

## 6 STAKEHOLDER INTERACTION (CONSULTATION & DISCLOSURE PLAN)

### 6.1- Public Consultation and Participation

Public Consultation and Public Participation are two effective tools of social interaction. Public Consultation is an important tool to build up confidence between the stakeholders and the project formulators to minimize the risk of delay of project implementation. It also counters erroneous information, if any, about the project. It helps the project proponent (Pakistan Gasport Limited) make informed assessment of public opinion about the project, and the nature and extent of opposition likely to occur during the implementation stage.

Public Participation, on the other hand, helps project implementation to a great extent. The purpose of involving the public in general and project affected persons, in the decision making process is to have a fair interaction with all community groups and ensuring them that every attempt would be made to minimize negative impacts of the project, and that adequate mitigation measures would be taken to compensate the loss of the affected persons, if any. Thus, it ensures partnering between the community and the project proponent leading to timely completion of the project with least social cost and disruption. Moreover, experience indicates that unexpected project effects on the local community generally gives rise to significant issues and concerns among Project Affected Persons (PAPs). These problems get reduced when people are properly informed and consulted about the project and given the opportunity of being heard. Similarly, Non Governmental Organizations (NGOs) will frequently come forward to advocate on behalf of the stakeholders, including PAPs. By making NGO's party to the decision making process, future litigation at later stages can be avoided.

### 6.2- PGPL's Policy of Public Consultation and Disclosure Plan

Since PGPL's proposed LNG import terminal project is

a significant development in Korangi Creek near the local fish harbor, it has special consultation responsibilities. Effective project planning has required regular consultation with a wide range of project stakeholders. Based on the extensive public outreach program, including public meetings, public hearings and individual and group consultations, the local community is well informed of the project objectives, likely impacts and essential provisions of compensation policy through the Project's conduct of the following activities:

- 1) Information dissemination campaigns using media, notice of meetings or information leaflets;
- 2) Holding Public/Stakeholder Consultation Meetings and Focus Group Discussions (FGDs);
- 3) Arranging interviews with the communities and their stakeholder groups;
- 4) Formation of focus groups involving key stakeholders, like local/community leaders, women, the poor, and other groups;
- 5) Setting up various committees for planning, implementation and monitoring of construction and operations; and
- 6) Involvements of the PAPs in a formal grievance redress process.

To discuss and seek opinion/suggestion from the communities and other stakeholders, their representatives were invited to participate in various meetings regarding project related issues involving impact and mitigation and compensation procedures in light of IFC guidelines.

**Guiding Principles:** The project has followed International Finance Corporation (IFC) Performance Standard 1: Social and Environmental Assessment and Management Systems in developing the public participation program for the PGPL project. A relevant objective adhered to in designing the public involvement program for the project is:

- To ensure that affected communities are appropriately engaged on issues that could potentially affect them.

Requirement 19 of this Performance Standard states *“When local communities may be affected by risks or adverse impacts from a project, the engagement process will include consultation with them. ...Community engagement will be free of external manipulation, interference, or coercion, and intimidation, and conducted on the basis of timely, relevant, understandable and accessible information.”*

Requirement 23 of this Performance Standard states *“The client will respond to communities’ concerns related to the project. If the client anticipates ongoing risks to or adverse impacts on affected communities, the client will establish a grievance mechanism to receive and facilitate resolution of the affected communities’ concerns and grievances about the client’s environmental and social performance. The grievance mechanism should be scaled to the risks and adverse impacts of the project. It should address concerns promptly, using an understandable and transparent process that is culturally appropriate and readily accessible to all segments of the affected communities, and at no cost and without retribution. The mechanism should not impede access to judicial or administrative remedies. The client will inform the affected communities about the mechanism in the course of its community engagement process.”*

IFC Performance Standard 4: Community Health, Safety and Security and a relevant objective is to:

- To avoid or minimize risks to and impacts on the health and safety of the local community during the project life cycle from both routine and non-routine circumstances.

IFC Performance Standard 7: Indigenous Peoples and relevant objectives are to:

- To establish and maintain an ongoing relationship with the Indigenous Peoples affected by a project throughout the life of the project; and
- To foster good faith negotiation with and informed participation of Indigenous Peoples when projects are to be located on traditional or customary lands under use by the Indigenous Peoples.

International standards that are followed by PGPL, relevant to community engagement include:

- International Finance Corporation, ‘Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets’ (IFC, 2007); and
- The Core Values of the International Association for Public Participation (IAP2).

