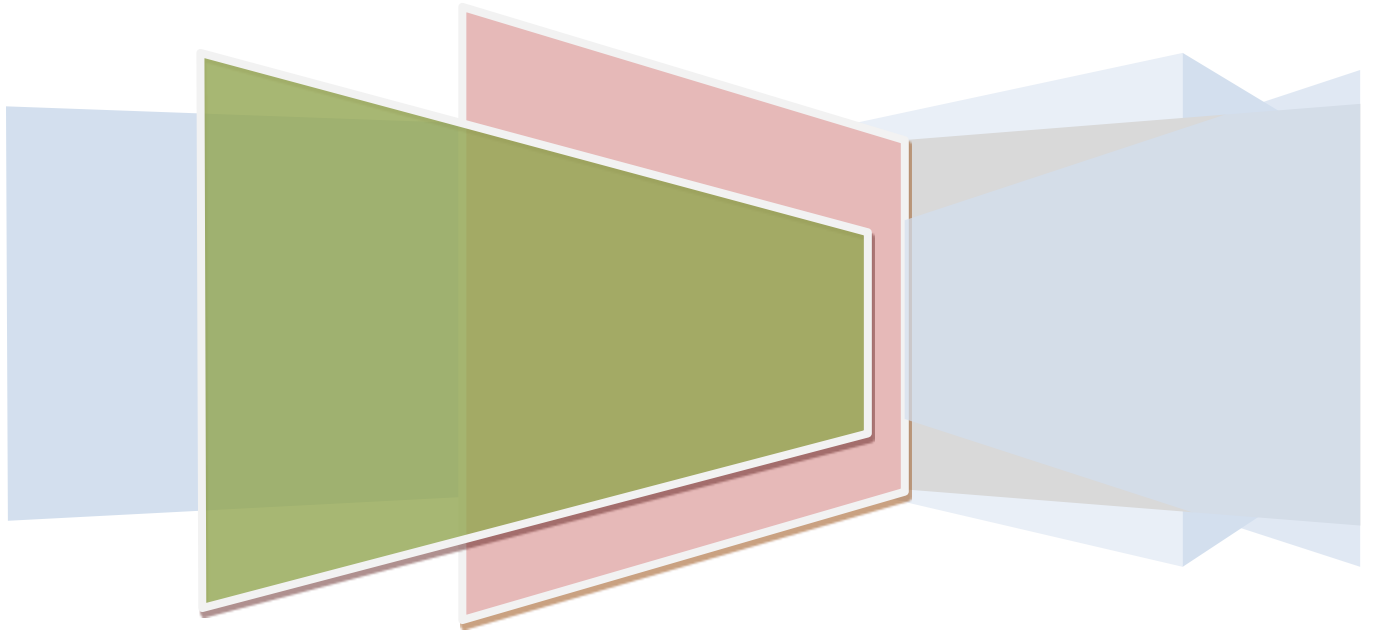


**TRAINING REPORT
OF
ORIENTATION SESSION REGARDING
GRIEVANCE REDRESS MECHANISM
(GRM)**



17ST SEPTEMBER, 2018

INTRODUCTION

Government of Punjab (Planning & Development Department) has launched Punjab Tourism for Economic Growth Project from 2017-2022 in collaboration with the World Bank Group (WBG) with a total project cost of USD 55 million for the next 5 years. The project aims to promote tourism sector by strengthening the institutional capacity through better skills development, increased private sector participation and improved infrastructure services in support of the tourism sector in the province of Punjab. The Project became effective on **October 13, 2017**.

1.1 GRIEVANCE REDRESS MECHANISM

Grievance Redress Mechanism (GRM) is an institutional arrangement to provide an avenue to the stakeholders to address their grievances related to the Project. 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.

Key objective:

- Equitability to address the grievances
- Enhanced satisfaction level
- Easy accessibility of aggrieved person for immediate action
- Treat targeted communities fairly
- Suggest corrective actions
- Ensuring transparency

A key objective of the GRM is to establish procedures for filing any grievances and disputes on social and environment safeguards and other entitlement issues arising out of the implementation of ESMP and RAP. It is necessary to understand which kind of issues may arise from this project. The environmental and social issues may be a subject of grievance for the affected people.

The Project's Citizen Engagement (CE) strategy includes establishing a Grievance Redress Mechanism (GRM) under PMU (PTEGP) and in all the nominated project districts. The Grievances Redress Mechanism (GRM) is directly linked to the transparent implementation of ESMF and RPF. As per World Bank OP 4.12, an appropriate and accessible grievance redress mechanism for affected persons, including displaced persons and host communities is required.

2.1 PURPOSE OF THE WORKSHOP

Workshop was arranged on Monday, 17th September, 2018 at Project Management Unit (PMU) office. Purpose of the session was to give stakeholders a comprehensive introduction to Grievance Redress Mechanism and disseminate the information regarding how to address complaints lodged under PTEG project.

