

General Information About Grievance Redressal Mechanism

LESCO is carrying out construction of five new grid stations, extension of one and augmentation of five already existing grid stations with the help of World Bank's financing under 6th STG Project for the improvement of transmission system and its expansion within its area of jurisdiction including Lahore, Okara, Sheikhpura, Kasur and Nankana.

LESCO has developed a Grievance Redressal Mechanism (GRM) under the umbrella of Environmental and Social Assessment in order to address the grievances of project affected people.

All the stakeholders, general public are notified to register their complaints along with their full particulars. (Name, address & contact nos.) in Social Complaint Register (SCR) which will be available at respected project site. The complaint will be forwarded to Grievance Redressal Committee and the remedial action /mitigation measure taken by the Grievance Redressal Committee will be shared with the complainant within ten days.

For any further information, the following may be contacted:

Project Director GSC LESCO (042-9263256)

Asstt.Manager (Social Impact) LESCO (042-9204820, Ext: 227)