Planning & Development Board

Government of the Punjab

Punjab Clean Air Program (PCAP)

Stakeholder Engagement Plan

(SEP)

March 2025

Coordination & Monitoring Unit (PCAP)

Punjab Resource Management & Policy Unit

Planning & Development Board

1. Contents

1. Introduction

1.1. Project Description:

Air pollution poses a chronic health threat in Punjab and has become a national and provincial priority. The Government of the Punjab (GoPb) has started to lay the foundation for improved air quality management (AQM) planning and governance, which are essential building blocks for reducing air pollution. Policies and plans such as the 2017 Smog Control Policy, the 2022 Health Advisory System for Critical Air Pollution Events, the 2023 Clean Air Policy and Action Plan, and the new 2024 Smog Mitigation Action Plan demonstrate GoPb's commitment to improving air quality. The plans focus on abating $PM_{2.5}$ in the transport, environment agriculture, industry, energy, and municipal sectors, while promoting public awareness and engagement.

The Punjab Clean Air Program's (PCAP), objective is to strengthen air quality management and reduce emissions from targeted sectors across Punjab. The Program will be focused on managing road transport, industrial and agriculture emissions. This operation entitled the "Punjab Clean Air Program (PCAP)" will support the government's plans to curb emissions across priority sectors, viz. transport, industries and agriculture, with studies in the industry. PCAP will use a hybrid approach that combines the World Bank's PforR and IPF instruments. The PCAP PforR Program of US$280 million aims to strengthen AQM and reduce emissions from targeted sectors. It will achieve these objectives through three results area across sectors to tackle air pollution sources by 2035: (i) Air Quality Management Governance and Awareness Raising, (ii) Transport Sector Abatement Measures, and (iii) Agriculture and Industry Sector Abatement Measures.

The IPF component of US$20 million will support the technical assistance and studies required to facilitate Program implementation, and design interventions. A full list of activities under this component is included in the table below:

Activity	Description	Agencies
E-bus business models	To determine appropriate business models for e-bus deployment in Punjab. Transport feasibility studies are already underway under the government program.	T&MD, PMA, PTC
Public transport satisfaction survey	To gather regular feedback on the experience of passengers on public transport.	T&MD, PMA, PTC
Buyback scheme	Consultancy service to design buyback scheme for polluting vehicles and the scrappage mechanism, informed by stakeholder consultations.	T&MD, Punjab Provincial Transport Authority (PPTA)
Battery waste management	Consultancy service to develop battery waste management rules and identify strategies for ecosystem development.	PCAP-CMU, supported from EPCCD, T&MD
2W inspections	Consultancy services to develop legal, financial, and technical framework for inspection and emission certification of 2Ws.	T&MD, PPTA

E-2/3W adoption	Technical assistance (TA)/consultancy to design e-2/3W financing facility.	T&MD
Carbon credits	End-to-end process for monetizing GHG emissions reductions from the shift to cleaner vehicles in the form of carbon credits.	PCAP CMU
Institutional strengthening (transport)	The component will support institutional strengthening for transport sector agencies with a focus on curbing road transport emissions, bus procurement and contract management, and road safety.	T&MD
Industry detailed study	Detailed study of cleaner technologies and alternative less polluting combustion fuels for boilers, furnaces, and brick kilns. The study will first map the problem in Lahore Division and three districts, and then propose a set of solutions, considering many different scenarios. The study will inform downstream implementation.	PCAP CMU, Industries, Commerce and Investment Department, EPCCD
Other studies	Any other studies to support Program implementation as necessary.	PCAP CMU & PIU T&MD
Staffing & implementation costs	Staff salaries and miscellaneous expenses, aligned with the institutional arrangements described in Section III, will also be supported via the IPF component.	PCAP CMU & PIU, T&MD

The PforR component of PCAP is being prepared under the World Bank's PforR Policy, while the IPF component is being prepared under the World Bank's Environment and Social Framework (ESF).

This SEP has been prepared in line with the ESF Environmental and Social Standard 10 (ESS10) for the IPF component of PCAP only.

2. Objective/Description of SEP

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire program cycle. The SEP outlines the ways in which the PCAP Implementing Agencies will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

3. Stakeholder Identification and Analysis:

3.1. Methodology

In order to meet best practice approaches, the project will apply the following principles for stakeholder engagement:

- *Openness and life-cycle approach:* Public consultations for the project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- *Informed participation and feedback:* Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- *Inclusiveness and sensitivity:* Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and communities, and the cultural sensitivities of diverse ethnic groups.
- *Flexibility:* If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

In the context of the Punjab Clean Air Program (PCAP), effective stakeholder engagement is essential for ensuring the successful implementation of the program's initiatives. Various stakeholders have interests, responsibilities, or impacts on the program's activities, and their involvement needs to be carefully managed to foster cooperation and minimize conflicts. The following stakeholders have been identified and analyzed for the IPF component. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

3.2. Affected parties

Affected parties include institutions, local communities, community members, and other parties that may be subject to direct impacts from the Project. An initial identification of individuals and groups who fall within this category is below. This list is not exhaustive, and further identification will be done at the commencement of the IPF activities:

Table 1 List of Affected Parties

Sector of Assessment/Support	Details
Study to determine business model for e-buses	- Government departments such as Transport & Masstransit Department (T&MD), Punjab Masstransit Authority (PMA), Punjab Transport Company (PTC)

	• Staff of relevant government departments who will operate e-buses and associated infrastructure • Urban communities / public transport users
Consultancy service to design buyback scheme for polluting vehicles	• Relevant government departments who will implement the buyback scheme, e.g. T&MD • Government entities operating vehicles eligible for buyback • Owners of private polluting vehicles • Commercial entities operating polluting vehicles • Entities/companies who will provide services for the decommissioning of polluting vehicles.
Consultancy service to develop battery waste management rules and identify strategies for ecosystem development	• Government departments generating battery waste e.g. T&MD • Private sector entities generating battery waste • Battery recycling companies • Private and commercial users of e-vehicles and solar systems
Study on Technical and Legal component for two-wheelers inspections. TA/consultancy to design electric two and three-wheeler financing facility.	• Relevant government departments who will implement inspections and financing program • Users of regular 2 wheelers facing inspection • Individual potential users of electric two and three wheelers • Two and three wheeler fleet operators • Financial Institutions
End-to-end process for carbon credits due to GHG emissions reductions from the shift to cleaner vehicles	• Government departments who can claim and trade carbon credits • Private entities who can sell carbon credits • MRV companies
Mapping and Assessment of Air Pollution Causing Industry in Lahore and Adjacent Districts and Designing of Mitigation Strategies	• Small & Medium Industrial units operating boilers furnaces and power systems • Workers and Surrounding communities of above industrial units • Brick kiln owners • Manufacturers/providers of fuel alternatives •
Public Transport Satisfaction Survey	• Citizens/users of public transport
Other studies	• To be identified at the commissioning of other studies