1.1 COMPONENTS OF THE WORKSHOP

The workshop consisted of three major components:

- a) Orientation on Grievance Redress Mechanism
- b) Distribution of the pre & post evaluation forms to assess the effectiveness of the GRM session
- c) Sharing of positive experiences and proposing recommendations

2.1 PARTICIPANTS ATTENDED

- Environment Protection Department, Punjab
- Tourism Development Corporation for Punjab
- Youth Affairs Sports Archaeology & Tourism Department
- Evacuee Trust Property Board
- Communication & Works Department
- Information, Culture & Youth Affairs Department
- Transport Department

09 participants from different department attended this workshop.

3.1 PROCEEDINGS OF THE WORKSHOP (September, 17th, 2018)

The session commenced with a round of introduction of the participants and a welcome note by PTEGP Environment Specialist. This was followed by a brief presentation delivered by the Environment Specialist.

The following key points were discussed:

- Introduction to GRM & its type of grievances

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- Rationale & purpose of the GRM
 - Target of the calendar year, 2018
 - People affected under the project
 - Procedure regarding complaint lodging
 - Time framework
 - Exclusion of specific complaints
 - GRM application
 - Sharing of experiences and proposing recommendations
 - Documentation of feedback

GRM is increasingly recognized as a critical tool for promoting transparency and accountability. It calls for the provision of a complaint cell for the local public affected by project activities and aims to address the people's concerns and complaints promptly and resolve them within the given time frame.



Figure 1: Presentation on GRM

Different kinds of the grievances were shared by the participants owing to their personal experience:

- Basic and legal rights are ignored
- Work load
- In efficient staff
- Non-provision of data regarding some specific projects
- Non- provision of compensation related to land acquisition
- Behavioral issues by public department
- Environment related issues
- Loss of business
- Traffic issues
- Non-applicability of by-laws

Participants stated that there was a need to effectively implement the GRM system to get fruitful results. They enquired about about lodging procedure of the complaints and its redress mechanism including time frame. They were informed that all the complainants would be lodged either in hard copy or telephonically or through a website <https://grm-ptegp.punjab.gov.pk/>

through designated DCOs under PTEG in all districts. DCO will send the complaint to the concerned officer/office for its resolution and simultaneously track the complaint in different offices in order to monitor the progress of grievance redress mechanism in the best possible manner. Further, if it is not resolved at DC office, the complaint will be forwarded to PMU-PTEG.

It was also requested to change the title of the **DCOs (District Coordinator Officers)** as it may easily be confused the title of **DC (District Coordinator)**.

List of participants is attached as *Annex A*.

A training evaluation form (pre & post) were distributed among all the participants to evaluate the effectiveness of the training workshop as *Annexed B*.

4.1 Participants Feedback:

A pre and post training evaluation forms were distributed among all the participants to evaluate the effectiveness of sessions as Annexed B.

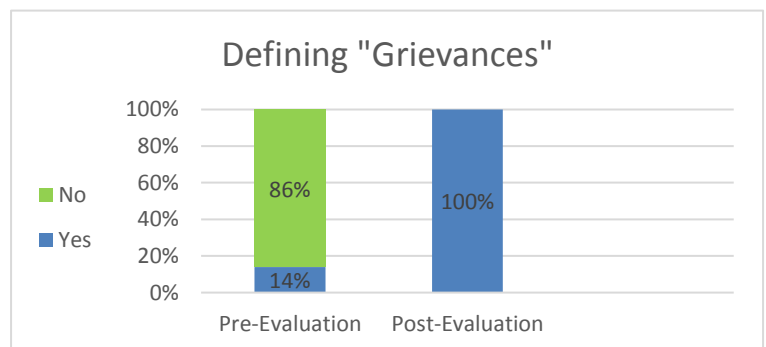
Participant’s response has been illustrated in graphical form for a quick evaluation and summarization of the available data. Pre & post evaluation forms are parallel arranged to display the actual difference regarding the positive impacts of the training session.



Figure 2: Participants are filling evaluation form

1. What is Grievance?

The following graph depicts participant’s knowledge to define “what is Grievance”? 57% of the total participants could not define it. After the session, all participants were well versed regarding its definition.

