Members and Complaint Management Staff:

All GRC members and complaint management staff will attend a training and orientation meeting prior to the commencement of their work. Competent technical experts should provide training 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. Finally, need for independence and transparent views in dealing with grievances.

10. Documentation and Reporting:

All complaints or grievances will be entered into an assigned database that tracks the progress of each complaint/grievance. Complaints records (letter, email, record of conversation) are stored together, electronically or in hard copy. Records will be kept of all grievances received, including the complainant's contact details, the date the complaint was received, the nature of grievance agreed on corrective actions, the date these were affected, and the outcome. Each record has a unique number reflecting the year and sequence of received complaints (i.e., 2021-01, 2021-02, etc.). In addition, each complaint or grievance will have a plan for addressing and closing out:

Complaints shall be reported in the regular project report and undertaken both at Field and PMT levels by the project. It should contain:

- Total number of complaints/grievances received based on gender-disaggregated data
- Number of complaints referred to care providers
- Total number resolved.
- A total number under investigation / not yet resolved.
- Total number not yet resolved and also exceeds the recommended close out time of One Month
- A brief on any significant grievances currently not yet resolved and any risks to project implementation.
- The project team may follow to see if the person is satisfied with the resolution or remedial actions.
- If more than 30 complaints/grievances are recorded, the Project Director may decide to investigate any patterns or repetition of issues that need addressing. In addition, the Project Director may decide to get an independent consultant to review and provide advice.

11. Action Plan for Operationalization of GRM

The critical tasks to institutionalize and make it functional GRM are provided in the following **Exhibit-3**.

Exhibit 3: Proposed Action Plan for Operationalization of GRM

Sr. No.	Tasks	Responsible	When
1	Develop a code of conduct with clear sanctions. Review and Finalize policies and procedures for grievance handling	Social and Gender Specialist	01 July 21
2	Appoint Grievance Focal Point Person	Project Director	14 July 21
3	Project Level GRC Notified	Secretary T&MTD	August 25, 2021
4	Review and translate GRM Brochure in Urdu	Communication Specialist	01 July 21
5	Raise awareness of GRM and the code of conduct at community level	Communication Specialist	On going
6	Develop computerized record of all Grievances received	PMT	On going
7	Train focal point officials in GRM policies and procedures and grievance handling (separate log for SEA/SH/GBV complaints)	Social & Gender Specialist	Before the civil work Start
8	Arrange monthly GRC meetings	GRM Focal Person	Monthly
9	Prepare Monthly GRM Reports	Social & Gender Specialist	Monthly

12. Monitoring and Evaluation

This section briefly presents (i) the monitoring arrangements and evaluation of the GRC processes and outcomes; (ii) implementation schedules, and (iii) cost estimates of GRP.

12.1 Monitoring of GRM Processes

A poor grievance process can disrupt the project implementation resulting in discontent within the community and disruption in the project work. Therefore, a strong emphasis will be placed on monitoring the processes and outcomes. The Social Development, Gender/GBV, and Environment Specialists of PMT will be responsible for internally monitoring the grievance procedures in their respective areas (i.e., social, gender/GBV, and EIA). This will be done through monthly review and reporting of cases, analysis of the nature and types of disputes, quality of the deliberations and GRC process, and filing and records. In sum, the Specialists (Social Development, Gender/GBV, and Environment) will be responsible for:

- (i) Providing the Project Director, a monthly report detailing the number and status of complaints received and/or resolved
- (ii) Any outstanding issues to be addressed
- (iii) An analysis of the type of complaints and actions to reduce complaints in the Monthly Progress Report (MPR) of Social, Gender/GBV, and EIA
- (iv) Electronic database providing retrievable records of complaints redressed

12.2 Evaluation of GRM Outcomes

With field verifications of effectiveness of the GRM system, desk studies will be available annually through a standard report. There will be an annual evaluation of the GRC processes by the Project Director (PMT) Office to determine the quality of the processes and operations and the outcome of cases by tiers, including analysis of the results. The external monitor will also look into the GRC cases as part of the overall safeguard evaluation under the RAP. The evaluation will consider all cases received and resolved and analyze the outcomes using relevant key indicators.