3.3. Other interested parties

The projects' stakeholders also include parties other than the directly affected parties. An initial identification of individuals and groups who fall within this category is below. This list is not exhaustive, and further identification will be done at the commencement of the IPF activities:

Table 2 List of Other Interested Parties

Sector of Assessment/Support	Details
Study to determine business model for e-buses	• Urban communities and public at large • Private public transport operators (buses, vans, taxis, rikshaws etc.) • Government departments providing associated facilities • Relevant CSOs and NGOs working on clean air activities, accessibility for

	women and disabled etc. •
Consultancy service to design buyback scheme for polluting vehicles	• Urban communities and public at large • Financial institutions • Used parts dealers and recyclers • Government departments providing associated facilities • Relevant CSOs and NGOs working on clean air activities and advocacy • Mass media
Consultancy service to develop battery waste management rules and identify strategies for ecosystem development	• Public at large • E-bus and e-vehicle manufacturers • Academia/research institutions working on battery waste management • Government departments providing waste management services • Private e-waste management companies • Government departments providing associated facilities • Relevant CSOs and NGOs working on environmental issues • Mass media
Study on Technical and Legal component for two-wheelers inspections. TA/consultancy to design electric two and three-wheeler financing facility	• Public at large • Electric two and three wheeler manufacturers • Ride sharing and delivery services (FoodPanda Bykea, InDrive etc.) • Relevant CSOs and NGOs working on environmental issues • Mass media
End-to-end process for carbon credits due to GHG emissions reductions from the shift to cleaner vehicles	• Multi-lateral and bi-lateral agencies supporting carbon credits trading • Government departments providing associated activities • Relevant CSOs and NGOs working on environmental issues • Mass media
Mapping and Assessment of Air Pollution Causing Industry in Lahore and Adjacent Districts and Designing of Mitigation Strategies	• Manufacturers of boilers, furnaces and power systems • Relevant government departments (PEECA, PSIC, Industries Dept, EPA etc.) • Financial Institutions • Academia and research institutions •
Public Transport Satisfaction Survey	• T&MD, PMA and PTC • Staff operating public transport • Relevant CSOs and NGOs
Other studies	• To be identified at the commissioning of other studies

3.4. Disadvantaged / vulnerable individuals or groups

Within the Project, the vulnerable or disadvantaged groups may include but are not limited to the following:

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

Table 3: List of Disadvantaged/Vulnerable Individuals and Groups

Vulnerable group	Barriers to Accessing Information or	Potential

	Project Benefits	Representatives/Partners
Women, specifically: • Women using public transport; • Women with the potential to buy and use electric 2 wheelers;	Limited mobility due to social norms and risk of SEA/SH, restricted access to information channels, and barriers to accessing finance due to stringent requirements of banks	Local women's rights organizations, women led civil society organizations, societies representing female students, community leaders
Persons with disabilities	Physical accessibility issues, limited income, social stigma, reduced access to financial and informational resources, and limited tailored support for accessing public services	Local NGOs, Disabled Persons' Organizations (DPOs), Social Welfare & Bait-ul-Maal Department
Students with the potential to buy and use electric 2 wheelers	Barriers to accessing finance due to stringent requirements of banks	Students' in colleges and universities
Low-income individuals: • With polluting private vehicles • Operating two and three wheelers for income generation	Financial barriers to accessing subsidies, lack of access to information, limited awareness of public support services.	Local level community organizations, community centers, local NGOs
Individuals at risk for losing livelihoods due to Change in business practices of: • commercial enterprises using polluting vehicles • polluting industrial units • informal battery recycling enterprises.	Lack of access to information, limited awareness of public support services.	Workers unions/organizations, local NGOs and CSOs.
Religious, ethnic, sexual and gender minorities	Language barriers, social exclusion, Social stigma, discrimination and marginalization in accessing public services, and limited engagement with air quality improvement programs	Community based organizations, NGOs and CSOs.

4. Stakeholder Engagement Program

4.1. Summary of stakeholder engagement done during project preparation

Consultations with relevant institutions, project affected peoples, experts, and beneficiaries are essential in the proper planning and preparation of development projects and programs, to ensure effective identification and assessment of environmental and social effects, and to recommend measures to improve environmental and social management capacity. During project preparation, a multi-stakeholder workshop was held in Lahore on January 30, 2025. The workshop was attended by 35 stakeholders from government, academia, the private sector, and civil society representing citizens, women and disabled as shown below. A detailed list of participants is provided in Annexure 1:

- **Government Departments**: Planning & Development Board, Transport & Masstransit Department, Agriculture Department, Environmental Protection and Climate Change Department, Energy Department, Industries Department, Punjab Energy Efficiency and Conservation Agency, Special Education Department, Social Welfare & Bait-ul-Mall Department, Lahore Development Authority, Punjab Small Industries Corporation.