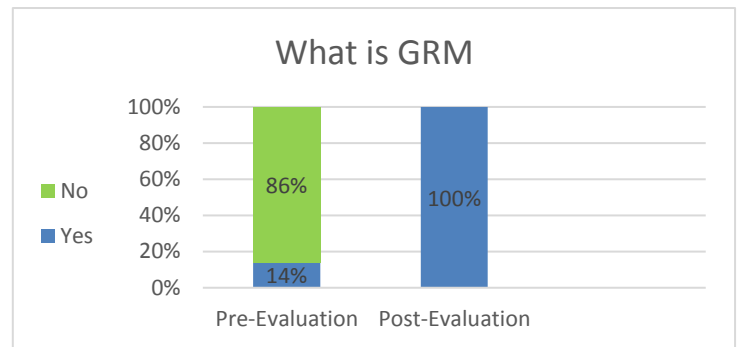


Participants also shared that while visiting the tourist sites, following issues were faced:

- Lack of cleanliness and poor arrangement for waste management
- Lack of information about the tourist site
- Poor facilities for washrooms
- Highly priced on food items
- No mechanism to address the complains
- Absence of signage
- Absence of tourist guides

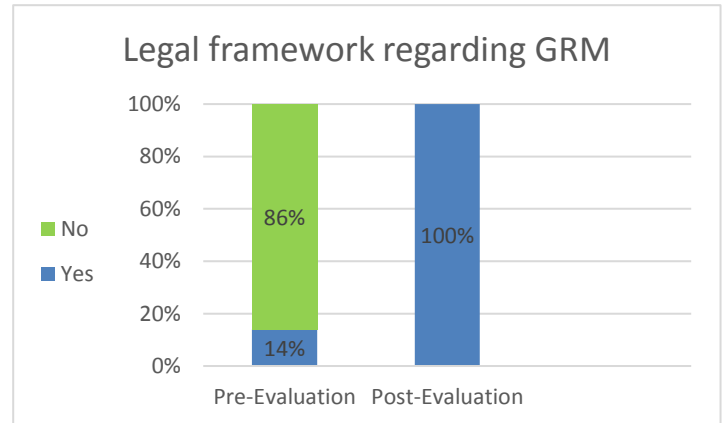
2. What is Grievance Redress Mechanism?

Participants gave a range of responses to tell “What is GRM”? Here is a graphical representation of the responses which were evaluated during pre & post training session.



3. Is there any legal framework to set up complainant cell?

14% of the total participants were oblivious about legal framework regarding GRM. It was told that under Section 188 of the PLGO 2001, every District Government, Tehsil Municipal Administration, Town Municipal Administration and Union Administration shall set up a Complaint Cell for the redress of grievances within the ambit of their responsibilities under the Ordinance.



4. Mechanism currently working in Participants’ Offices?

No proper mechanism or dedicated cell is working on GRM except in Transport Department.

5. Factors for effectiveness of the GRM

Participants gave the following suggestions for effectiveness of the GRM:

- A proper system should be introduced in every department for GRM.
- Problems should be resolved at door step
- Time frame should strictly be followed

- On-line portal as well as quick response

Overall Participants' feedback showed that this workshop strengthened their knowledge regarding GRM. It would be appreciated by the participants if mobile application for GRM is introduced.

It was also requested to arrange 3-4 more sessions on GRM.

Session was ended with vote of thanks and group photo.



Figure 3: Participants Group Photo at the end of Workshop

List of Participants

1. Akhtar Abbas, Addition Secretary Information & Culture Department
2. Khalid Basir, Chief TDCP
3. Muhammad Ammar, Section Officer, C&W
4. Rashid Khan, SO, Transport Department
5. Khalid Rasheed, Assistant Transport Department
6. Muhammad Qasim, S.S, ETPB
7. Pakiza Bukkari, Assistant Director, Environment Protection Department
8. Muhammad Asif, Procurement Specialist, PTEG
9. Adil Khan, Admin& Account, PTEG
10. Marym Omar, Research Assistant, PTEG
11. Myra Jafferi, Research Assistant, PTEG
12. Arshad Hussain, SS&GS, PTEG
13. Sughra Sahar, ES, PTEG

Pre- Evaluation Form

Name: _____

Contact#: _____

Email ID: _____

Designation: _____

Department: _____

1. What do you mean by “Grievance”?

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2. Enlist the grievances that you observe in your official matters?

3. Do you know what is “Grievance Redress Mechanism”? if Yes please describe.

4. Is there any legal framework to set up complainant cell? If yes, please share.

5. Which mechanism is currently working in your office to address the complains?

6. Which kind of improvements that you observed are needed in GRM?

Signature

Date:

Post- Evaluation Form

Name: _____

Contact#: _____

Email ID: _____

Designation: _____

Department: _____

1. What do you mean by “Grievance”?

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2. Enlist the grievances that may arise from project execution?

3. What is “Grievance Redress Mechanism”?

4. Factors for effectiveness of GRM?

5. What you have learnt from this orientation sessions?

6. Suggestions regarding effectiveness of GRM under PTEGP?

7. Are you satisfied with source material and presenter? Yes or No

If No

Suggestions please?

8. Any further improvement that must be addressed for future sessions?

Signature

Date: