

**ECONOMIC REVITALIZATION OF KHYBER PAKHTUNKHWA & FATA (ERKF)
PROJECT**

COMPLAINT FORM FOR ENVIRONMENTAL AND SOCIAL ISSUES

(Form will be available on SMEDA & ERKF Merged Areas website)

1. Complainant's Information:

(This information must be provided. The identity of complainants will be kept confidential if they request so. Anonymous complaints will not be accepted.)

Name:

Address:

Contact Numbers (Cell):

Telephone:

Please indicate how you prefer to be contacted; E-mail Mobile Other
(please specify) _____

2. Would you like your name and contact details to be kept confidential?

Yes No

3. Type of the Complaint

a)	Dust pollution	b)	Noise pollution	c)	Air pollution
d)	Water pollution	e)	Damage to structure/property	f)	Privacy issue
g)	Impact on livelihood	h)	Waste disposal	i)	Resettlement issues and land acquisition
j)	Compliance to labor laws	k)	Working conditions	l)	Traffic congestion
Any other issues:					
Kindly provide details of Complaint/Issue below					

4. Provide details of the ERKF Project beneficiary that may be the subject of this Complaint.

Beneficiary/Business Name:

Location:

5. Please explain how this affects yourself/community/area.

Directly Indirectly Other _____

Please provide additional information here:

6. How do you wish to see the complaint resolved?

7. Do you have any suggestions for the better working of ERKF grievance redress system?

Date: _____

- 8. Complaint Submission Procedure:** Please submit this form online, or submit the completed form along evidence (if any) by fax at [091- 5286908] or by postal mail to the following address:

Project Manager
ERKF Project Unit-SMEDA
Ground Floor State Life Building, The Mall Peshawar

You can also call on 091 5254022-3 and convey your complaint telephonically to an ERKF representative.

NOTES:

- Please attach supporting documents, if available.
- Efforts will be made to address all complaints will be addressed within 15 working days