- **E&S Specialists from World Bank Financed Programs and Projects:** PIUs staff from the Punjab Green Development Program (PGDP), Punjab Cities Program (PCP), Punjab Affordable Housing Program (PAHP), Punjab Resilient and Inclusive Agriculture Transformation Project (PRIAT)
- **Civil Society & NGOs:** WWF Pakistan, Pakistan Air Quality Initiative (PAQI).
- **Private Sector:** Pakistan Agricultural Machinery and Implements Manufacturers (PAMIMA), Dawood Agro Company (progressive rice farmer)
- **Academia:** Lahore University of Management Sciences (LUMS)

Major points raised by the participants can be summarized as follows:

- **Feedback on Program/Project Design**: CSOs and NGO representatives highlighted that the expansion of air quality monitoring stations must be scientifically planned to ensure comprehensive coverage and real-time public access. Multiple stakeholders including government, academia, NGOs and private sector are conducting AQM activities, but are working in silos. Bringing them to one platform is essential. Institutional strengthening of the EPCCD and technical capacity building is essential for effective AQM and monitoring. Private sector representatives in agriculture emphasized that super seeders should be provided in targeted areas / hot spots for crop burning such as Gujranwala Division and Lahore Division which grow 50% of the rice crop of Punjab. This will ensure maximum positive impact to air quality. To encourage production of agricultural machinery to combat crop burning, the program/project may also consider providing incentives to machinery manufacturers.
- **Stakeholder Engagement:** Feedback received from CSOs and government largely focused on ensuring transparency and accountability of the Program/Project through citizens' engagement and monitoring. Ensuring that air quality data is real-time accessible and actionable for both policymakers and the public is crucial for behavioral change.
- **Inclusion of Vulnerable Groups:** Government stakeholders from EPCCD and the Social Welfare Department stressed on the importance of ensuring the public transport infrastructure is accessible for disabled persons and the relevant government legislations on ensuring access of public facilities to vulnerable groups are implemented under PCAP activities.

Besides the aforementioned formal workshop regular consultation meetings have been conducted between various departments and PCAP CMU. Separate formal meetings were also held with Senior Minister, Punjab and Minister for Transport & Masstransit Department to apprise them about the project design and seek their guidance to further improve it.

4.2. Summary of project stakeholder needs and methods, tools and techniques for stakeholder engagement

The Punjab Clean Air Program (PCAP) recognizes the importance of active and meaningful engagement with all relevant stakeholders to ensure the program's successful implementation, sustainability, and equitable outcomes. Effective stakeholder engagement is essential for building trust, addressing concerns, and fostering collaboration. The Stakeholder Engagement Plan below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The strategy for stakeholder engagement will ensure that all relevant stakeholders, especially disadvantaged and vulnerable groups are consulted during the IPF Component TA assessments, and their feedback and specific needs are incorporated into the Program activities design to ensure they are accessible, inclusive and sustainable.

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

Table 4: SEP Summary Table

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency/ Timeline
Preparation Stage	Government and institutional stakeholders	Present the program (PforR and IPF components), receive feedback on activities and consult on key risks	Formal meetings One-on-one interviews	PCAP-CMU	Ongoing during preparation (Completed)
	Government; institutions; private sector; NGOs and CSOs representing general public and vulnerable groups.	Present the program (PforR and IPF components), receive feedback on activities and consult on key risks	Consultative Workshop	PCAP-CMU	Once during preparation (Completed)
	Students, NGOs and CSOs representing general public and vulnerable groups.	Present the program (PforR and IPF components), receive feedback on activities and consult on key risks	Virtual Consultative Workshop	PCAP-CMU	Once during preparation
Implementation Stage	Government departments such as Transport & Masstransit Department (T&MD), Punjab Masstransit Authority (PMA), Punjab Transport Company (PTC)	Design of transport studies; receive feedback and consult on key risks	Formal meetings, one-on-one interviews	Consultants conducting studies	Ongoing while conducting studies
	Staff of relevant government departments who will operate e-buses and associated infrastructure	Design of transport studies; receive feedback and consult on key relevant risks	Focus Group Discussions	Consultants conducting studies	Once while conducting study
	Vulnerable groups including disabled, women, students; NGOs and CSO representing vulnerable groups	Design of transport studies; receive feedback and consult on key relevant risks for inclusion in design of activities	Consultative workshops; FGDs	PIU-T&MD; Consultants conducting studies	Once while conducting study

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency/ Timeline
	Urban Communities; users of public transport; users of electric vehicles	Design of transport studies; receive feedback and consult on key relevant risks for inclusion in design of activities	Consultative workshops	PIU-T&MD; Consultants conducting studies	Once while conducting study
	Private sector relevant to transport studies;	Design of transport studies; receive feedback and consult on key relevant risks	Consultative workshops; FGDs	PIU-T&MD; Consultants conducting studies	Once while conducting study
	Academia	Design of transport studies; receive feedback and consult on key relevant risks	Consultative workshops; FGDs	PIU-T&MD; Consultants conducting studies	Once while conducting study
	Relevant government departments such as EPCCD, EPA etc.	Development of battery waste management rules and strategies for ecosystem development	Formal meetings, one-on-one interviews	PCAP-CMU; Consultants conducting studies	Ongoing while conducting studies
	Private sector relevant for battery waste management	Receive feedback on battery waste management ecosystem design, consult on key relevant risks	Consultative workshop; FGDs	PCAP-CMU; Consultants conducting studies	Once while conducting study
	NGOs and CSOs with relevance to battery waste management	Receive feedback on battery waste management ecosystem design, consult on key E&S relevant risks	Consultative workshop; FGDs	PCAP-CMU; Consultants conducting studies	Once while conducting study
	Informal sector involved in battery recycling; and workers	Consult on key relevant risks	One-on-one interviews; FGDs	PCAP-CMU; Consultants conducting studies	Once while conducting study
	Relevant government departments such as PEECA, PSIC, Industries etc.	Design of study on Mapping and Assessment of Air Pollution Causing Industry and Designing of Mitigation Strategies	Formal meetings, one-on-one interviews	PCAP-CMU; Consultants conducting studies	Ongoing while conducting studies

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency/ Timeline
		;receive feedback and consult on key relevant risks			
	Private sector; industrial units operating boilers, power systems and furnaces; brick kiln owners; manufacturers/providers of fuel alternatives; workers of these industrial units and surrounding communities	Design of study on Mapping and Assessment of Air Pollution Causing Industry and Designing of Mitigation Strategies ;receive feedback and consult on key relevant risks	One-on-one interviews; FGDs	PCAP-CMU; Consultants conducting studies	Once while conducting study
	Government departments who can claim and trade carbon credits; private entities who can sell carbon credits; MRV companies	Receive feedback on end-to-end process for carbon credits due to GHG emissions reductions from the shift to cleaner vehicles; consult on key relevant risks	One-on-one interviews; consultative workshop	PCAP-CMU; Consultants conducting studies	Once while conducting study
	Government departments; institutional stakeholders; private sector and academia.	Presentation of Draft Study Findings; receive feedback	Consultative workshop	PCAP-CMU; relevant departments; consultants	One workshop for each sector/ study
	Communities; vulnerable groups; NGOs and CSOs	Presentation of Draft Study Findings; receive feedback	Consultative workshop	PCAP-CMU; relevant departments; consultants	One workshop for each sector/ study
	General public and vulnerable groups	Program information and GRM	Website, mass media, social media; brochures etc. (with focus on accessibility for vulnerable groups	PCAP-CMU;	Ongoing during implementation
Post Implementation	Government departments;	Information on study outcomes; next steps	Launch event	PCAP-CMU; relevant	One event for each sector

