

# Kungrad 123 Project

## AIIB-PPM

Asian Infrastructure Investment Bank –  
Project-Affected People’s Mechanism (PPM)



# Grievance Redress Mechanism (GRM)

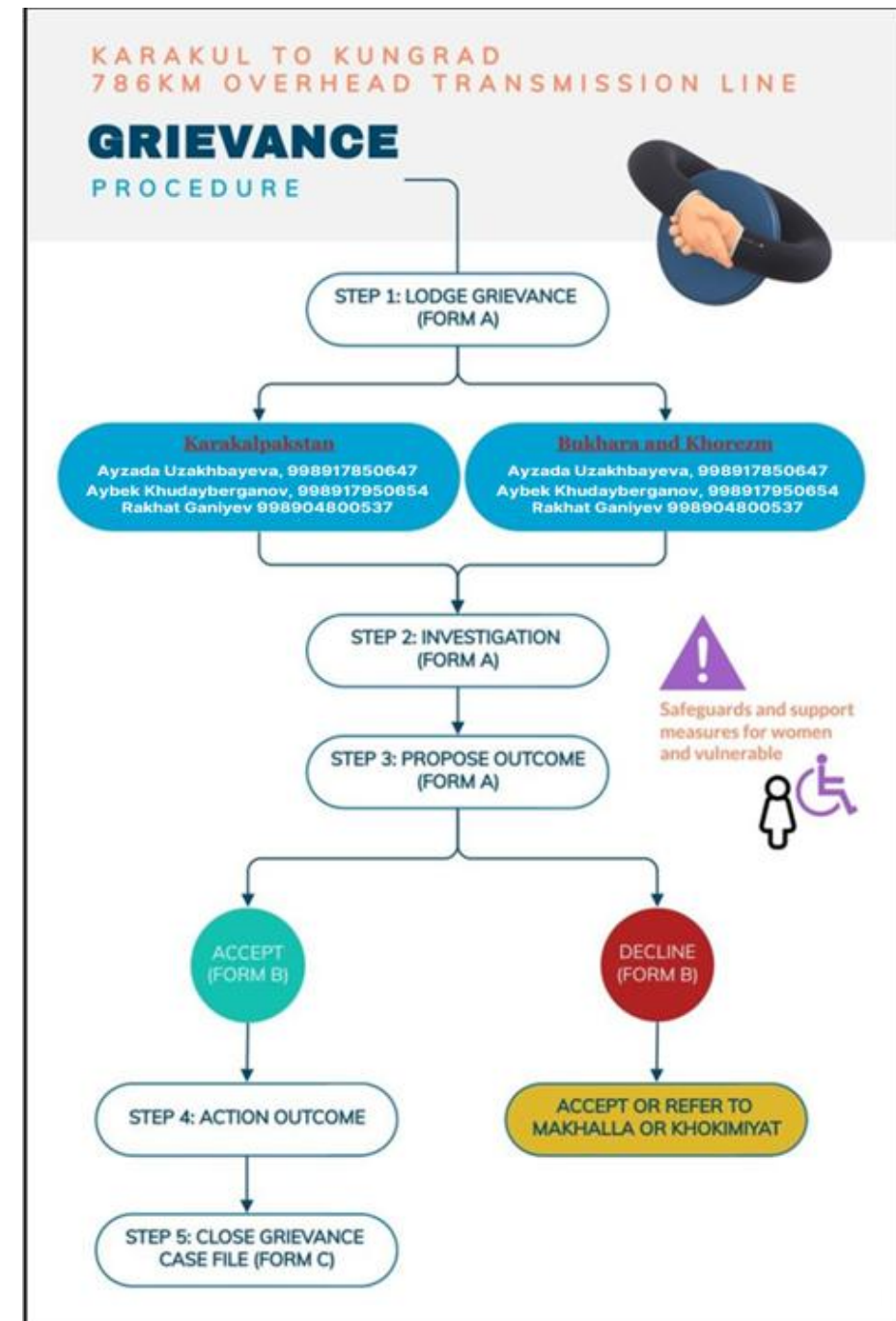
## Objectives:

