



PAKISTAN POVERTY ALLEVIATION FUND



Grievance Redressal Mechanism

For

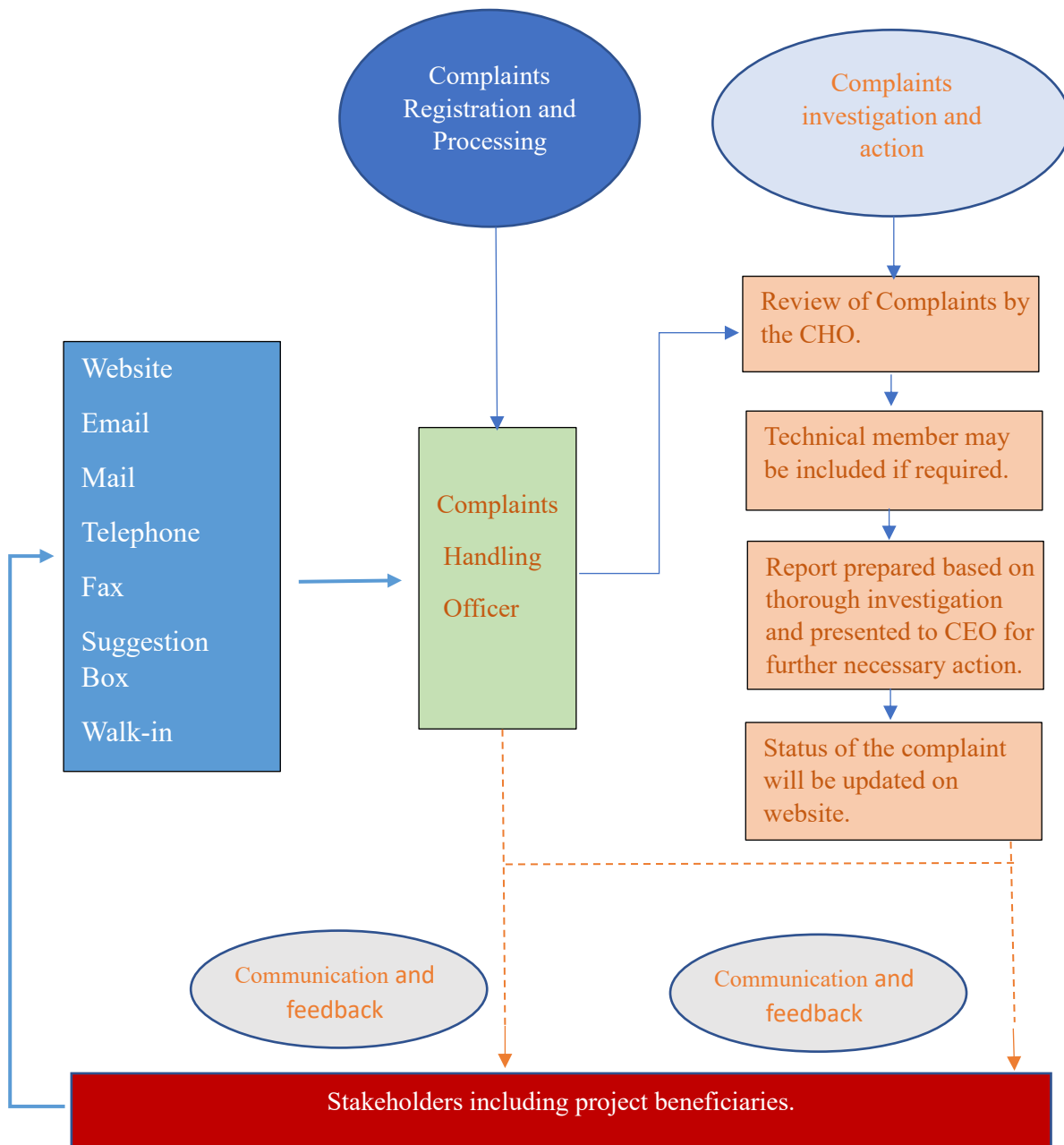
**Growth for Rural Advancement and Sustainable
Progress (GRASP)**

June 26, 2023

GRM Area	Activities
<p>Complaint Receipt</p>	<ul style="list-style-type: none"> • Modify the website to create a permanent sub-window for collection of complaints. • Create a complaint form (sample attached). • Assign Specific: <ol style="list-style-type: none"> 1. Email id: grasp-complaints@ppaf.org.pk. 2. Phone number (recorded line). 3. Fax: +92-51-2282262. 4. Place "Suggestion/Grievance box 5. Chief Internal Auditor is a complaint handling officer to receive, log, monitor or track grievances. 6. Grievances entry / registration into grievance logbooks manually in case of email, phone call or mail
<p>Complaint Registration and Processing</p>	<p>Complaints Registration.</p> <ul style="list-style-type: none"> • Complaints submitted through the complaint form will be registered and automatically acknowledged upon receipt. • Complaints received through various channels such as Mail, Fax, Telephone, or Email will be registered by the Complaints Handling Officer. The officer will document the details of each complaint in our system for further processing and resolution. • Upon registering the complaint, an automated acknowledgement will be promptly sent to the complainant. This acknowledgement serves as confirmation that their complaint has been received and is being addressed. • The Complaints Handling Officer will undertake a thorough review of each complaint, aiming to acquire a comprehensive understanding of the issue at hand and collect pertinent information. • Depending on the nature of the complaints, a technical member may be included by the CEO. This ensures that technical aspects of the complaints are thoroughly evaluated and addressed. • The report shall be presented to the CEO for further necessary action. • All the complaints shall be investigated and closed in 30 days, however, the time period may be extended depending upon the complexity of the complaint subject to the approval of the CEO

GRM Area	Activities
Monitoring and Tracking Complaints	<ul style="list-style-type: none">• A system generated unique complaint reference number will be assigned to track and identify the complaint throughout the process.• The status of each complaint is tracked from the time of registration until resolution.• Periodic reports are generated to provide insights into the overall complaint handling process. These reports may include the number and types of complaints received, resolution times, trends, and any necessary actions taken to improve stakeholder's satisfaction.

Complaint Processing Flowchart



Online Complaint Form

Complainant' Name

Contact Number:

CNIC #

Email Id:

Organization Name:

Nature and details of the complaint:

Would you like to share a file or image regarding your complaint?



Attach your file.

Submit