Project stage	Target stakeholders	Topic of consultation / message	Method used	Responsibilities	Frequency/ Timeline
	institutional stakeholders; private sector; academia; NGOs and CSOs; community and representatives from vulnerable groups			departments; consultants	
	General public and vulnerable groups	Public dissemination of study outcomes and GRM	Website, mass media, social media; brochures etc. (with focus on accessibility for vulnerable groups	PCAP-CMU; relevant departments	Ongoing during Program implementation
	General public; private sector; academia; NGOs and CSOs; community and vulnerable groups	Citizen feedback	Citizen feedback surveys/ Public transport satisfaction surveys	PCAP-CMU and relevant departments	Yearly during Program implementation

4.3. Proposed strategy to incorporate the views of vulnerable groups

The project will seek the views of vulnerable groups such as women, disabled, low income households, rural communities, workers of impacted industries, and minorities through prioritized engagement. These groups will be reached through community meetings held in accessible locations and focused group discussions with gender and disability inclusivity. To ensure full participation, materials will be provided in local languages and in formats accessible to the illiterate or disabled. A safe space would be created for open dialogue, especially on sensitive issues. The project will also leverage partnerships with local NGOs and CSOs that have experience working with these groups to facilitate meaningful engagement.

The project will seek the view of vulnerable groups through the following methods:

- *Community meetings:* organizing meetings at the community level to facilitate direct interaction and feedback.
- *Focus Group Discussions:* conducting discussions with smaller, targeted groups to delve deeper into specific issues and concerns.

- *Individual Interviews:* engaging in one-on-one interviews, particularly for those unable to attend group sessions.
- *Surveys:* distributing written or digital surveys to gather a broader range of responses.
- *Accessible workshops:* hosting workshops that are physically and logistically accessible to all, including persons with disabilities.
- *Social Media and Online Platforms:* utilizing digital platforms for engagement, especially beneficial for tech-savvy youth and those with limited mobility.
- *Collaboration with Local NGOs and CSOs:* partnering with NGOs that have existing relationships with these groups to facilitate engagement.

The following measures will be taken in order to remove obstacles to full and enabling participation / access to information:

- *Provision of Information in Local Languages:* translating materials into local languages to ensure understanding.
- *Accessible Formats:* offering information in braille, large print, and audio formats for those with visual or hearing impairments, and pictorial guides and audio-based explanations for the illiterate. Additionally, ensuring the availability of printed signage and flyers for those without digital access.
- *Convenient and Accessible Venues:* choosing meeting locations that are easily reachable and accessible to persons with disabilities and women who may have limited mobility due to cultural norms.
- *Flexible Timing:* scheduling sessions at times suitable for participants, considering work and caregiving responsibilities.
- *Transportation Support:* arranging transportation for remote or mobility-challenged individuals.
- *Cultural Sensitivity Training for Facilitators:* ensuring that those leading sessions are trained in cultural sensitivity and inclusivity
- *Female inclusion:* ensuring enough female staff is available to hold separate sessions for women.
- *Regular Updates and Feedback Mechanisms:* using multiple channels, including community notice boards, to disseminate information and collect feedback.

5. Resources and Responsibilities for implementing stakeholder engagement

5.1. Implementation Arrangements and Resources

The PCAP-CMU will be in charge of ensuring stakeholder engagement activities are being carried out as per the SEP. The entities responsible for carrying out stakeholder engagement activities are the relevant government departments involved in the studies/assessments (T&MD, PSIC, EPCCD, EPAetc.) and the consultants/firms hired to conduct the studies/assessments. The Social Specialists within the PCAP-CMU and PIU, or E&S focal points in the relevant government departments will lead the stakeholder engagement activities, with the support of the consultants/firms where needed. The overall responsibility for SEP implementation lies with the Program Director, PCAP-CMU who will ensure integration with the project's environmental and social management

strategies. Stakeholder feedback and engagement outcomes will be systematically documented and reviewed to inform project adjustments and decision-making.[1]

The stakeholder engagement activities will be documented through:
- Detailed records of all engagement activities, including minutes of meetings, attendance lists and feedback received.
- Regular reports summarizing the stakeholder feedback, concerns, and suggestions.
- Documentation of how stakeholder input has been incorporated into program planning and decision-making.
- Ongoing updates in program reports and communications to ensure transparency and accountability in stakeholder engagement.

The budget estimate for implementing SEP is **477,000 USD**. The budget breakdown can be found in Annex 2. A communication and outreach firm will separately be hired and will also assist in implementing the SEP.

6. Grievance Mechanism

A Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner.

6.1. Description of Grievance Mechanism (GM)

A robust grievance mechanism is an essential part of the Punjab Clean Air Program (PCAP) to address concerns or complaints raised by stakeholders during the project's implementation. The mechanism ensures that stakeholders have a clear, accessible way to voice their concerns and that these are resolved in a timely and fair manner. The proposed grievance mechanism for the PCAP includes the following elements:

Table 5: Illustrative Table on the GM Steps

Step	Description of process	Timeframe	Responsibility
GM implementation structure	Existing GMs are available at the provincial and department that may be used by the public to submit grievances. These include the Punjab Portal, Provincial Ombudsman, and separate mechanisms for each of the IAs. A detailed analysis of these GMs is provided in the PCAP ESSA and details are provided as Annexure 4. A GM implementation structure to adequately address and monitor all PCAP related grievances will be established as follows:	Ongoing	PCAP-CMU, PIU and IAs

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[1] Integrate provisions for the mobilization of technical expertise for safe consultations with vulnerable groups, and/or on sensitive topics, as and when needed.