The project has striven to rely on the following IFC principles:

- **Early engagement:** Commencing engagement early is critical in building trust, mutual respect and in establishing relationships with communities. PGPL will ensure that consultation activities are proactive, planned and delivered in a timely way.
- **Long-term view:** Establishing and maintaining relationships is a long-term investment. To enhance the value of community relationships, the PGPL will take a long-term view to engagement.
- **Tailored at each phase of project:** The outreach and engagement program will be tailored to each phase of the project. In developing the project, activities, issues and stakeholders associated with the phase will be considered and built into the engagement activities for that phase.
- **Proactive, not reactive:** PGPL will set a proactive path for consultation and will consult in a strategic manner, as opposed to being reactive and responding to grievances as they arise. A proactive approach to consultation will build credibility and relationships with the community.
- **Managed as a business priority:** PGPL will ensure that engagement activities are planned and delivered through a systematic and consistent approach and that management responsibilities are assigned to each consultation activity.

The major objectives of PGPL’s public consultation program are:

- Create awareness among local people about the project in general and its potential impacts (both positive and negative) on the community, and involve them in the decision making process from the very inception of the project with a view to build trust.
- Identify significant public concerns with a view to reduction of public resistance during implementation of the project. Make them feel that they are not ignored. Take them in confidence by providing them a role in decision making process.
- Educate potentially affected communities/ persons about the project.
- Solicit the views of affected communities on socio-economic aspects of the project. This process serves as an important tool for collection of information on both natural and human environment, which would not be possible through traditional approach of data collection.
- Produce a suitable plan for meaningful and respinsive public involvement by incorporating the felt needs and preferences of communities as evolved through community interactions.

### 6.3- Identification of Stakeholders

Stakeholders are people, groups, or institutions that may be affected by, can significantly influence, or are important to the achievement of the stated purpose of a proposed intervention.

The Primary and secondary stakeholders were identified based on standard following definitions:

1. Primary Stakeholders are people, groups or institutions affected positively (beneficiaries) or negatively by the project;
2. Secondary Stakeholders are people, groups, or institutions that are important intermediaries in the project delivery process (e.g., the institutions, research organizations, government line agencies, or NGOs etc).

For the purpose of this project, the primary stakeholders are the fishing communities living in the macroenvironment of project area. However, it is pertinent to mention that the living population / community settlements are located outside the safety and security zone recommended for LNG terminals worldwide.

The stakeholders (primary and secondary) contacted / consulted during the project planning have been listed in table 6.1.

### 6.4- Methods and Approach

Initially public consultation in form of group discussions was carried out at different locations of the project area during the preparation of the Environmental and Social Impact Assessment (ESIA) with a view to minimize adverse impact of the project through creating awareness among the communities on potential benefits of the project. The meetings with communities were held during the months of Jan-June 2008 followed by a second

**Table 6.1: Primary and Secondary Stakeholders**

Primary Stakeholders	Secondary Stakeholders
1. Goth Ibrahim Hyderi Settlement	1. Environmental Protection Agency
2. Goth Rehri Settlement	2. National Institute of Oceanography
3. Local Leaders/CBOs	3. Pakistan Fisherman folk forum
	4. World Wide Fund (WWF) Pakistan
	5. International Union for Conservation of Nature (IUCN)
	6. Shehri-CBE(an NGO)
	7. Port Qasim Authority

round of consultations and meetings held May 2011. Moreover, different meetings were organized with other stakeholders (scoping) and followed by a large public hearing session organized by Sindh Environmental Protection Agency on November 22, 2008 in Karachi. The details of such discussions are given in the following section.

Group discussions and consultation meeting were conducted with stakeholders particularly with the Korangi Fishing Harbor Administration, notables of fisheries community, etc. For this purpose semi structured questionnaires were used for data collection. These questionnaires were consisted of open and close ended questions.

The consultation team consisted of Environment & Social issues specialists and enumerators. In most cases, the team was accompanied by a local representative. The local representatives were instrumental in the selection of venues and timings for the meetings and focus group discussions. Moreover, banners and brochures were used to facilitate the consultation process. Local CBOs (Community Based Organizations) played a vital role to mobilize the community to attend public consultation meetings. In order to have adequate participation of the communities and stakeholders at public hearings on the ESIA, a public notice was given in news papers (attached at Exhibit-I) and invitation letters were distributed through EPA. A power point presentation on the project was presented at the public hearing.

The comments expressed by the participants at public consultation and focus group discussions were noted (an outline of issues and concerns expressed by individuals, the community, NGOs and public agencies is detailed in table 6.2 and elsewhere in this section. Similarly, the comments made by stakeholders and public at public hearing meeting were recorded by taking notes. Transcripts of these recorded comments of the participants were translated into English.

These comments have been analyzed as socio-economically viable statements of the participants and have been be reflected in the detailed

engineering design as much as possible.

