



**WATER AND SANITATION SERVICES COMPANY
ABBOTTABAD**

(Registered Under Section 42 of the Companies Ordinance 1984)
Ph: 0992-9311048, Email: wsscabbottabad@gmail.com



No. CEO/WSSCA/023/2319

Date: 18/10/2023

To,

The Engineer/Resident Engineer
Project Management and Construction Supervision Consultant,
Khyber Pakhtunkhwa Cities Improvement Project,
Abbottabad

Project: KHYBER PAKHTUNKHWA CITIES IMPROVEMENT PROJECT (KPCIP PROJECT)
DEVELOPMENT OF URBAN/GREEN SPACES AND PARKS; LOT-1: PEDESTRIANISATION OF OLD CITY
BAZAR & DEVELOPMENT OF SHERWAN HILL PARK.

Subject: DELAY IN SHARING OF COMPLAINTS REGISTERED IN THE GRC REGISTER PLACED ON SITE

It has been noted with great concern that a complaint of a citizen named Mr. Zaka Khan was registered in the GRM Log book regarding installation of fence at the boundary wall of the park on October 14, 2023. However, the mentioned complaint was neither shared with the CEO WSSCA; being the Secretary of the GRC; nor with the CIU staff. Resultantly, the grieved party has approached the Court of Law and secured stay order through order of the court. For your information, copy of the GRC Log book as well as Court's stay-order is attached. This shows a sheer negligence on part of both PMSC and the JV Contractor.

In this regard, PMSC being the lead front of KPCIP on site, is advised to develop and implement a robust mechanism for on time sharing of grievances registered in the log-book placed on site. Moreover, the staff of the PMSC as well as JV Contractor must be educated by the Social Team of PMSC so that the grievances registered on site could be processed professionally and ethically. Any complaint registered or intimated on site must be shared with CIU on same day without delay.


Chief Executive Officer

Water and Sanitation Services Company
Abbottabad

Copy Forwarded to;

1. Project Director (KPCIP, LGE & RDD)
2. Director Technical (PMU-KPCIP, LGE & RDD)
3. Director Compliance (PMU-KPCIP, LGE & RDD)
4. Focal Person, CIU-Abbottabad, KPCIP
5. Infrastructure Engineer, CIU-Abbottabad, KPCIP
6. The Contracts Manager, CIU-Abbottabad, KPCIP
7. Project Manager, M/s Reliable-JHK (JV)
8. Office copy.

بعدالت جناب عدنان اقبال صاحب سول جج 1- ایبٹ آباد

محرمز کارخانہ پیام ہیرا بیسٹ ڈائریکٹر

نوٹس حکم امتناعی بنام:-

1- ہیرا بیسٹ ڈائریکٹر ٹیبلٹ ریجنل منیجر ہیرا بیسٹ ڈائریکٹر ہیرا بیسٹ ڈائریکٹر

2- سیرہ انٹرنیٹ ریجنل منیجر ہیرا بیسٹ ڈائریکٹر ہیرا بیسٹ ڈائریکٹر ہیرا بیسٹ ڈائریکٹر

سٹیک ہول ایسٹ ایبٹ آباد

3- سیکرٹری لوکل گورنمنٹ ٹیبلٹ ریجنل منیجر ہیرا بیسٹ ڈائریکٹر

4- AD لوکل گورنمنٹ ایسٹ ایبٹ آباد

رد کا علیم

نائب ناظر ایبٹ آباد

مقدمہ عنوان بالا میں مدعی نے ایک درخواست حکم امتناعی گزاری جس میں حکم ہوا کہ:-

The already granted an ad-interim stay to the applicant/plaintiff. The same stands extended for 14 days. Notice of the ad-interim stay be issued to the respondent/dependants for the date fixed.

اگر آپ مدعا علیہم اس بابت کوئی عذر رکھتے ہوں تو مورخہ 16-11-2023 کو حاضر عدالت ہو کر اپنا جواب داخل کریں۔

ADNAN IQBAL

سول جج 1- ایبٹ آباد
Abbotabad
Civil Judge
RODAN IQBAL

ADNAN IQBAL
Civil Judge
Abbotabad

GRIEVANCE REDRESSAL MECHANISM (GRM) LOG BOOK-ABBOTTABAD

Project Name	Name of Complainant	Date of Complaint Received	Recipient of Complaint	Address	Format of Complaint	Complaint Category	Action Taken by Reporting Officer	Communication of complaint registration	Action Taken by GRC	Status	Remarks
6. Amritsar Park	Longal Pahal	22 March	In Office	Amritsar Park, Gurgaon	Yes	Municipal Corporation	Neatly Clean	6/26/23	Makal Khasam	Pending	Issue Resolved
7. Gurgaon Park	Sandeep Singh	8/10/2023	Complaint	Amritsar Park	Yes	Municipal Corporation	Neatly Clean	6/26/23	Makal Khasam	Pending	Issue Resolved
3. Shastri Park	Zaid Khan	14/10/2023	Complaint	Amritsar Park	Yes	Municipal Corporation	Neatly Clean	6/26/23	Makal Khasam	Pending	Issue Resolved