Step	Description of process	Timeframe	Responsibility
	A Grievance Redress Committee will be formed at the PCAP-CMU, including the PCAP-CMU Program Director, PCAP Focal Points for IAs, Social & Gender Specialist of CMU/GRO, Social & Gender Focal Points from IAs and co-opted members from relevant government departments as required. The Social & Gender Specialist at the PCAP-CMU will be responsible for overall operation of the GM and will be the Grievance Redressal Officer (GRO) of the program. A sub GRC will be formed at T&MD. Social & Gender Specialist at T&MD PIU will be responsible for operation of the GM at PIU level.		

Grievance uptake	Grievances can be submitted via the following existing channels. In addition to these, the PCAP-CMU may set up additional channels to receive grievances.
	• **Telephone hotline:**
	Provincial 0800 02345
	EPCCD 1373
	PMA 1762
	PTC 111-582-111
	Agriculture 0800-15000 and 0800-29000
	• **WhatsApp**
	EPCCD 0335-9232227
	T&MD 0321-0980980
	• **E-mail**
	EPCCD ddisepa@punjab.gov.pk
	PTC complaints@ptc.gop.pk
	• **E-Portal**
	    Provincial: www.punjab.gov.pk
	    Ombudsman:
	    https://ombudsmanpunjab.gov.pk/register-complaint-residential-pakistanis)
	• **SMS**
	Agriculture 0304-4000172
	• In-person at the physical offices of IAs
	• Grievance or suggestion boxes located at PCMU and PIU
	• Social media of PCAP and IAs
		Ongoing	PCAP-CMU, PIU and IAs

Step	Description of process	Timeframe	Responsibility
	• Tablet/smartphone application – Go Punjab App • Online form on the PCAP or P&D website.		
Sorting, processing	Any complaint received is forwarded to the PCAP-CMU GRO and logged in a centralized database, with a unique reference number assigned to each complaint. This will allow for tracking and transparency throughout the resolution process. Grievances are then categorized and referred to the relevant GFP or GRC for resolution. Grievances will be categorized into the following complaint types: Low; Medium; and High priority. Low priority: these typically involve minor issues that do not significantly impact the overall program or the complainants' well-being. Examples could include minor administrative errors, delays in non-critical services, or small-scale individual grievances that can be resolved locally, with the GFP, without extensive intervention. Medium priority: these are more serious than low priority complaints but do not pose immediate or significant risks to the program's success or stakeholders' rights and interests. These might include disputes over employment terms, moderate environmental or social impacts, or concerns about program implementation aspects that affect a limited number of stakeholders. High priority: these are critical issues that require urgent attention and could significantly impact the program's success and the well-being of stakeholders. Examples could include violation of the law of the land, corruption, GBV, SEA/SH (sexual exploitation, abuse and harassment), community rights, significant health and safety concerns, allegations of serious environmental or social harm; complaints regarding minorities, differently abled persons, transgender etc.	Upon receipt of complaint	PCAP-CMU GRO

Step	Description of process	Timeframe	Responsibility
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant via acknowledgement in writing (through letter, email, whatsApp etc.). Depending on accessibility, the GRO may instruct the relevant GFP to convey acknowledgement	Within 7 days of receipt	GRO or GFPs
Verification, investigation, action	Low and medium priority grievances may be investigated and resolved directly by the GFP at the IAs or the sub-GRC, in consultation with the GRO. If the grievance is unable to be resolved, its priority is upgraded to high priority. High priority grievances are investigated and resolved by the PCAP-CMU GRC. The GRC may enlist PIU sub-GRC, and GFPs to assist in verification and identification. For all levels of grievance, the proposed resolution is formulated by the overseeing entity (varying depending on the grievance priority), and the resolution is communicated to the complainant by the GRC/GFP where the complaint was first received.	Within 10 working days for low and medium; specific timeframe for high priority set by PCAP-CMU GRC	Grievance Focal Persons, PCAP-CMU GRC, PIU sub-GRC
Monitoring and evaluation	Data on complaints are collected in a dedicated grievance management system at the PCAP-CMU GRC. Grievance data is reported to the World Bank on a Bi-annual basis	Bi-annual reporting	PCAP-CMU GRO
Provision of feedback	Feedback from complainants regarding their satisfaction with complaint resolution is collected through follow-up survey or interview call after the resolution process.	Post-resolution	PCAP-CMU GRO
Training	Training needs for staff/consultants in the PCAP-CMU, PIU, IAs, and consultant firms are identified and addressed through regular capacity-building workshops and on-the-job training programs, focusing on grievance redress mechanisms, social engagement and environmental compliance.	At the start of the program and subsequently as needed	PCAP-CMU
Appeals process	The GM will also include a system for appeals. If a complainant is unsatisfied with the resolution of the grievance, they will be able to lodge an appeal, which can be escalated to the Secretary, P&D.	Within 14 days of appeal	PCAP-CMU

A GM accessible for project labor will be adopted as part of the Labor Management Measures in line with the requirements set out in ESS2 Labor and Working Conditions and provided in the ESCP.

To address any complaints related to GBV/SEA/SH, the program will ensure that GBV related grievances received by the GRM are referred to relevant GBV service providers. Dedicated trained female staff will be appointed to receive and process GBV related complaints. Special considerations will be taken to ensure that the complainant's identity is treated as privileged information, and the option to lodge the complaint anonymously will also be provided. Additionally, all GRM response teams will be trained on GBV, SEA and SH. Detailed protocols for receiving, managing and addressing complaints related to GBV/SEA/SH will be developed in the GBV/SEA/SH Action Plan under the P for R component and added to the GRM. The SEP will be updated to include the protocols on managing GBV/SEA/SH complaints once established.

7. Monitoring and Reporting

7.1. Summary of how SEP will be monitored and reported upon

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:
(i)   Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
(ii)   Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in program scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Systems Assessment, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during program implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the program due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
(iii)   Quantitative reporting based on the indicators included in the SEP. An illustrative set of indicators for monitoring and reporting is included in Annex 3.

7.2. Reporting back to stakeholder groups

The SEP will be revised and updated as necessary during project implementation.

Summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred.

Specific mechanisms to report back to the stakeholders include the following:

- **Annual Reports**: An annual report will be prepared to provide a comprehensive overview of the program's progress, the outcomes of environmental and social monitoring, and an analysis of the effectiveness of the stakeholder engagement strategy. This report will be made publicly available to ensure transparency.
- **Transparency and Public Access**: Program data, including air quality measurements and progress reports, will be made publicly available on the project website or through other accessible platforms. This will help ensure transparency and allow stakeholders to track the progress of the program.