Since these consultation meetings were an open forum for all, there was a representation from all groups by language, gender, age and income levels. This is a continuous process and will be continued until the issues pertaining to preconstruction, construction & operational phases of project are settled to the entire satisfaction of stakeholders especially communities.





### 6.5- Results of Consultation at the Planning Stage

According to the socioeconomic survey (chapter 05) conducted by a team of independent experts it has come to know that there are no houses / communities located inside the recommended safety zone of the project. The project may affect the livelihood of the communities residing in the macroenvironment (outside the safety and security zone) who are mainly fisherman by occupation (70%) or are directly or indirectly related to fishing industry to earn their livelihood followed by unskilled labor (20%), self-

employed (5%) and service providers (5%) as indicated by socioeconomic survey of the area. Significant concerns expressed by the public / stakeholders during different meeting and focus group discussions are presented in Table 6.2.

### 6.6- Ongoing Community Engagement Plan for Construction and Operation Phases

Pakistan Gasport Limited (PGPL) has implemented the following Community Engagement Management Plan as part of its Environmental (and Social) Management Plan (EMP) outlining a range of mitigation measures designed to avoid or reduce undesired community impacts during construction and operation phases of project.

This plan also establishes a basis and template for use by the project's Contractor(s) to develop their own plans outlining not only mitigation measures but to also incorporate the roles and responsibilities of the EMP.

The objectives of the Community Engagement Management Plan are:

- Establish and maintain positive community relations through effective communication and consultation.
- Effectively manage community grievances and comply with the project Community Grievance Procedure (a detailed discussion of the CGP is included below).

The project recognizes the potential for creation of adverse impacts on the environment and within the local community, and the potential to make significant positive contributions if impacts are properly addressed.

To achieve these goals, the project has developed an ongoing policy framework for mitigation and management of socio-economic impacts and making long-term investments in the local community. PGPL is committed to human development and protection of

Table 6.2: Public/Stakeholders Concerns and Actions Taken		
Person/Community/Organization	Concerns Raised	Actions Taken/Proposed
Pakistan Fisher folk Forum (PFF)	Livelihood of the people (fisherman) may be affected during the construction phase of the project. It is therefore demanded that PFF be involved in monitoring of project activities so as to minimize the impact.	PFF shall be engaged in monitoring of the construction activities of project
Local Fishermen	<p>Plan should be made to develop a training institute/program for enhancing the skills of fishing community and knowledge on health and safety issues.</p> <p>Any loss to assets/houses of fisherman must be compensated.</p> <p>In case of any resettlement, compensation should be paid to the affected person directly.</p> <p>Preference should be given to locals for unskilled jobs</p> <p>Local people should be informed in case of emergencies</p> <p>Grievances of affected persons should be heard and resolved and there must be transparency in whole process</p>	<p>Separate funds allocated to initiate such programs .</p> <p>Loss of assets/houses shall be compensated by PGPL at "Full Replacement Cost" as per World Bank Operational Policy 4.12 .</p> <p>In case of any resettlement, compensation shall be paid at full replacement cost with rehabilitation/livelihood assistance.</p> <p>For all unskilled jobs, local people will be employed</p> <p>Local people will be trained on emergency response</p> <p>GRU (Grievance Redressal Unit) shall be formed under the supervision of sociologist and a legal advisor.</p> <p>Grievance Redressal system (filing of complaints/follow-up) will be easy and free of cost.</p>
Environmental Protection Agency (EPA )	<p>The impact of dredging and reclamation should be thoroughly studied and measures to be evaluated so that the activities have least impacts on mangroves and benthic communities. Measures must be taken to contain the dredged material that may otherwise cause sedimentation.</p> <p>Impact of cooling water on marine ecology</p>	<p>Mitigation measures such as construction of cofferdam or any other appropriate means shall be adopted. Conditions laid down by EPA in approval of ESIA will be adhered to and the same shall be monitored by IMC and EPA.</p> <p>World Bank and NEQS will be strictly followed for discharge of cooling water.</p>
Port Qasim Authority	Mitigation measures proposed in ESIA should be taken and monitoring should be done through IMC.	Mitigation measures will be taken and monitoring will be performed by IMC.
World Conservation Union(IUCN)	Lot of mangroves may be removed due to proposed project; therefore, a compensation plan must be made for loss of mangroves.	Strict monitoring of contractor's activities shall be carried out during the different stages of project. Any loss to mangroves shall be compensated by planting mangroves (10:1). IUCN and IMC will monitor the implementation .

