



Peshawar Electric Supply Company (PESCO)

Dissemination and Orientation/Training of GRM Mechanism for Grid Station Staff and Communities around the Project Sites

World Bank EDEIP Project Loan No. 9318-PAK

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Prepared by:

PESCO Environment & Social Safeguard Team

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1. Introduction

This report outlines the activities conducted under the dissemination, orientation, and training drive for the Grievance Redress Mechanism (GRM) of the PESCO Electricity Distribution Efficiency Improvement Project (EDEIP). The campaign aimed to raise awareness among Grid Station staff, local communities, and other stakeholders about the GRM process. The initiative included the distribution of informational materials (posters,



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brochures, and stickers) and direct engagement at project sites to ensure stakeholders understand the GRM process and utilize it to address project-related grievances.

2. Objectives

The following are the primary objectives of the campaign:

1. To educate Grid Station staff, surrounding communities, and other stakeholders on the GRM process.
2. To encourage stakeholders to utilize the GRM for addressing project-related grievances to ensure timely implementation of the Project activities.
3. To disseminate information about the PESCO EDEIP Project GRM to all relevant stakeholders.

3. Project Background and Brief

The Government of Pakistan (GoP), through the Ministry of Energy (MoE) – Power Division (PD) and PESCO, is implementing the Electricity Distribution Efficiency Improvement Project (EDEIP) with financial assistance from the World Bank (WB). The project aims to strengthen electricity distribution networks, deploy modern equipment and technology, and provide technical assistance to improve operational efficiency and ensure a reliable electricity supply to consumers.

As part of the project, a robust GRM has been established to address grievances related to social, land acquisition, and environmental impacts. The GRM operates through a three-tiered structure:

1. **Local Level:** The 1st tier GRC Committee or Field level to address the Complaint at source.
2. **PMU Level:** 2nd tier Grievance Redress Committee (GRC) at the Project Management Unit.
3. **DISCO Level:** 3rd tier Higher-level review for unresolved cases.

The GRM ensures a time-bound, transparent, and fair resolution of grievances. Stakeholders retain the right to escalate unresolved complaints to the court of law.



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4. Grievance Redress Mechanism (GRM) Overview

The GRM is a critical component of the EDEIP, ensuring stakeholder concerns are addressed promptly and effectively. Key features include:

- **Accessibility:** GRM materials are available in local languages and distributed widely.
- **Transparency:** Different diverse departments of PESCO, including Planning, Procurement, Construction Directorate, GSO Directorate and the Complaint Cell, are part of the GRM Process. Various platforms, such as social media (Facebook), email, SMS, and PESCO open court platforms, will be used to enhance the transparency of the GRM system. All complaints will be documented and tracked in a Complaint Management Register and at PESCO Complaint cell.
- **Inclusivity:** Special efforts such as direct engagement with project stakeholders/community members are made to ensure accessibility for lesser-educated citizens.

5. Dissemination and Orientation Campaign

5.1 Methodology

The campaign employed a multi-pronged approach:

1. **Material Development:** Posters, brochures, and stickers were designed in Urdu languages to explain the GRM process, contact information, and complaint lodging procedures.
2. **Site Visits:** PESCO E&S teams visited Grid Stations and surrounding communities to distribute GRM IEC materials and conduct direct engagement sessions on PESCO EDEIP GRM.
3. **Orientation Sessions:** The GRM sessions were participatory. The target audience was asked about the issues they faced while working in the GSS Yard. Major issues raised included damage caused by the working gang to existing infrastructure, such as trenches, cables, and the entrance gate; unwanted noise; idle staff at various mobility points; and site restoration problems. Subsequently,



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they were oriented on the GRM Process and structure. They were informed that, in the future, if they encounter such issues or others related to social, environmental impacts under EDEIP Projects, they can utilize the EDEIP GRM for the registration and timely resolution of their complaints. The channels for registering complaints and the time frame for their resolution were explained in detail.

4. **Community Engagement:** Direct interactions with community members to address questions and concerns.

5.2 Activities Conducted

The campaign targeted 31 Grid Stations across multiple districts, including Dir Lower, Malakand, Swat, Mardan, Nowshera, Charsadda, Peshawar, Swabi, Abbottabad, Haripur, and Kohat. Key activities included:

- Distribution of GRM posters, brochures, and stickers.
- Placement of stickers at visible locations within Grid Stations and community areas.
- Verbal explanations of the GRM process to community members.
- Orientation sessions for Grid Station staff, emphasizing their roles and responsibilities in the GRM process.