Annex 1: Details of Stakeholder Consultations

A stakeholder engagement workshop and disclosure sessions of the Draft ESSA was conducted on 30th January 2025 from 3-6pm at the Planning & Development Board AKS Auditorium. The agenda of the workshop, feedback received, and list of participants is provided below.

Agenda:

Time	Session	Responsibility/Presenter
3:00pm to 3:30pm	Arrival and registrations	P&D
3:30pm to 3:45pm	Welcome by P&D	Ahmad Rajwana Managing Director, PRMPU, P&D
3:45pm to 4:00pm	Introduction to PCAP and description of program activities – PforR and IPF	Shafick Hoossein Senior Environmental Specialist & TTL P-CAP World Bank
4:00pm to 4:30pm	Presentation on Draft ESSA Findings and Recommendations; and Stakeholder Engagement Plan	Mehrunisa Malik – Social Development Consultant World Bank Shafqat Khan – Environment Consultant World Bank
4:30pm to 5:15pm	Feedback from stakeholders	P&D and World Bank
5:15pm to 5:30pm	Closing Remarks	Ahmad Rajwana Managing Director, PRMPU, P&D
5:30pm	Refreshments	

Feedback from Participants

Comments/Questions	Responses
Pakistan Air Quality Initiative (PAQI) PAQI is a CSO conducting research and awareness activities on air pollution in Pakistan. Our work is data centric and scientific. We appreciate that PCAP is giving attention to an inclusive design and stakeholder engagement. We have a set of recommendations (separately available) for PCAP that include the following: • **Air Quality Monitoring & Data Transparency** – Expansion of monitoring stations must be **scientifically planned** to ensure **comprehensive coverage** and **real-time public access**. • **Regulation of Industrial & Vehicular Emissions** – Punjab must establish **clear, enforceable limits on industrial and vehicular emissions** to reduce PM2.5 pollution effectively. • **Public Awareness & Stakeholder Engagement** – Ensuring that **air quality data is real-time accessible and actionable** for both policymakers and the public is crucial for behavioral change. • **Institutional Capacity for Air Quality Management** – The	The recommendations from PAQI are appreciated and well received. Bringing all relevant stakeholders on board is important for PCAP and measures will be taken to ensure this during the program. This will also be ensured through the Stakeholder Engagement Plan.

Environmental Protection & Climate Change Department (EPCCD) must be strengthened with **technical expertise, funding, and enforcement mechanisms**. PAQI stands ready to support the **Punjab Clean Air Program** by: • **Providing independent data analysis** to validate emissions inventories and air quality trends. • **Contributing to policy development** for air quality monitoring regulations. • **Designing and implementing community engagement programs** to enhance public awareness of air pollution risks.	
Social Specialist PGDP • The program has many environmental and social risks. How can it be categorized low risk? • Site selection of e-bus depots should be very carefully done to ensure minimal E&S impacts. • Learnings from E&S activities and performance of PGDP must be taken into consideration and built upon for PCAP. • Will the design of the program be inclusive for disabled persons? • Which World Bank ESF standards are applicable for PCAP? • It must be ensured that bus depots have separate toilets for women and disabled persons. • Must ensure that periodic TPV of ESSA is conducted.	All questions and comments were well noted and responded to by the PCAP-CMU team.
Progressive Farmer and CEO of Dawood Agro Company I am the pioneer of rice mechanization initiative of Pakistan. For success and maximum impacts to air quality of super seeders, the initiative should be concentrated in targeted areas / hot-spots such as Gujranwala Division and Lahore Division which grow 50% of the rice crop of Punjab. To include unskilled labor, PCAP should consider including rice transplanter machines. This will also benefit women. PCAP should provide incentives for e-bikes manufacturing as well, as e-2 and 3 wheelers have a very usage.	Comments are well noted. PCAP will focus on identified hot-spots for crop burning for maximum impact. Due to limited resources, transplanters are not supported by PCAP. However, they are part of the medium and long term plan under a project with ADB.
DD Planning Social Welfare Dept • Disabilities Act provides clauses on accessibility of public transport for disabled persons. The implementation needs to be ensured. • Will disability inclusion provisions under PCAP be expanded to general transport as well?	. Disability inclusion plan will be prepared under PCAP. However they will only apply to PCAP financed activities.

• There is no inclusion of disabled persons in the consultations, which is disappointing.	
Chairman PAMIMA Govt of Punjab is supporting purchase of agricultural machinery by farmers on subsidized rates. Similarly solar systems are being provided to farmers. None of these benefits are extended to manufacturers of agricultural implements. Please consider this. Sales and income tax exemptions for manufacturers of super seeders may also be considered.	Comments are received and well noted. Solar units will be provided to SMEs under PCAP. Taxation is beyond the purview of PCAP.
WWF Pakistan Which department will prepare and implement the e-waste rules?	EP&CCD is implementing SOPs of e-waste.
WWF Pakistan There is a lot of activity on AQM by the government, private sector and NGOs. But they are all working in silos. How do we bring all of them together and focus on the hot-spots that have been identified? E-buses – will there be a separate infrastructure for e-buses?	The SEP will include activities to bring together all stakeholders involved in AQM. PCAP may consider a platform or working group on this.