PUBLIC/STAKEHOLDER CONCERNS AND ACTIONS TAKEN		
Person/Community/Organization	Concerns Raised	Actions Taken/Proposed
WWF Pakistan	There will be impact on benthic communities due to dredging operations. Mitigation measures need to be taken.	Benthic communities will recolonize themselves within 2 to 3 weeks after the completion of activity. No blasting will be done during dredging. Dredging operation will be monitored by IMC and all mitigation measures will be implemented.
Shehri-CBE	SIGTTO siting standards should be considered in evaluating the optimum and safe location for the LNG terminal.  Land based LNG terminals like nuclear plants and other infrastructure are vulnerable to natural disasters (earthquakes, tsunamis) and sabotage/terrorist action. Careful planning and mitigation measures need to be considered for the project.	SIGTTO standards were used in site selection. A detailed QRA study will be conducted to evaluate the risks associated with LNG terminals . Receiving Terminals applicable codes safety system will be installed on the ship and mitigation measures will be taken to minimize the impacts. Shipments of LNG will comply with International Code for the Construction and Equipment of Ships Carrying Liquefied Gases in Bulk (IGC Code), International Maritime Organization 1993.Coordination of ship arrivals and departures will be controlled by the Port Qasim Authority .
National Institute of Oceanography	Natural disasters may occur in the vicinity of the project area; these include severe storms and tropical hurricanes, flooding, and earthquakes. Mitigation measures should be adopted.	The LNG facility will be designed to withstand a Storm over 100 years return period. These design parameters will protect against high winds, as well as storm surge and wave effects, associated with these relatively infrequent meteorological events . Hydrodynamic and Numerical modeling from several kilo meters upstream of Fair way Bouy up to end of main navigational channel (a distance of over fifty Kilometers) is modeled to Simulate the various size ships that can safely navigate through to PGPL jetty and out to sea and conditions for operation determined. The Simulation programme will be used to train PQA harbor Master and tug operators.

biodiversity in the project area by:

- Understanding the social, economic and environmental context of the project area;
- Working with stakeholders and engaging and maintaining dialogue with them to build relationships based on trust and mutual respect;
- Enhancing positive effects of our project while minimizing adverse impacts;
- Providing compensation commensurate with loss where impacts cannot be adequately remedied;
- Preserving a natural environment for future generations;
- Promoting human development in local communities;
- Providing employment and economic opportunity to local communities;
- Monitoring the success of environmental and social programs against reasonable benchmarks;
- Following recognized standards in our social and environmental activities as defined by IFC Guidelines and local requirements.

As detailed in Chapter 5, interviews and public outreach programs with local communities and stakeholders consultation identified the following major social and economic issues of concern:

- Pollution discharges affecting human health and decreases in fish populations
- Loss of use of near shore boat mooring facilities
- Provision of basic quality of life amenities (jobs, services, resettlements and compensation for lost opportunity or livelihood);
- Increased traffic on main roads affecting mobility of cattle or “females in the course of tending to family matters”.

Most of the issues described in meetings with the local community have been addressed in other segments of

this report. While few direct impacts have been identified affecting the local community, PGPL’s on-going process will effectively monitor its activities and impacts both upon the environment and the socio-economic setting of the project. PGPL will pro-active address negative impacts that may develop over the course of construction and operation, and develop appropriate mitigation measures to provide satisfactory redress of project-related issues.

### 6.6.1- Community Engagement Responsibilities

PGPL is committed as well as required under its environmental approvals from the Sindh Environmental Improvement Agency to:

- 1) create “no threat to livelihood of local fishermen and communities”
- 2) repair or compensate any damages to boats or equipment caused by project components
- 3) employ an Independent Environmental Monitoring Consultant for the life of the project who will submit quarterly reports on PGPL activities.

In addition, PGPL’s Environmental Management Plan identifies a Site Environmental Coordinator charged with monitoring and evaluating permit compliance and environmental impacts associated with constructing and operating the project.

PGPL has also designated Community Liaison Officer (CLO), reporting to the project’s General Manager, who is tasked to help manage and facilitate communications with the local community, including people making their living from fishing. The CLO’s duties include providing the main point of contact with the local community, and transmitting concerns and complaints to the projects’ management structure. The CLO is responsible for actively identifying and communicating with local community leaders, NGOs active in the area, such as Pakistan Fisher folk Forum and loosely affiliated common-interest groups. The CLO is available to address questions about and concerns with project activities, and to provide information about jobs (especially during construction), opportunities to provide goods and

services to the project, and opportunities for the project to pro-actively engage in promoting the health, welfare and quality of life for the local community. The CLO is charged with creating a positive relationship between the project, its contractors and the local community, managing and planning future public consultations, disclosure meetings and events, maintaining records, and leading dispute resolution proceedings. The CLO is responsible for implementation of the Community Grievance Procedure outlined below.