5.3 Outcomes and Observations

- **Positive Response:** Stakeholders expressed appreciation for the campaign and demonstrated a good understanding of the GRM process. Prior to the EDEIP Project, capacity building of the staff on such structured GRM Mechanism was not in practice.
- **Increased Awareness:** Grid Station staff and community members showed satisfaction on the GRM and its benefits.



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- **Effective Engagement:** Direct interactions and visual materials reinforced the importance of GRM.

6. Conclusion and Recommendations

The dissemination and orientation campaign successfully raised awareness regarding the Project GRM process among the stakeholders. The distribution of informational materials and direct engagement sessions contributed to a better understanding of the GRM process.

Recommendations:

1. **Continued Engagement:** Regular follow-up sessions to reinforce GRM awareness.
2. **Feedback Mechanism:** Strengthening of the Feedback Mechanism by reviewing the effectiveness of the complaint management forums and platforms to collect stakeholder feedback on the GRM process for continuous improvement.

7. Annexures:

1. Copies of GRM posters, brochures, and stickers.
2. List of Grid Stations and communities visited.
3. Photos of campaign activities.

Environment & Social Safeguard Section

PMU PESCO, Peshawar

Date: [Insert Date]



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Annexure

GRM Flex



پشاور الیکٹرک سپلائی کمپنی (پیسکو)
ہم اور آپ ایک روشن ساتھ

شکایات کے ازالے کا طریقہ کار

پشاور الیکٹرک سپلائی کمپنی میں بجلی کی تقسیم کی کارکردگی میں بہتری کے منصوبہ (EDEIP) کے تحت جاری ترقیاتی کام کے حوالے سے کسی بھی شکایت کی صورت میں آپ مندرجہ ذیل طریقے سے مرحلہ وار اپنی شکایت کا اندراج کر سکتے ہیں اور اس کے بروقت ازالہ کے لئے ادارہ ہذا کے ساتھ رابطہ کر سکتے ہیں پشاور الیکٹرک سپلائی کمپنی آپ کو بھرپور تعاون کی یقین دہانی کراتی ہیں۔

مرحلہ نمبر ۱

مرحلہ نمبر ۲

مرحلہ نمبر ۳

مرحلہ نمبر ۴

مرحلہ نمبر ۵

متعلقہ منصوبے کے حوالے سے شکایات کے اندراج کے طریقے

شکایات کی جانچ اور تجزیہ

شکایات کے حل کے لیے جی آر سی کمیٹی کی میٹنگ

فیصلہ/کارروائی

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چسکوپ کے جوابی آراء، مشورہ-تجاویز کا غیر مقدم کرنا ہے



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Brochure and Sticker

PESCO شکایات کا فوری ازالہ پيسكو کی اولین ترجیح

شکایات کے ازالے کا طریقہ کار

پشاور الیکٹرک سپلائی کمپنی میں بجلی کی تقسیم کی کارکردگی میں بہتری کے منصوبہ (EDEIP) کے تحت جاری ترقیاتی کام کے حوالے سے کسی بھی شکایت کی صورت میں آپ مندرجہ ذیل طریقے سے مرحلہ وار اپنی شکایت کا اندراج کر سکتے ہیں اور اس کے بروقت ازالہ کے لئے ادارہ ہذا کے ساتھ رابطہ کر سکتے ہیں پشاور الیکٹرک سپلائی کمپنی آپ کو بھرپور تعاون کی یقین دہانی کراتی ہیں۔