Participants List

Sr.#	Designation/ Department
1	Managing Director PRMPU
2	Social Development Consultant World Bank
3	Environmental Consultant- World Bank
4	Environmental Consultant World Bank
5	Manager environment and social safeguards, Energy Department
6	DD Social Safeguards PGDP
7	Environmental Specialist Punjab Small Industries Co-operation (PSIC)
8	Environmental Specialist PMDFC
9	Consultant accounts PRMPU
10	Assistant Manager (Program)/ PEECA
11	Member (ID) - P&D
12	Assistant Director Special Education Department
13	DD(P), Social Welfare & Bait ul Maal Department
14	CEO Dawood Agro company-Progressive farmer
15	DGA(F)P, Agriculture Department
16	Manager, WWF Pakistan

17	Senior Officer-Sustainability and Climate Change WWF Pakistan
18	Director Environment LDA
19	Assistant Chief P&E cell, Agriculture Department
20	Director (planning) Field Wing of Agriculture Department
21	AD (AFD project)
22	Department of Economics (LUMS)
23	PO (Consultancy I) P&D
24	Director Industries Department
25	Communication Specialist Pakistan Air Quality Initiative (PAQI)
26	PO(ECA-IV), P&D
27	DS(Dev.), Transport Department
28	Assistant Manager/ PEECA
29	Chairman - Pakistan Agricultural Machinery and Implements Manufacturers (PAMIMA)
30	Founder - Pakistan Air Quality Initiative (PAQI)
31	Environment Specialist PRIAT, Agriculture Department
32	Environment Specialist PAHP
33	
34	Online participant
35	Online participant

Annex 2: SEP Budget Table

Budget categories	Quantity	Unit costs (USD)	Times/ Years	Total costs (USD)	Remarks
1. Estimated Staff salaries* and related expenses					
1a. *Communications Specialist*	1	19,000	5	95,000	
1b. *Travel costs for staff*	1	5000	5	25,000	
2. Consultations/ Participatory Planning, Decision-Making Meetings					
2a. *Stakeholder Workshops and community engagement activities*	1	15,000	5	75,000	
2b. *Launch Events for Study Findings*	4	15,000	1	60,000	

3. Communication campaigns					
3a. *Posters flyers etc.*	1	15,000	1	15,000	
3b. *Media campaigns*	1	10,000	5	50,000	
4. Trainings					
4a. *SEP Training for IAs and Consultant Firms*	2	5000	1	10,000	
5. Beneficiary surveys					
5a. *Citizen Feedback Surveys*	*1*	*20,000*	*5*	*100,000*	
6. Grievance Mechanism					
6a. *Training of GM committees*	1	2000	1	2000	
6c. *GM communication materials*	1	10,000	1	10,000	
6e. *GM Information System (setting up or maintenance)*	1	5000	5	25,000	
6f. *SEA/SH protocols in GM*	1	5000	1	5000	
6g. *Other GM Logistical Costs*	1	5000	1	5000	
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				477,000	

*Note: Salary costs can be indicative

Annex 3. Sample Table: Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
GRM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?	• Are project affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved?	• Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security	Records from the implementing agency and other relevant agencies

		support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.	
Stakeholder engagement impact on project design and implementation. How have engagement activities made a difference in project design and implementation?	• Was there interest and support for the project? • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle?	• Active participation of stakeholders in activities • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project.	Stakeholder Consultation Attendance Sheets/Minutes Evaluation forms Structured surveys Social media/traditional media entries on the project results
Implementation effectiveness. Were stakeholder engagement activities effective in implementation?	• Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not?	• Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness.	Communication Strategy (Consultation Schedule) Periodic Focus Group Discussions Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives

Annex 4. Existing Provincial and Departmental Grievance Mechanisms

Pakistan Citizen's Portal

The **Pakistan Citizen's Portal** (https://web.citizenportal.gov.pk/)is a government-operated mobile application designed to enhance public service delivery and facilitate efficient interaction between citizens and various government departments. Launched in **2018** under the vision of the **Prime Minister's Performance Delivery Unit (PMDU)**, the portal is a part of Pakistan's e-governance initiative to ensure transparency, accountability, and citizen participation in governance.

Through this application, citizens can lodge complaints about various issues, ranging from municipal services to governance inefficiencies, directly with the relevant authority. Categories include Environment and Climate change, Industries and Commerce, Transport and Vehicle Management, and Agriculture.

Government of Punjab Online Portal:

The Government of Punjab has a state-of-the-art online portal (www.punjab.gov.pk) with information on service delivery platforms, digital services, Annual Development Plan, tenders published by GoPb, administrative departments, investment schemes, public benefit schemes, laws and citizen rights amongst other information. The portal also lists helplines for various administrative departments. The Punjab Portal has a feature for citizen relationship management called the "Awaz e Khalq" that allows citizens to register specific complaints that may be associated with several departments such as DC office, Punjab police, Labor and Human resource, Environment protection and Healthcare to name a few.

In order to register a complaint, its mandatory to set up an account using your CNIC, district, home address and your personal phone number and email ID. Once an account is set up, a complaint form can be filled either in English or Urdu.

The "Citizen Corner" feature on the website (https://punjab.gov.pk/helplines) allows easy access to all forms of centers, platforms, mobile apps and even helplines that can cater to several citizen complaints or queries in an efficient manner. The options that are shown take into consideration people belonging to all socio-economic classes. The citizens who do not have access to android phones can easily lodge their complaints through several different helpline numbers listed in accordance with their departments such as the Chief Ministers complaint center number which is 0800-02345 and the Punjab Health Line 0800-99000.

On October 15th, 2022, the Chief Minister inaugurated the "Go Punjab" app, which is one of the many mobile applications that exist on the Punjab portal. The Go Punjab app provides citizens with easy access to a plethora of public services. A few of these services are Issuance of domicile certificates; birth, death, and marriage certificates; payment of utility bills; and health services. Another interesting feature it has is that it directly takes you to a Whatsapp chat with the Department of Transport and Mass Transit, assisting in any complaints or queries that may exist towards the department. The app also has a user-friendly interface, and it also contains a grievance redress mechanism allowing citizens to lodge complaints efficiently and with ease. The application itself is a significant step towards e-governance and improving the quality of public administration in the province. Other than the "Go Punjab" application, the portal has links to 44 different mobile applications that can be used for various departments that cater to citizen services, education, women safety, etc.

To ensure that there is complete transparency, the portal also gives access to the Annual budget, Punjab Laws, PC-1's, Tenders and the Punjab Growth strategy 2023. Along with that, several statistics, be it population or economic statists are also present on the Portal.

Green Punjab App

The Punjab Government has launched a Green Punjab smartphone application to resolve smog-related concerns from citizens. Citizens can now file complaints against individuals who burn hospital waste and garbage, operate smoke-emitting kilns and vehicles, and factories that run without smoke control devices. Complaints submitted through the app will be swiftly reported to the appropriate authorities, and urgent action will be taken to resolve them. Complainants will also be kept up to date on the status of their complaints. Among the institutions linked to the app are PDMA, metropolitan corporation, traffic police, Parks and Horticulture Authority, and departments of agriculture, transportation.