As outlined above, the major concerns expressed by the local community to date are described below:

**Fishing Community:** Impacts on fishing are potentially the most significant in terms of economically disadvantaged local persons who earn a subsistence living by fishing. While the local fishery is not significant for most, dredging and other construction related activities may temporarily affect fishing in the area of the project. The project is currently conducting a survey and comprehensive evaluation of how much fishing pressure exists in the immediate project area. The study will identify individuals or groups fishing in the area, and seasonality of fishing pressure, if applicable. Second, a determination of the duration of reduced fishing productivity will be developed based on construction estimates for timing and duration of dredging and other construction activities that may impact fishing. Once the survey is completed, the CLO, working with the local community and community leaders, will communicate these findings and develop a compensation program, appropriate to the circumstances, to be implemented by the project's General Manager. This program will span the estimated 18 month construction period and an additional 12 month period during initial operations. An on-going process, the CLO, working in consultation with the local community and the project, will propose modifications to the mitigation and compensation programs according to specific circumstances and as appropriate.

Other concerns of the fishing community include boat moorings that may be lost due to on-shore project facilities. While the project has not identified any specific instance of lost mooring space or tie up

reductions due to project activities, the CLO will initiate and maintain a dialogue with the local community to determine and substantiate any lost facilities attributable to the project. Under the directive of no impact to existing livelihood of the local community, any facilities lost or damaged by project construction or operations will be replaced.

Additionally, the following compensation plan has been adopted by PGPL in response to project concerns expressed during the initial consultation process:

- Separate funds allocated to initiate programs such as skill development and health and safety training centers for fishing communities.
- Loss of assets/houses, if any, shall be compensated by PGPL at "Full Replacement Cost" as per World Bank Operational Policy 4.12.
- In case of any resettlement, compensation shall be paid at full replacement cost with rehabilitation/livelihood assistance.
- For all unskilled jobs, the project will attempt to fill those positions from local applicants.
- Local community leaders and first responders will be informed and updated regularly on emergency response procedures.
- The project's Community Grievance Procedures will be easy to participate in and free of cost.

**The project's General Manager has the authority to commit up to 1 Million USD to fund these programs.**

**Basic Amenities and Quality of Life:** As discussed above, the CLO is responsible for communicating job and economic opportunities to the local community. His duties include establishing good relations with the local community and to act as a 'clearinghouse' for questions about how to apply for jobs, how to become qualified for bidding on provision of goods and services to the project, and similar economic opportunities. The CLO and GM will together develop a list of economic opportunities targeted toward the local community to help create goodwill towards the project.

**Traffic Congestion:** On-shore construction and operations activities are very limited as most of the men, supplies and materials will be transported to the site via barge. However, the CLO is charged with identifying specific transport issues and mitigating congestion where applicable and as possible. Prior to construction, the CLO will determine and communicate the overall construction plan, designated marshalling yards, construction corridors and access points to local community leaders and government entities with responsibility for transportation issues. The CLO will organize any traffic-related concerns or suggestions and present them to the General Manager. The GM will discuss coordination and/or modification of transport routes with all project contractors and subcontractors to minimize traffic congestion and safety concerns.

In addition to PGPL activities, the Project Contractor shall:

- be responsible for community affairs as it relates to industrial relations, human resources, procurement, and sub-contracting associated with the Contractor's Work;
- establish community affairs office(s) as appropriate to support the Contractor's community affairs activities. Such offices shall be located at sites that facilitate effective management of community affairs, industrial relations, recruitment and hiring without disrupting the Work;
- work with appropriate community leaders to reduce the adverse effects of their activities on the community, and to facilitate resolution of community unrest and disruptions resulting from Contractor's performance of the Work;
- confirm that its personnel and the personnel of its sub-contractors are appropriately qualified and trained to be aware of, and manage local cultural issues to the extent required to minimize and manage local community disruptions arising as a result of Contractor's performance of its Work. PGPL shall provide induction materials for new

workers and necessary briefings for Workers and Contractor(s) as required;

- comply with the Community Grievance Procedures detailed below.
- gain the prior approval of PGPL, before making any direct agreements with local communities.

### 6.6.2- Training on Community Relations

The CLO is responsible for ensuring that PGPL's and the Contractor(s) workers and subcontractors receive adequate training in project-specific community relations, so as to be aware of health, safety and security issues as well as the standard of conduct expected when engaging with the community. Induction training for all new workers shall be provided and will cover at a minimum:

- General liaison and interaction with communities;
- Cultural sensitivities;
- Awareness-raising on health, safety and security considerations;
- Project Code of Conduct.

Additional training on community relations will be delivered through:

- Tool Box Meetings;
- Safety, Security, Health and Environment Safety Committee Meetings;
- In-House Training / Seminars;
- Notice Boards; and
- Newsletters.

