



GOVERNMENT
OF KHYBER
PAKHTUNKHWA

KHYBER PAKHTUNKHWA
**INTEGRATED TOURISM
DEVELOPMENT PROJECT (KITE)**
PROJECT MANAGEMENT UNIT (DoT)

Department of Tourism, Culture, Sports, Archaeology, Museums & Youth Affairs

Dated Peshawar the December 28, 2020

NOTIFICATION

F.No.PMU(KITE)/F-04/Vol-I/2020-54

The following Grievance Redress Committee (GRM) at KITE PMU DoT is hereby notified to address grievances registered at KITE PMU DoT:

- i. Project Director KITE PMU DoT Chairman
- ii. E&S Specialist KITE PMU C&W Member
- iii. Liaison & Coordination Officer KITE PMU DoT Member/ Secretary
- iv. Co-Opted Member/s of Relevant Government Departments (e.g., KDA, GDA, Revenue, Archaeology, etc.) (as required) needed to resolve Complaint
- v. Invited Members (e.g., Complainant, concerned local citizen, etc) needed to resolve Complaint.

TERMS OF REFERENCE FOR COMMITTEE:

The responsibilities of GRC shall include the following:

1. The GRC shall review, consider and resolve grievances related to environmental and social issues during implementation received at PMU level;
2. Conduct fact-finding pertaining to grievances;
3. Resolve grievances presented to the GRC within a period of one week;
4. Undertake analysis of data on grievances and use this to make informed decisions;
5. Constitute special committees, if required, for redressal of a grievance of exigent nature and/or for resolutions of complaints requiring additional procedures;
6. GRC decisions, if not acceptable to the Complainant (s), can be appealed to the PSC;
7. Maintain an updated on-line GRM database/Complaints Log.

Secretary
Sports, Tourism, Archaeology,
Museums & Youth Affairs Department

Copy to: -

1. Project Director, KITE PMU C&W.
2. PS to ACS, P&DD Khyber Pakhtunkhwa.
3. PS to Secretary, Sports & Tourism Department, Khyber Pakhtunkhwa.
4. All Committee Members.


Project Director
KITE