The app also contains the SMOG complaint helpline, 1373 along with AQI reports generated in real time and the AQI wind Direction. Along with that it has a RASTA feature that helps in route planning and traffic advisory (https://punjab.gov.pk/node/6322).

Provincial Ombudsman of Punjab

The Ombudsman institution was first set up at the federal level in the year 1983 which later got established in Punjab first on a provincial level in the year 1997, making it a front runner at protecting citizens' rights and ensuring administrative accountability and good governance. The law essentially empowers the Ombudsman Punjab to consider complaints against any department, commission or even statutory co-operations that are established by the Provincial government, without including the High court. The Ombudsman has similar powers as are vested in a civil court under the Code of Civil procedure for summoning and enforcing the attendance of any person, compelling the production of documents, receiving evidence on affidavits, and issuing commission for examination of witnesses.

Any person who is aggrieved of mal-administration of any provincial government agency excluding courts and provincial assembly, can make a complaint on plain paper or online through their E-complaint portal (https://ombudsmanpunjab.gov.pk/register-complaint-residential-pakistanis) either in Urdu or English and can lodge the same in the Ombudsman Office either in person or through other means of communication. Figure 4 shows a detailed flow chart on how the complaint management process takes place. Every complaint must be accompanied by a copy of computerized National Identity Card (CNIC) of the complainant and supported by an affidavit to the effect that:

- The allegations are true and correct to the best of his/her knowledge and belief.
- Previously no complaint about the subject matter has been lodged.
- No suit, appeal, petition or any other judicial proceedings in connection with the subject matter of the complaint are pending before any court or judicial Tribunal.
- The complaint must bear the signature or thumb impression of the complainant and complete mailing address with Telephone or cell phone number if any. No anonymous or pseudonymous complaint is admissible.
- Alongside this, no complaint which is late than six months from the day on which the aggrieved person had the knowledge of the matter alleged in the complaint will be entertained unless special circumstances exist necessitating investigation in a complaint which is time barred.
- Findings in every complaint will be communicated to the complainant and the Agency on conclusion of the investigation and any person or agency aggrieved by an order of the Ombudsman, may make representation to the Governor within thirty days of the order.

Transport and Masstransit Department

Transport & Masstransit Department: For any complaints regarding the Department, the Punjab Transport and Mass Transit website (https://transport.punjab.gov.pk/complaints) has a section for complaints listing two complaints helplines regarding Route Permits and Fare Overcharging: 042-99200484 and 042-99200329. The department can also be contacted through Whatsapp: 03210980980.

Punjab Masstransit Authority: Helpline numbers for the metro bus systems in Lahore, Multan and Rawalpindi are provided at their website https://pma.punjab.gov.pk/. The helpline number for Lahore is (042-111-222-627) and may be used to lodge complaints. A helpline number 1762 is also available for quick dialing and is displayed in public transport operated by PMA.

Punjab Transport Company: PTC has established a dedicated commuter support center for the assistance of commuters regarding public transport operations, transport cards and other queries related to fares and routes in Lahore. Any complaints / suggestions / general inquiries regarding public transport operations and transport cards can be addressed through their helpline **(111-582-111)**. Public feedback is also accepted through email on complaints@ptc.gop.pk and through their public feedback page (https://ptc.punjab.gov.pk/commuter_support_center)

Environmental Protection and Climate Change Department (EPCCD)

The EPCCD has established a website that gives access to air quality reports that are generated daily and are open to citizens to get an idea of the current Air Quality that exists in their district. This allows transparency and access to important environmental challenges that exist, to which the citizens should remain aware of at all times to safeguard Public Health (https://epd.punjab.gov.pk/aqi).

EPCCD has a Right to Information tab on their website which provides details for complaint management (https://epd.punjab.gov.pk/right_to_information). EPA Punjab considers that for the enlightenment of citizens to hold public officers / officials accountable is their legal and ethical right. To maintain transparency, EPA Punjab has provided contact details of the Chief Information Officer which is 042-99231886 and the Public Information Officer 042-99231818. Citizens can also submit complaints directly to the office of Deputy Director Information and services EPA Punjab Lahore, by emailing on (ddisepa@punjab.gov.pk) or through the dedicated WhatsApp number 0335-9232227. The EPCCD also has a helpline number 1373 for public queries and complaints.

The EPCCD has also established a Complaint Cell under the administration section for the timely redressal of grievances received through various national and provincial complaint portals.

The Punjab Green Development Program (PGDP) also has a grievance redressal mechanism that resolves public grievances through the filing of complaints on environmental and social issues only related to the Punjab Green Development Program. To register a complaint, citizens would need to have their CNIC number and a mobile number. The GRM details are provided at their website http://idm.pgdp.pk:8081/.

Planning and Development Board:

The website of P&D has an RTI tab with details for the Chief Public Information Officer who can be contacted for information or complaints. P&D projects financed by multi-lateral organizations have their own functioning GRMs. Complaints related to P&D may also be lodged through the provincial GRM channels.

Agriculture Department

To resolve emergent problems of farmers, toll-free Punjab Agriculture Helpline 0800-15000 and 0800-29000 have been installed / activated in the Directorate, which remain active 12 hours daily from 08:00 a.m. to 08:00 p.m. The facility for computerized recording of calls of farmer and display of callers ID with date and time at the helpline facilitates in locating callers for prompt feedback by technical experts on the same day. This facility has proved instrumental in improving knowledge and capacity building of farmers with enhanced confidence in Agriculture Department. The farmers are making best use of this helpline facility for seeking technical guidance about modern farm technologies as presently more than 12,000 telephone calls are being received / recorded annually to whom response / feedback from this Directorate is extended on the same day. Details are provided at their website https://www.agripunjab.gov.pk/directory.

Directorate of Agricultural Information, Punjab has also initiated SMS Helpline Service to extend technical guidance to the farmers using mobile phones. Farmers may send SMS at 0304-4000172 from any cellular network for seeking information and guidance to resolve their field problems. This initiative has further supplemented agricultural technology transfer efforts of the Directorate and farmers are becoming aware as how to benefit from scientific advancements, Government initiatives and facilities under development projects. Details are provided at https://www.agripunjab.gov.pk/node/690.

The extensive field network of the Department's Agriculture Extension Wing provides farmers with access to department staff for information, guidance, complaints and services.