References

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- UNDP Social and Environmental Standards (SES). Supplemental Guidance: Grievance Redress Mechanisms. October 2017

- World Bank, "Good Practice Note: Addressing Gender-Based Violence in Investment Project Financing involving Major Civil Works" 2018
<http://pubdocs.worldbank.org/en/399881538336159607/Good-Practice-Note-Addressing-Gender-Based-Violence.pdf>
- World Bank, Social Impact Assessment and Social Management Plan, Report No. SFG5455
- <https://documents.worldbank.org/en/publication/documents-reports/documentdetail/573841557810662963/social-impact-assessment-and-social-management-plan>
- World Bank, Compensation and Livelihood Rehabilitation Plan, Report No. SFG5456
- <https://documents.worldbank.org/en/publication/documents-reports/documentdetail/651871557735988153/compensation-and-livelihood-rehabilitation-plan>

Annexure 1: Notification of Project Level GRC



**TRANSPORT & MASS TRANSIT
DEPARTMENT
GOVERNMENT OF SINDH**
Karachi Dated 25th August, 2021

NOTIFICATION

NO.SO(Gen.)/Yellow.Line/BRT/2019/20: In compliance to the institutional requirement as required by the World Bank for Karachi Mobility Project and subsequently for Yellow Line Corridor, Grievance Redressal Committee is hereby constituted as under. The Grievance Redressal Committee will carry out its business as detailed in Compensation and Livelihood Resettlement Plan and shall facilitate the Project Management Team and Project Affected People (PAPs)/GBV to redress grievances (if any) during the implementation of Yellow Line Bus Rapid Transit (BRT).

1	Secretary, Transport and Mass Transit Department Sindh	Convener
2	Managing Director, Sindh Mass Transit Authority	Member
3	Representative from Commissioner Karachi Division	Member

Terms of References (TORs):-

- The GRC will meet every month (if grievances are brought to the Committee), determine the merit of each grievance, and resolve grievances within three weeks (21 days) of receiving the complaint.
- The GRC may request the project technical staff and officers working at head office, field level, and facility level to attend the meetings and provide information.
- GRC will ensure that objective and fair decisions are taken and agreements made in the best interest of the project. The procedures include verifying documents, conducting field inspections to verify the grievance's authenticity and eligibility, listening to different parties involved, referring cases to independent agencies for technical assessment.



SECRETARY TO GOVERNMENT OF SINDH

NO.SO(Gen.)/Yellow.Line/BRT/2019/20

Karachi, dated the 25th August, 2021

1. The Chairperson (Planning & Development Board), Government of Sindh, Karachi.
2. The Secretary Finance Department, Government of Sindh, Karachi.
3. The Commissioner, Karachi Division.
4. The Additional Inspector General of Police, Karachi.
5. The Managing Director, SMTA, Government of Sindh, Karachi.
6. Notification File.

SECTION OFFICER (General)
For Secretary to Government of Sindh

Annexure 2: Grievance Registration Form

Date: _____ Grievance Number: _____

Complainant: _____

Cell Phone: _____ Address: _____

Grievance Location: _____

Description of grievance: Please provide details (who, what, where, when) of your grievance below:

Please provide details on your suggested resolution for grievance:

Signature of Recording Officer:

Annexure 3: Grievance Investigation Report

PARTICULARS OF THE GRIEVANCE			
Name of Complainant:			
Grievance Reference Number:			
Grievance Description:			
Grievance location			
TYPE OF INVESTIGATION CONDUCTED			
Field or Site Visit: Yes. () No. ()	Desk Review: Yes. () No. ()	Date Conducted:	
Key people consulted/interviewed:			
Description of the scope of the investigation:			
Summary of the findings:			
Recommendations			
Responsible/Investigation Officer Name:			
Signature:			
Designation:			
Date:			

Annexure 4: Sample GRM Information Leaflet

Sindh Mass Transit Authority Karachi Mobility Project, Yellow line Corridor

Grievance Redress Mechanism

The Project

The Project objective is to improve mobility, accessibility and safety along selected corridors in Karachi. The Yellow Line BRT corridor is approximately 21 km from the Dawood Chowrangi to the Business Centre of Karachi. The Yellow BRT corridor includes dedicated bus lanes located in the middle of the carriageway, on either side of the median, 28 stations, two bus terminals and one km of new bridge and associated facilities. The project will be executed by the Sindh Mass Transit.

Purpose and Objective of the Information Brochure

The purpose of this information pamphlet is to disseminate key features of the KMP Grievance Redress Mechanism (GRM). The objective of the GRM is to provide individuals and communities various channels to be able to lodge their project related complaints/concerns, if they believe that the project is likely to have adverse effects on them or their community and to help ensure faster and better resolution of project-related complaints. The GRM will allow for receipt of complaints/concerns, facilitate address of the complaints/concerns and inform complainants on the status of redress.

Who is eligible to submit a complaint?

Any individual, group, community, entity, or other party affected or likely to be affected by the social or environmental impacts of the project.

What information is needed?

Complaints must specify the subject of the complaint. They can also include the name, contact details, and supporting evidence, if any, that can be helpful in reviewing and resolving the complaint. The complaint may also include suggestions on how the individuals believe the complaint could be resolved.

How can I submit a complaint?

Grievance about the project's environmental and social performance can be launched in writing, through telephone or verbally at the Field Office or PMT and addressed to the Project Director, KMP, SMTA, Head Office.

How to is a complaint handled?

All complaints will be handled and processed at two levels. At Field level, 3-person committee headed by the Deputy Director SMTA will receive and record the complaint, notify receipt, and determine eligibility within 3 days. The site level committee will scrutinize and investigate the grievance and will propose a solution within 10 days. The complainant will be informed of the resolution and the complaint will be closed if the resolution is found to be satisfactory by the complainant.

How to get in touch?

The Field Office can be contacted at:

Deputy Director

- 1) By Phone:
- 2) By email:
- 3) By mail:
- 4) In person:

The GRC at PMT can be contacted at:

Project Director

- 1) By Phone: SMTA Office Landline +922199332207-8
- 2) By email: pd.kmp.ylc@gmail.com, gs.kmp.ylc@gmail.com, sds.kmp.ylc@gmail.com
- 3) By mail: D- 43 &D-43/1, Shahra e Ghalib, block 2, Clifton, Karachi
- 4) In person: D- 43 &D-43/1, Shahra e Ghalib, block 2, Clifton, Karachi

Annexure 5: Urdu Translation of GRM Information Leaflet

معلوماتی کتابچہ

شکایت کے ازالے کا طریقہ کار

منصوبہ:

اس منصوبے کا مقصد کراچی میں منتخب رابداریوں کے ساتھ نقل و حرکت ، رسائی اور حفاظت کو بہتر بنانا ہے۔ ییلو لائن بی آر ٹی رابداری داؤد چورنگی سے کراچی کے بزنس سینٹر تک تقریباً 21 کلومیٹر کے فاصلے پر مشتمل ہے۔ ییلو لائن بی آر ٹی رابداری میں دونوں سڑکوں کے وسط میں واقع بس لین ، درمیان کے دونوں کناروں پر 28 اسٹیشنوں ، دو بس ٹرمینلز ، ایک کلومیٹر نیا پل اور اس سے وابستہ سہولیات شامل ہیں۔ اس پروجیکٹ کو سندھ ماس ٹرانزٹ اتھارٹی (SMTA) کے ذریعہ انجام دیا جائے گا۔

معلوماتی کتابچے کا مقصد:

اس معلوماتی کتابچے کا مقصد کے ایم پی (KMP) کے شکایات ازالہ کے طریقہ کار (GRM) کی اہم خصوصیات کی آگاہی فراہم کرنا ہے۔ جی آر ایم (GRM) کا مقصد افراد اور کمیونٹیز کو مختلف ذرائع کی فراہمی کرنا ہے تاکہ وہ پراجیکٹ سے متعلق اپنی شکایات / خدشات درج کروا سکیں ، اگر اس منصوبے کے ان پر یا ان کی برادری پر مضر اثرات پڑنے کا امکان ہے اور اس منصوبے سے متعلق شکایات کو تیز رفتار اور بہتر حل کو یقینی بنانے میں مدد کرنا ہے۔ جی آر ایم شکایات / خدشات کی وصولی ، شکایات / خدشات کے حل کی سہولت فراہم کرے گا اور شکایت کنندہ کو ازالے کی صورتحال سے آگاہ کرے گا۔

کون شکایت درج کرنے کے اہل ہیں ؟

کوئی بھی فرد ، گروہ ، برادری ، پستی ، یا کسی دوسری جماعت کے متاثر ہونے یا اس پراجیکٹ کے معاشرتی یا ماحولیاتی اثرات سے ہونے یا ان کے متاثر ہونے کا خدشہ ہے۔

کیا معلومات پیش کرنے کی ضرورت ہے؟

شکایات کے لئے ضروری ہے کہ شکایت کنندہ شکایت کا موضوع بیان کرے۔ ان میں نام ، رابطے کی تفصیلات ، اور معاون ثبوت اگر کوئی ہے تو بھی شامل ہوسکتے ہیں جو شکایت کا جائزہ لینے اور اسے حل کرنے میں مددگار ثابت ہوسکتا ہے۔ شکایت میں مسئلے کے حل کے حوالے سے تجاویز بھی شامل کی جاسکتی ہیں ۔

میں شکایت کیسے پیش کرسکتا ہوں؟

پروجیکٹ کی ماحولیاتی اور سماجی کارکردگی کے بارے میں شکایت ٹیلیفون کے ذریعہ یا زبانی طور پر پروجیکٹ آفس میں درج کروائی جاسکتی ہے اور پروجیکٹ ڈائریکٹر (PD) ، کے ایم پی (KMP) ، ایس ایم ٹی اے (SMTA) ہیڈ آفس سے رابطہ کیا جاسکتا ہے۔

شکایت کے ازالے کا طریقہ کار:

شکایات کے ازالہ کے دو مرحلہ وار نظام وضع کیا گیا ہے۔ فیلڈ لیول پر ، ڈپٹی ڈائریکٹر ایس ایم ٹی اے کی سربراہی میں 3 رکنی کمیٹی شکایت وصول کرے گی اور اسے ریکارڈ کرے گی ، رسید جاری کرے گی ، اور 3 دن کے اندر شکایت کی قابل قبول ہونے کا تعین کرے گی۔ سائٹ کمیٹی اس شکایت کی جانچ کرے گی اور 10 دن میں اس کا حل تجویز کرے گی۔ شکایت کنندہ کو لئے گئے فیصلے سے آگاہ کیا جائے گا اور اگر شکایت کنندہ کی طرف سے فیصلہ

تسلی بخش قرار دیا گیا تو شکایت بند کردی جائے گی ورنہ شکایات کو حل کے لئے دوسرے مرحلہ میں بھیج دیا جائے گا۔

ہم سے رابطہ کیسے کریں؟

یہاں فیلڈ آفس سے رابطہ کریں:

ڈپٹی ڈائریکٹر

(1) فون کے ذریعے:

(2) ای میل کے ذریعے:

(3) میل کے ذریعے:

(4) ذاتی طور پر:

پی آئی یو کے جی آر سی سے یہاں رابطہ کیا جاسکتا ہے:

پروجیکٹ ڈائریکٹر:

(1) فون کے ذریعے: ایس ایم ٹی اے آفس لینڈ لائن: +922199332207-8

(2) ای میل کے ذریعے: pd.kmp.ylc@gmail.com ، gs.kmp.ylc@gmail.com ، sds.kmp.ylc@gmail.com

(3) ڈاک کے ذریعے: D-43 اور D-43/1 ، شاہراہ غالب ، بلاک 2 ، کلفٹن ، کراچی

(4) ذاتی طور پر: D-43 اور D-43/1 ، شہرہ غالب ، بلاک 2 ، کلفٹن ، کراچی

Annexure 6: Sindhi Translation of GRM Information Leaflet

معلوماتي پمفلٽ

شڪايت جي ازالو جو طريقو

منصوبو:

ان منصوبي جو مقصد ڪراچي ۾ چونڊ ڪوريڊورن سان نقل و حمل، پهچ ۽ حفاظت کي بهتر بڻائڻ آهي. يلو لائين BRT ڪوريڊور دائود چورنگي کان ڪراچي جي بزنس سينٽر تائين تقريبن 21 ڪلوميٽرن تي مشتمل آهي. يلو لائين BRT ڪوريڊور ۾ پنهنجن رستن جي وچ ۾ هڪ بس لين، وچ ۾ ٻنهي طرفن، 28 اسٽيشنون، ٻه بس ٽرمينل ۽ هڪ ڪلوميٽر نئون پل ۽ لاڳاپيل سهولتون شامل آهن. اهو منصوبو سنڌ ماس ٽرانزٽ اٿارٽي پاران مڪمل ڪيو ويندو.