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Annexure

List of Grid Stations and Communities Visited

| Dissemination and orientation/Training of GRM Mechanism of Grid Station Staff and community on GRM Flexes and Brochures Tentative tour plan in respect of World Bank EDEIP Project | | | | | | | | | | | | |
|--|---|-----------|------------------------|-----------------|---------------------|-----------|-----------------|----------------|---------------------|---------------|------------------------------|-----------|
| Sr.No | Name of GSS | District | P/TF | Capacitor Banks | Bus Bar Upgradation | Extension | Augmentation | Reconductoring | Tentative tour plan | Name | Recipient Detail Designation | Signature |
| 1 | 132 KV Chakdara | Dir Lower | | | Bus Bar Upgradation | | | | 06/02/2025 | Tariq Shah | SSO I | |
| 2 | 132 KV Timergara | Dir Lower | T2T5 | Capacitor Bank | | | 2x Augmentation | | 07/02/2025 | Batal Farman | SSO I/c | |
| 3 | 132 KV DARGAI | Malakand | T3 | Capacitor Bank | Bus Bar Upgradation | | Augmentation | | 10/02/2025 | Fayman Ali | SSO I/c | |
| 4 | 132 KV Khwazakhela | SWAT | T3 | Capacitor Bank | Bus Bar Upgradation | | | | 11/02/2025 | Waqas Ahmad | SSO-I Incharge | |
| 5 | 132 KV SWAT | SWAT | | | Bus Bar Upgradation | | | | 11/02/2025 | Abdul malik | SSO I/c | |
| 6 | 132 KV JALALA | Mardan | X X T3 T4 T5 T-6 | Capacitor Bank | | | Augmentation | | 12/02/2025 | Zahid Shah | SSO I/c | |
| 7 | 132 KV Mardan II Garhi Kapora | Mardan | | | Bus Bar Upgradation | Extension | | | 12/02/2025 | Aamir Hussain | SSO I/c | |
| 8 | 132 KV Nowshera City Mardan Nowshera Road | Nowshera | T4T5 | Capacitor Bank | Bus Bar Upgradation | | Augmentation | | 12/02/2025 | Masand Shah | SSO Shift/c | |
| 9 | 132 KV Charsadah | Charsadah | | | Bus Bar Upgradation | | | | 13/02/2025 | Haider Ali | SSO I/c | |
| 10 | 132 KV Tangi | Charsadah | | | | | Augmentation | | 13/02/2025 | Samiullah | SSO Shift/c | |
| 11 | 132KV Peshawar City | Peshawar | | | Bus Bar Upgradation | | | | 14/02/2025 | Ikramullah | SSO I/c | |
| 12 | 132 KV SWABI | SWABI | T1 | Capacitor Bank | Bus Bar Upgradation | | | | 17/02/2025 | Zahoor Ullah | SSO I/c | |

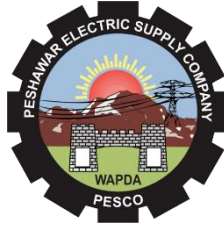


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| | | | | | | | | | |
|---------------|------------------|----------|----|-----------------|---------------------|--|------------|------------------------|--|
| Dissemination | | | | | | | | | |
| | 132kV Hayatabad | Peshawar | 13 | Capacitor Banks | | | 26/02/2025 | Jehangir Khan SSO I/c | |
| 27 | 132kV Hayatabad | Peshawar | T4 | Capacitor Banks | | | 26/02/2025 | Jehangir Khan SSO I/c | |
| 28 | 132kV Jamrud | Peshawar | T4 | Capacitor Banks | Bus Bar Upgradation | Extension | 26/02/2025 | Jehangir Khan SSO I/c | |
| 29 | 132kV Jamrud | Peshawar | T5 | Capacitor Banks | | Re conducting of 132 kV Jamrud - Peshawar University T/Line (09 KM) | | Abid Ayaz Khan SSO I/c | |
| 30 | 132KV Shahi Bagh | Peshawar | | | Bus Bar Upgradation | Reconductoring of 220/132 kV Shahibagh - 132 kV Shahibagh old T/Line (06 KM) | 27/02/2025 | Zahid Siddiq SSO I/c | |
| 31 | 132 KV Warsak | Peshawar | | | | Augmentation | 27/02/2025 | Zafar Ali SSO I/c | |



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Photographs



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Snapshots of the dissemination and orientation/training of the GRM mechanism Process structure and procedure and the distribution of flexes, stickers, and brochures of the GRM under EDEIP



Community Engagement/orientation on GRM at Project Site





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Snapshots of the dissemination and orientation/training of the GRM mechanism Process structure and procedure and the distribution of flexes, stickers, and brochures of the GRM under EDEIP



Grid Station Staff orientation of EDEIP GRM at Project site





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Snapshots of the dissemination and orientation/training of the GRM mechanism Process structure and procedure and the distribution of flexes, stickers, and brochures of the GRM under EDEIP



Grid Station Staff orientation on GRM





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