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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
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.
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