معلوماتي پمفلٽ جو مقصد:

هن معلوماتي پمفلٽ جو مقصد ڪراچي ماس ٽرانزٽ پروجيڪٽ (KMP) جي شڪايت جي ازالو جي طريقو (GRM) جي اهم خوبي بابت آگاهي ڏيڻ آهي. جي آر ايم جو مقصد فرد ۽ برادرين کي آساني وارا طريقا ۽ رستا فراهم ڪرڻ آهي ته جيئن اهي پروجيڪٽ بابت پنهنجيون شڪايتون ۽ خدشا درج ڪرائي سگهن ۽ اهي سمجهن ٿا ته اهو منصوبو انهن يا سندن ڪميونٽي تي هاجيڪار اثر وجهندو ۽ ان منصوبي بابت شڪايتن / خدشن کي فوري ۽ بهتر نموني حل ڪرڻ کي يقيني بڻائڻ سميت شڪايت ڪندڙن کي ان بابت آگاهه پڻ ڪيو ويندو.

ڪير شڪايت درج ڪرڻ جو اهل آهي؟

ڪوبه فرد، گروهه، ڪميونٽي، ادارو يا ڪا به ٻي جيڪي هن منصوبي جي سماجي يا ماحولياتي اثرن کان متاثر ٿيا آهن يا انهن جي متاثر ٿيڻ جو خدشو آهي.

ڪهڙي معلومات مهيا ڪرڻ جي ضرورت آهي؟

شڪايت ڪندڙ کي شڪايت داخل ڪرڻ لاءِ ان جو عنوان لکڻ لازمي آهي. گڏوگڏ انهن ۾ نالا، رابطي جا تفصيل ۽ لاڳاپيل ثبوت جيڪي شڪايت جو جائزو وٺڻ توڙي ان جي حل ڪرڻ ۾ مددگار ثابت ٿين شامل ڪرڻ ضروري آهن. شڪايت ۾ مسئلي جي حل بابت تجويزون پڻ فراهم ڪري سگهجن ٿيون جنهن ۾ شڪايت ڪندڙ کي يقين هجي ته ان سان سندس شڪايت جو ازالو ٿي سگهي ٿو.

آئون شڪايت ڪيئن درج ڪري سگهان ٿو؟

منصوبي جي ماحولياتي ۽ سماجي ڪارڪردگي بابت شڪايتون لکت ۾، ٽيليفون ذريعي يا زباني طور تي فيلڊ آفيس يا پي آئي يو (PIU) ۾ داخل ڪري سگهجن ٿيون يا پروجيڪٽ ڊائريڪٽر (PD) کي ايم پي (KMP) سنڌ ماس ٽرانزٽ اٿارٽي (SMTA) هيڊ آفيس کي موڪلي سگهجن ٿيون.

شڪايت جي ازالو جو طريقو:

شڪايتن جي ازالو لاءِ ٻن مرحلن تي مشتمل نظام لاڳو ڪيو ويو آهي. پهرين مرحلي ۾ فيلڊ جي سطح تي، ڊپٽي ڊائريڪٽر ايس ايم ٽي اي جي سربراهي ۾ ٽي رڪني ڪميٽي شڪايت وصول ۽ رڪارڊ ڪندي، رسيد جاري ڪندي ۽ ٽن ڏينهن اندر ان جي قابل قبول هئڻ جو تعين ڪندي. ٻئي مرحلي ۾ سائيٽ ڪميٽي شڪايت جي جاچ ڪندي ۽ 10 ڏينهن اندر ان جو حل تجويز ڪندي. شڪايت ڪندڙ کي فيصلي بابت ڄاڻ ڏني ويندي ۽ جيڪڏهن شڪايت ڪندڙ فيصلي مان مطمئن ٿيو ته شڪايت بند ڪئي ويندي ۽ اگر شڪايت ڪندڙ مطمئن نه ٿيو ته شڪايت ٻي مرحلي ۾ داخل ٿي ويندي.

