

Details of complaints received by GRM

Khud Muhktar by IP: Following is the table showing the complaints received:

S. #	Type of Complaints (lodged by/against)	For the Period (Jul-22 to Dec-22)								
		No. of Complaints received			No. of complaints resolved in a timely manner (within 8 weeks)			No. of complaints are yet to be resolved / in-process		
		P-1	P-2	Total	P-1	P-2	Total	P-1	P-2	Total
1	IP-EI-staff*	0	15	15	0	0	0	0	15	15
2	Procurement**	2	20	22	2	0	2	0	20	20
3	Beneficiaries	1	6	7	1	1	2	0	5	5
4	Vendor***	3	75	78	3	0	3	0	75	75
5	Others****	7	0	7	7	0	7	0	0	0
Total		13	116	129	13	1	14	0	115	115

*Mainly related to asset prices and non-availability of CNICs of 4 old-age couples.

***Beneficiaries have reservations on the assets demanded vis-à-vis provided.

***Vendor complaining about the delay in payments.

****1 against mentor, who had received amount from project beneficiary and project staff recovered the amount and terminated his services under PHCIP Project. 1 from non-BISP beneficiary for enrolment in the program. 1 related to the issue with NRSP credit office Jampur by a citizen and after PHCIP introduction, withdraw his complaint. 1 wrong asset approved, however provided the desired asset (i.e., Kiryana Shop. 3 HHs not satisfied about asset quality, but the team found the cow according to criteria (weight and age was as per approved SOPs and they had selected their assets during distribution day) but local media person misguides the HHs for his own interest. after involvement of concern CO, the issue was resolved with consent of beneficiaries.

Bunyard: No complaints have been received to date pertaining to PHCIP Education component in any of the category i.e., beneficiary, general procurement, etc. However, 2 complaints were received related to employee grievance, which were resolved through WB STEP and Secretary SED also issued speaking order.