### 6.6.3- Grievance Management

PGPL has adopted the Community Grievance Procedure outlined below, which requires interaction, consultation, targeted information and timely resolution of legitimate grievances. This approach is aimed at building a reputation of responsiveness,

concern and responsibility among the community, with a view to building and sustaining acceptance and support for the construction and operation of the project.

PGPL and its Contractor(s) shall foster a sense of working with the local community and demonstrate that the Project takes a proactive stance to grievances.

PGPL's grievance management system and database will comply with and has the flexibility to feed information into the Community Grievance Procedure. PGPL will also provide all Contractor(s) teams with training in Community Grievance Procedure.

In implementing PGPL's Community Grievance Procedure, the Contractor(s) shall:

- Record all grievances using the template Grievance Form in Exhibit II;
- Assess and advise the resolution of the grievance in the time frame required by the assessment.

All grievances will be investigated and a response (outlining a resolution) provided by PGPL / Contractor(s) as soon as possible and not more than 30 days after receiving the grievance. If more time is required for resolution, the person raising the grievance and PGPL shall be kept informed.

While the Contractor(s) is not prevented from

initiating the grievance resolution, any corrective action taken must be in coordination with PGPL.

PGPL, through the CLO will ensure that the details of the Community Grievance Procedure are publicized at community meetings and via posters and other means to all communities in the vicinity of the project.

In addition, PGPL and its Contractor(s) shall ensure that the local populations working / residing in the local area receive necessary information for contacting and filing a grievance through meetings, pamphlets and similar community outreach programs under the direction of the CLO.

