



Ministry of Planning
Development &
Special Initiatives



IFRAP
Integrated
Flood Resilience &
Adaptation Project

INTEGRATED FLOOD RESILIENCE & ADAPTATION PROJECT

**Ministry of Planning, Development
& Special Initiatives
Government of Pakistan**

Grievances made Simple, Timely, and Trackable

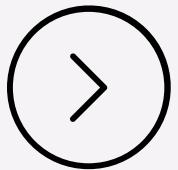


**IFRAP's Grievance Redress Mechanism (GRM)
is now live at Component I & II PIUs—complete
with dedicated contacts, clear timelines, and
PMIS tracking.**

Raise it → Track it → Resolve it.

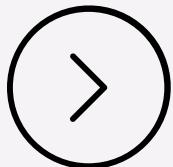
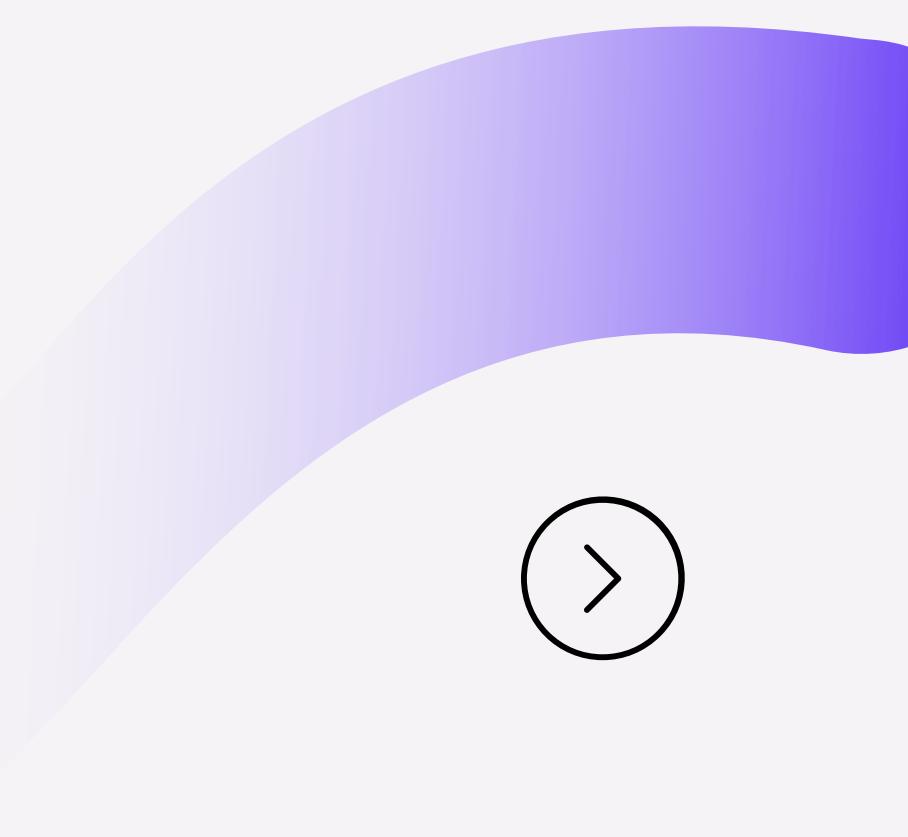
 **C-I: 0335-3266423 | C-II: 0325-5373330**

 **complaint@ifrap.org.pk**





GRM is live at Component I & II
Timely. Transparent. Trackable



01

What this mean?

What's new?

- GRM operational at both PIUs
- Standard, predictable redress process
- Trained GRM Associates on site
- Banners & complaint boxes installed

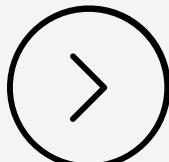


Component I (Community Infrastructure Rehabilitation)

02

Component I – Contact & Focus

- Focus: Community infrastructure rehabilitation
- Call/WhatsApp: 0335-3266423
- Email: complaint@ifrap.org.pk
- PIU Focal Person: Naseeb Bazai, DPD, PIU-I
- GRM Associate: Mr. Nazeer Ahmed





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شکایات کے اندرانج اور ازاں کا نقش

آپ کی آواز، ہماری ذمہ داری

کیونکی اندر اس زکپر کی مدد ملت و بھال

ابنی شکایت یہاں رکھ کریں

کال/ ولیں ایپ
0335-3266423

ای میل
complaint@ifrap.org.pk



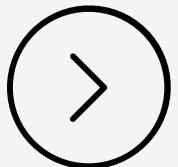
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How it works (Component I)

03

From complaint to closure

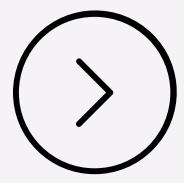
- Receive via WhatsApp/SMS/email; categorize (irrigation, water supply, roads/bridges)
- Assess severity: critical, major, minor
- Immediate assessment → action \leq 5 days
- Technical Team → closure \leq 14 days
- PMIS: unique token + automatic updates



04

Component II – Contact & Focus

- Focus: Strengthening hydromet & climate services
- Call/WhatsApp: 0325-5373330
- Email: complaint@ifrap.org.pk
- PIU Focal Person: Basharat Khan, SSS/M&E Specialist
- GRM Associate: Mr. Amjad Shakeel

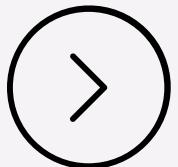


Component II (Hydromet & Climate Services)

05

Rapid technical response

- Classify issues: data accuracy, missing readings, forecasting delays
- Immediate technical review: PMD's team handles fixes/upgrades
- Resolution steps tracked to closure
- PMIS links to live KPIs (service uptime, forecasting accuracy)

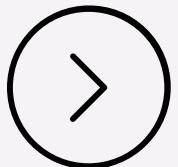


How it works (Component II)

06

3 ways to reach us

- Call/WhatsApp: 0335-3266423 (C-I) | 0325-5373330 (C-II)
- Email: complaint@ifrap.org.pk
- You'll receive a PMIS token to track progress
- Note: PTCL toll-free line in process for both components





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شکایات کے اندرانج اور ازا لے کا نظم



آپ کی آواز، ہماری ذمہ داری

موسمیات و ماحولیاتی خدمات

پراجیکٹ کے حوالے سے اپنی شکایات یہاں درج کروائیں

کال / والٹس ایپ
0325-5373330

ای میل
complaint@ifrap.org.pk



Submit grievance

07

Raise it. Track it. Resolve it.

- Your feedback strengthens services and infrastructure.
- Contacts: 0335-3266423 (C-I) | 0325-5373330 (C-II) | complaint@ifrap.org.pk