

Artistic 50MW Wind Power Project

1. Project:

Artistic Wind Power (AWPPL) is the Project Proponent establishing a 50 MW wind farm in Jhimpir. Sindh Pakistan located at 130 km northeast of the city of Karachi in the south of Pakistan. AWPPL will operate this wind farm as Independent Power Project (IPP) Company. The land for the wind farm is 466 acre area. The land has been allocated by Government of Sindh. The Project has completed all the pre-requisite requirement of the construction commencement that includes the LOI, Acquisition of Land (Land Leased), Development and Approval of Feasibility, IEE, Obtaining Generation Licenses, Tariff Determination, LOS, EPA, IA and FC. The Project has scheduled the construction completion in fifteen (15) months period from 15th July, 2020 when the NTP was issued

2. Installed Capacity:

The Project consists of 20 Nos of Wind Turbine Generators and each turbine is of 2.5 MW capacity of vendor Goldwind. The Wind Power Project is comprising of 132 KV substation to be connected with national grid through National Transmission & Despatch Company (NTDC).

3. Project Land Characteristics:

The Project land is generally as semi-flat, mountainous and hard rocky having very sparse vegetation consisting of small shrubby bushes. The complete area is characterized of being dry and hard land. No permanent human settlements are found within the Project Land. However, some seasonal migrants were seen in the area who use this area during raining season.

4. Jobs Provision

The Project Company hires both the technical and non-technical manpower on merit basis from all over Region in Pakistan without any discrimination including manpower resources from local communities and allies areas of the project. The Project Company has also ensured that contractor, its Subcontractor and Supplier hire the local peoples to enhance the skills of local communities. The information about job opportunities displayed at the Project Site location are the same posted on the website as per requirement. The Project Company has a strong commitment for equal opportunity in the workforce and believes in treating people with dignity providing employment and other opportunities for improving source of earning and to upgrade their life style.

5. Grievance Redress Mechanism:

Project Company has developed the Grievance Redress Mechanism for addressing the complains which may be raised against project manpower, transportation, accommodations, or project activities. The process has been made easy for every stockholder of the project.

- Any person, group or organization can submit a grievance at any time, without fear of retribution and without any cost;
- All grievances will be taken seriously and will be treated in a fair and respectful manner;
- The Company will respond to the Complainant to confirm receipt of the grievance within seven (07) to fifteen (15) working days;

- The process by which grievances will be received, investigated and resolved will be consistent and transparent. Representatives of the Contractor or its subcontractors and suppliers may be involved in the investigation where applicable;
- Information relating to grievance investigations and eventual decisions will be documented;
- The Complainants will have recourse to an internal Project appeal mechanism if the Complainant rejects the (first) decision;
- Personal information about the affected stakeholders will be treated as confidential; and
- The mechanism will not impede access to judicial or administrative remedies.
- The GRM system will address both written and oral grievances.

Grievance Mechanism Steps

The Complainants will follow the following steps to raise their grievances:

Step 1:

Grievance communication and logging – registration: The Complainant fills in the grievance form developed and distributed by the Company. The CLOs or other representatives of the Company assist in this process if the Complainant is illiterate or needs help to fill in the form. The Complainants are not obliged to use the form, as any written form or letter is accepted as a valid submission of a grievance, including anonymously submitted grievances. The CLOs or other representatives of the Company gather all relevant information with respect to the grievance for use in the consideration of the matter.

Step 2:

Grievances are submitted to the CLOs at site or the admin department of the Contractor at site: A confirmation of receipt is issued to the Complainant. The raised grievances subsequently are handed over to the Contractor's Grievance Committee consisting of the Project Manager, the CLO and the E&S Manager of the Contractor. The CLO of the Company is also a member of Contractor's Grievance Committee.

Company's CLO ensure proper screening of the grievance(s). Any grievance is screened depending on its level of severity, its owner, approach or process to address the grievance, etc. If a grievance is not under the scope of the GRM, the Company CLO inform the Complainant of the same, and such grievance are processed/ investigated under the GRM.

Acceptance of Grievance for investigation: The Complainant are confirmed the receipt of the acceptance of grievance for investigation with seven to fifteen working days from initial receipt.

Notification: Along with the confirmation of the receipt, the Complainant are provided with information about response times, next steps and a contact name within the Company.

Step 3:

Investigation: The Contractor's Grievance Committee investigate the grievance and the circumstances behind it in order to establish the facts and the causes for the raised grievance. If necessary, the Contractor's Grievance Committee hold a meeting with the Complainant(s) to collect more information and obtain a correct picture of the situation.

Resolution:



The Contractor's Grievance Committee have seven to fifteen days to reach a conclusion on simple and minor grievances and provide a response/ offer to the Complainant for resolution of the grievance. However, in the case of complex grievances, the deadline for providing a response/ offer for resolution will be three (03) weeks after receipt of the grievance. If more time is needed for investigation, the one that raised the grievance will be duly notified. Under no circumstances, will the response time exceed five (05) weeks.

Notification: The action/ response of the Contractor's Grievance Committee is communicated to the Complainant through a letter delivered by the CLO of the Contractor. If the suggested resolution of the grievance is accepted by the Complainant, the grievance is closed out and filed as resolved.

If the Complainant is not satisfied with the offered resolution, it raises up to the next level described in step 4. The Contractor's EHS Manager take responsibility for escalating all unresolved grievances to Company's Grievance Committee.

Step 4:

At this level, the unresolved grievance(s) are considered by the Company's Grievance Committee.

After considering the grievance and the resolution offered by the Grievance Committee, it reaches a conclusion on the resolution offer within seven to 15 days. If the new resolution offer is accepted by the Complainant, the grievance is closed out and filed as resolved. If the Complainant does not accept the offered resolution, the grievance is raised up to the highest GRM level described in step 5. The Company's Project Manager take the responsibility of forwarding/ presenting all unresolved cases to the Company's CEO/ Board of Directors.

Step 5:

At this final GRM level, the Company's CEO and/ or Board of Directors involve directly to make a final offer for resolution of the grievance. The CEO/ Board of Directors confer with the District or Taulka authorities before reaching a conclusion. The CEO/ Board of Director are obliged to reach a conclusion on a new resolution offer within one (1) week after having received the grievance.

Step 6:

If the Complainant does not accept the resolution offer of the CEO/ Board of Directors, he/ she refer their grievance to the courts, as is their legal right.

Step 7:

Monitoring and Evaluation: After the accepted resolution has been implemented, it is monitored, and its effectiveness is evaluated for a period of time agreed with the Complainant. Note that, anonymous grievances can be submitted using grievance boxes, by post or email. These grievances are investigated even if the Complainant is not known and there is no contact information to agree on the proposed solution with the Complainant. Grievance boxes are posted at suitable locations in order to allow for the submission of letters of grievance by publicly anonymous Complainants

People can lodge their grievance in following ways;

i. SMS/WhatsApp:

Complaints can be registered on above mentioned numbers through SMS or WhatsApp number +92-300-3031129

ii. Phone Call:

Complaints can be registered through call on +92-21-38704711 ext 112.

iii. Email: admin-awppl@artisticmilliners.com

Complaints can send through emails either by writing or send filled grievance forms on above mentioned email address.

iv. Grievance Forms

Grievance Forms are available at the website and at the complaint boxes located prominent places of the project area such as TSF, Batching Plant and Workers' accommodation)

v. Anonymously:

People can lodge their complaint anonymously on any above mentioned method and project company shall respond the complaint in seven days.