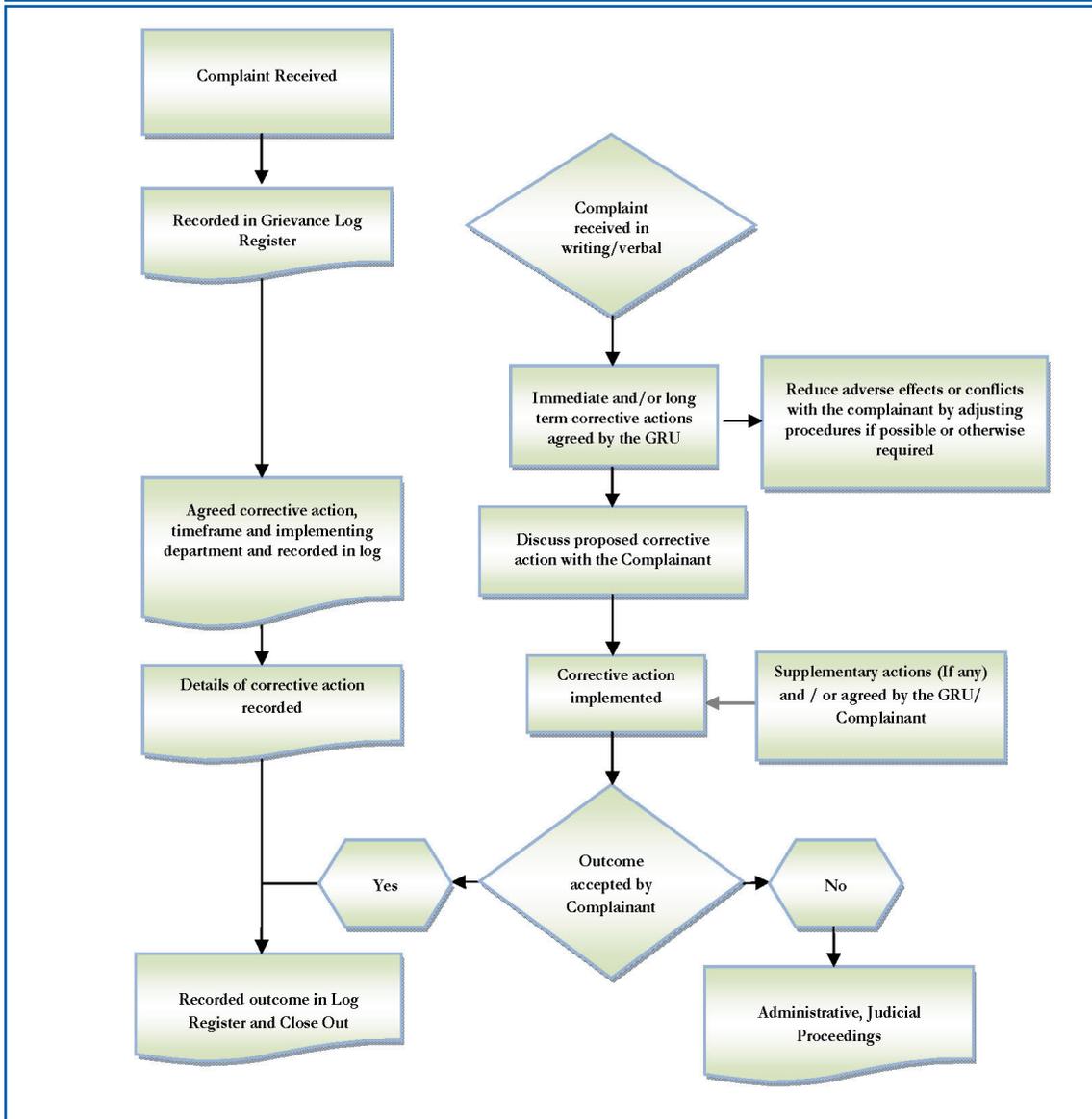
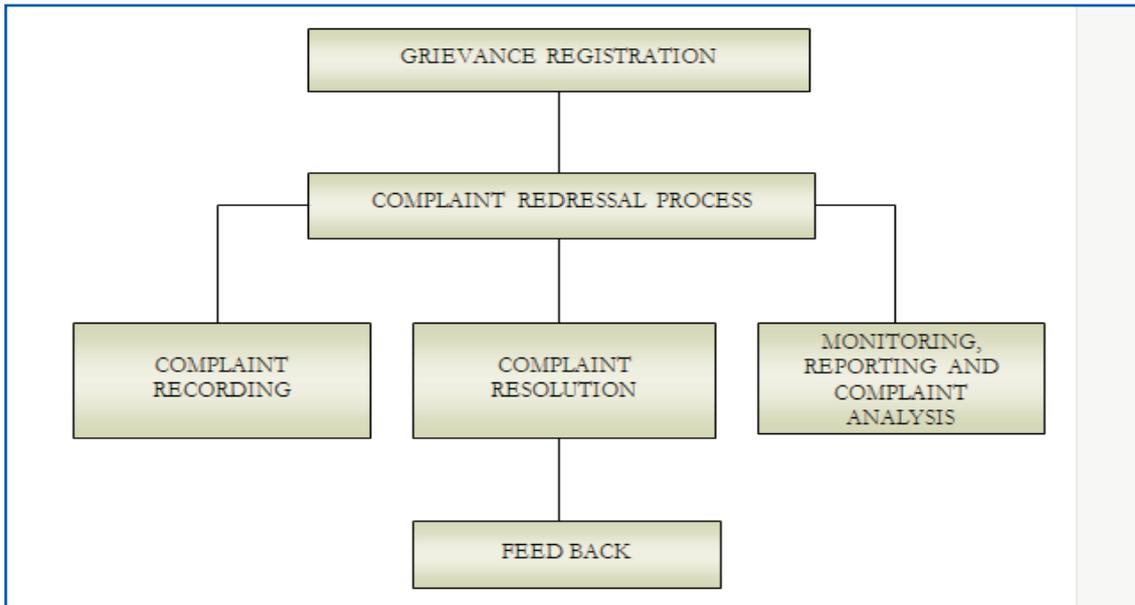
PGPL and its Contractor(s) shall ensure sufficient resources are allocated on an ongoing basis to achieve effective implementation of this Plan. The Contractor Plan shall describe the resources allocated to and responsibility for the execution of each task and requirement contained therein, and shall describe how roles and responsibilities are communicated to relevant personnel.

### 6.6.4- Performance Indicators

Table 6.3 outlines the indicators for measuring and verifying performance in relation to community engagement. However PGPL may, modify or add to these indicators to enhance the Contractor's Plan based on learning from the performance indicators.

Table 6.3: Performance Indicators			
ID No.	Performance Indicator	Measurement	Internal Assessment Frequency
1	Maximize use of the Project Community Grievance Procedure.	100% of grievances (except those related to worker issues) channeled through the Community Grievance Procedure.	Monthly
2	Resolution of Community Grievances.	75% of grievances resolved (from the Project perspective) within 30 days, categorized according to cause of grievance.	Monthly
3	Disruptions to work.	Number of hours lost due to community disruption categorized according to cause of disruption (to be coordinated with Security departments to ensure consistent reports).	Monthly
4	Compensation payments.	Amount of compensation paid as a result of Project impacts	Monthly