اسان سان رابطو ڪيئن ڪجي؟

فيڊ آفيس سان رابطو ڪريو:

ڊپٽي ڊائريڪٽر

(1). فون ذريعي:

(2). اي ميل ذريعي:

(3). ٽپال ذريعي:

(4). ذاتي طور تي:

GRC جي PIU سان هن ريت رابطو ڪري سگهجي ٿو:

پروجيڪٽ ڊائريڪٽر

(1) فون ذريعي: ايس ايم ٽي اي آفيس لينڊ لائين: +922199332207-8

(2) اي ميل ذريعي: gs.kmp.ylc@gmail.com ، pd.kmp.ylc@gmail.com ، sds.kmp.ylc@gmail.com

(3) پوسٽ ذريعي: D-43 ۽ D-43/1 ، شاهراهه غالب ، بلاڪ 2 ، ڪلفٽن ، ڪراچي۔

(4) ذاتي طور تي: D-43 ۽ D-43/1 ، شاهراهه غالب ، بلاڪ 2 ، ڪلفٽن ، ڪراچي

Annexure 7: Code of Conduct

Code of Conduct¹

Code of Conduct for GRM

- 1) Respect and promote fundamental human rights without discrimination and irrespective of social status, race, ethnicity, color, religion, gender, sexual orientation, age, marital status, national origin, political affiliation or disability.
- 2) Treat all communities with whom we work (including project affected populations), fairly and with respect, courtesy, dignity and according to the World Bank policies/guidelines and country Law and Local Customs.
- 3) Create and maintain an environment that prevents sexual exploitation and abuse, abuse of power and corruption, and promotes the implementation of the code of conduct. The Social, Gender/GBV and Environment Specialists at all levels have particular responsibilities to support and develop systems that maintain this environment.
- 4) Uphold the highest standards of accountability, efficiency, competence, integrity and transparency in the provision of goods and services in the execution of their job.
- 5) Never commit any act or form of harassment that could result in physical, sexual or psychological harm or suffering to individuals, especially women and children.
- 6) Never exploit the vulnerability of any target group, especially women and children, or allow any person/s to be put into compromising situations.
- 7) Never engage in any sexual and labor activity with children (persons under the age of 18). Mistaken belief in the age of a child is not a defense.
- 8) Never engage in sexual exploitation or abuse of any man, woman, girl or boy. This constitutes acts of gross misconduct and is therefore grounds for serious action as per law.
- 9) Never exchange money, employment, goods, or services including sexual favors. All forms of humiliating, degrading or exploitative behavior are prohibited.
- 10) Any breach of the Code of Conduct will result in disciplinary action in accordance with the respective terms, conditions and guidelines of the World Bank and local laws.
- 11) Any staff member purposely making false accusations on any action by another staff member, which is in breach of the code of conduct will be subject to disciplinary action at the discretion of the employer.

Contractor's Personnel shall:

1. Carry out his/her duties proficiently and diligently;
2. Comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Contractor's Personnel and any other person;

¹ <https://thedocs.worldbank.org/en/doc/741681582580194727-0290022020/original/ESFGoodPracticeNoteonGBVinMajorCivilWorksv2.pdf>

3. Maintain a safe working environment including by:
 - a. Ensuring that workplaces, machinery, equipment and processes under each person's control are safe and without risk to health;
 - b. Wearing required personal protective equipment; and
 - d. Following applicable emergency operating procedures.
4. Treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children.
5. Not engage in any form of sexual harassment including unwelcome sexual advances, requests for sexual favors, and other unwanted verbal or physical conduct of a sexual nature with other Contractor's or Employer's Personnel;
7. Not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. In Bank financed projects/operations, sexual exploitation occurs when access to or benefit from Bank financed Goods, Works, Consulting or Non-consulting services is used to extract sexual gain;
8. Report violations of this Code of Conduct; and
9. Not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Employer, or who makes use of the Project Grievance Redress Mechanism.