- Provide transparent, culturally appropriate, and gender-sensitive access to redress.
- Prevent grievances from escalating to legal disputes.
- Strengthen trust and communication between the Project and communities.
- Promote early identification and resolution of issues.
- Ensure corrective actions are taken promptly and documented

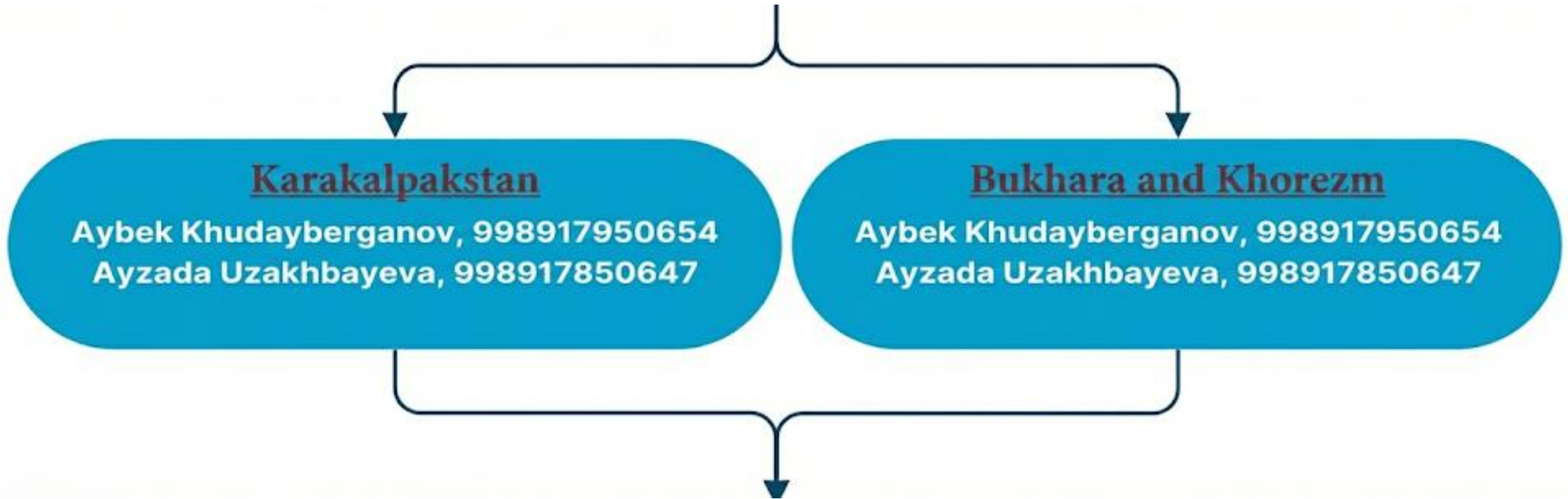
## Responsibilities:

- ACWA Power CLOs will receive and lodge grievances
- District Hokimiat and Local Mahallas will assist in the investigations and resolution of grievances where required.

Stage	Timeline
1.Lodge Grievance	Acknowledged within 3 days
2. Investigation	Within 10 working days of submission
3. Propose Outcome	Within 12 working days of submission
4.Action Outcome	Within 30 working days of submission (or if it takes longer this will be agreed)
5.Close Grievance	Within 30 working days of submission (or if it takes longer this will be agreed)
6.Mediation/Legal Referral	Within 14 working days of notification of dissatisfaction



# Grievance Redress Mechanism (GRM) – Contact Details



# AIIB - PPM

## **ASIAN INFRASTRUCTURE INVESTMENT BANK - PROJECT-AFFECTED PEOPLE'S MECHANISM (PPM)**

Project-affected people may also raise their concerns regarding the environmental and social aspects of an AIIB-financed Project with the Client and AIIB during the preparation and implementation of the Project.

Submissions can be made via the website below:

<https://www.aiib.org/en/about-aiib/who-we-are/project-affected-peoples-mechanism/submission/index.html>

You can also contact the PPM Secretariat for guidance on how to correctly file your submission at:

Asian Infrastructure Investment Bank (AIIB)  
Tower A, Asia Financial Center, No. 1 Tianchen East Road  
Chaoyang District, Beijing, China 100101

Email address: ppm@aiib.org  
Fax Number: +86-10-8358-0003