### Community Grievance Procedure



## Exhibit-I:

# Public Notice

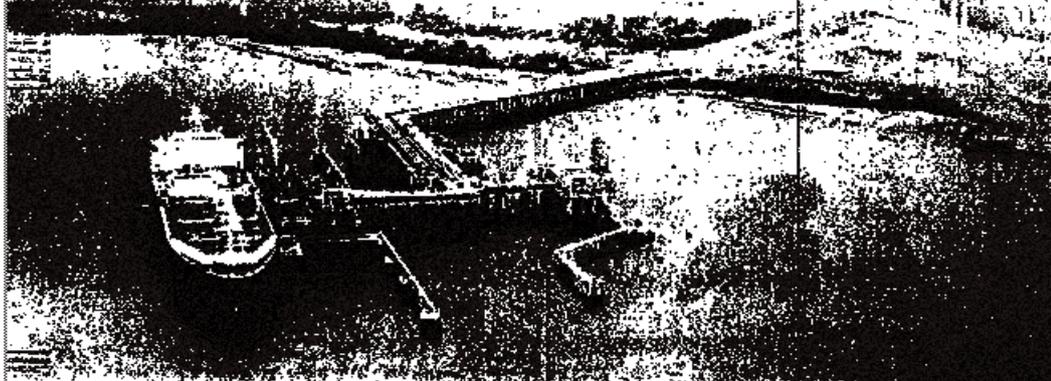
The Environmental Protection Agency, Government of Sindh, announces that Pakistan GasPort Limited (PGP) has submitted an Environmental Impact Assessment (EIA) Report for its LNG Terminal, Jetty and Extraction Facility to be set up near Korangi Fish Harbour, Karachi.

The EIA Report identifies potential environmental impacts and provides mitigation measures to minimize these impacts. Analysis of the impact on the natural and socio-economic environments is included in the EIA.

For study and comments of the public, stakeholders and experts in the field, the EIA Report is available with the library of the Environmental Protection Agency (EPA), Government of Sindh, situated at the EPA Complex, Plot no ST-2/1, Sector 23, Korangi Industrial Area, Karachi. The Report is also available at [www.emc.com.pk](http://www.emc.com.pk)

All those interested are requested to offer their comments, in writing, within thirty (30) days of the publication of this Public Notice. Comments may be communicated to the Director General, EPA Sindh, at the abovementioned postal address or emailed to [epasindh@cyber.net.pk](mailto:epasindh@cyber.net.pk) with complete details of the sender.

The Public hearing of the EIA Report shall be held on Saturday, November 22, 2008, at 10:00am at the Auditorium of the Federation of Pakistan Chamber of Commerce and Industry (FPCCI), Federation House, Clifton, Karachi.



PROTECT THE ENVIRONMENT      PROTECT OUR FUTURE

## Exhibit II:

Grievance Application Form				
GRNo.		Copies to forward to:		
Name of Complainant:		White (Original)- GRU		
Date:		Pink (Copy)- Complainant		
Time:		Name and Signature of Officer Receiving Complaint:		
		Signature of Complainant:		
INFORMATION ABOUT GRIEVANCE				
Description of the Grievance(s)/Complaint/Redress sought:				
INFORMATION ABOUT THE COMPLAINANT		Evidences Produced / Collected		
Surname / Family Name		<input type="checkbox"/> Community / Information Meetings		
Full Name		<input type="checkbox"/> Mails / Posts received		
Residential Address		<input type="checkbox"/> Utility Bills		
Address on CNIC		<input type="checkbox"/> Informal		
Present Address		<input type="checkbox"/> Other		
Contact Number				
Signature of Complainant				
		TYPES OF GRIEVANCES/COMPLAINTS		
<b>1. Loss of Access to Land / Natural and Resources of Livelihood</b> a. Fishing grounds b. Lands c. Pasturelands d. House e. Commercial Site f. Other ( Please Specify)	<b>2. Damage To Property</b> a. House b. Land c. Livestock d. Other ( Please Specify)	<b>3. Damage to Infrastructure / Amenities / Utilities</b> a. Road/Railway b. Bridge/Passageways c. Power/Gas/ Telephone Lines d. Water sources/ Drinking water e. Sewerage system f. Other ( Please Specify)	<b>4. Decrease or Loss of Livelihood</b> a. Agriculture b. Aquaculture / Fisheries c. Animal husbandry d. Small Scale trade e. Other( Please Specify)	<b>5. Traffic Accident</b> a. Physical Injury b. Damage to property c. Damage to livestock d. Other( Please Specify)
<b>6. Accidents Regarding Expropriation &amp; Compensation ( Please Specify)</b>	<b>7. Resettlement Process ( Please Specify)</b>	<b>8. Employment and Recruitment ( Please Specify)</b>	<b>9. Construction Camp &amp; Community Relations</b> a. Nuisance from dust b. Nuisance from noise c. Vibrations due to explorations d. Misconduct of project personnel/worker e. Complaint follow up f. Other( Please Specify)	<b>10. Other ( Please Specify)</b>