

**THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WATER**



**SECOND WATER SECTOR SUPPORT PROJECT PHASE TWO
(WSSP II)**

Grievance Redress Mechanism (GRM)

July, 2019

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1.0 INTRODUCTION

The Water Sector Development Program Phase II (WSDP II) is supported by the World Bank (WB), among other Development Partners (DPs) through the Water Sector Support Project Phase II (WSSP II). The Government of Tanzania (GoT) through the Ministry of Water (MoW) is implementing this Project with the following development objectives; (a) to strengthen the capacity for integrated water resources planning and management in the United Republic of Tanzania (URT), and (b) improve access to water supply and sanitation services in an operationally efficient manner in Dar es Salaam.

The focus areas are (i) coordination between sector institutions competing for water resources; strengthening institutions to deliver on mandates sustainably, (ii) modern data and information base to inform decision on trade-offs and complementarily for water use, (iv) water conservation in Wami-Ruvu basin where sources for water supply in Dar es Salaam are located, and (v) expand access to Water Supply and Sanitation (WSS) in Dar es Salaam and improve water utility operational efficiency to ensure sustainability of the service. In this regard, the WSSP II came up with four Components namely; Component 1 (Integrated Water Resources Management), Component 2 (Dar es Salaam Water Supply Improvement), Component 3 (Dar es Salaam Sanitation Improvement) and Component 4 (Project Management and Implementation Support).

The project contributes to the goal of the Government of Tanzania's National Five Year Development Plan (2016/17-2020/21) that is to increase access to safe and clean water in Dar es Salaam to 95% and reduce Non Revenue Water (NRW) to 30%, as well as increase the share of Gross Domestic Product (GDP) from better utilization of natural resources, including water, by 2020.

To manage any complaints from society and beneficiaries, the project has established a Grievance Redress Mechanism (GRM) to ensure that complaints are addressed as early as possible to avoid delaying of implementation of the planned activities. The goal of the GRM is to ensure transparency and accountability to beneficiaries and provide channels for project stakeholders to give feedback on project activities. It provides a mechanism that allows for the identification and resolutions of issues affecting the project and wider community, including safeguards related complaints, misconduct of staff, misuse of funds, abuse of power, and other improper behavior by increasing transparency and accountability. The GRM aims to reduce the risk of the project inadvertently affecting project beneficiaries and serves as an important feedback and learning mechanism that can help improve project impacts.

The established GRM is accessible to all stakeholders, including ethnic, religious, gender, and other special groups. The mechanism focuses not only receiving and recording complaints but also on how complaints are resolved. While feedback should be handled at the level closest to the complaint, but all complaints should be registered and follow the basic procedures set out in this framework.

1.1 Definition of GRM

For the purposes of this Project, a Grievance Redress Mechanism is a process for receiving, evaluating and addressing project-related complaints from affected communities at the level of project component or activity.

The terms 'grievance' and 'complaint' are used interchangeably.

1.2 GRM Scope and Purpose

Scope: The Ministry of Water includes a Grievance Redress Mechanism that will be available for project stakeholders to submit questions, comments, suggestions and/or complaints, or provide any form of feedback on all project activities that may cause beneficiaries to feel treated unfairly.

Purpose: The MOW GRM is intended to be accessible, collaborative, expeditious, and effective in resolving concerns through dialogue, joint fact-finding, negotiation, and problem solving. The MOW feedback and grievance redress mechanism will be effectively available and strengthened, as part of WSSP-II institutional arrangements. This mechanism will be available to WSSP -II stakeholders from the earliest stages of readiness and implementation in order to facilitate handling of any request for feedback or complaint by any WSSP-II stakeholders, with particular attention to providing access and strengthen MoW capacity for grievance resolution activities during the readiness and implementation phases.

The effective Grievance Redress Mechanism (GRM) will help the WSSP-II stakeholders to accomplish several objectives in both the readiness and Implementation phases:

- i) **Identify and resolve implementation problems in a timely and cost - effective manner:** As early warning systems, well-functioning GRM helps to identify and address potential problems before they escalate, avoiding more expensive and time consuming disputes.
- ii) **Identify systemic issues:** Information from GRM cases may highlight recurring, increasingly frequent or escalating grievances, helping to identify underlying systemic issues related to implementation capacity and processes that need to be addressed.
- iii) **Improve WSSP-II outcomes:** Through timely resolution of issues and problems, GRM will contribute to timely achievement of WSSP-II objectives.
- iv) **Promote accountability:** Effective GRM promotes greater accountability to stakeholders, positively affecting both specific activities and overall sector governance.

Moreover, MoW has identified the principles which will assist to avoid risks resulting from the implementation of GRM. This GRM is designed according to the principles that are more likely to provide effective resolution of stakeholder grievances. The principles are:

- i) **Legitimate:** enabling trust from the stakeholder groups for whose use they are intended, and being accountable for the fair conduct of grievance processes. Accountability for ensuring that the parties to a grievance process cannot interfere with its fair conduct, is typically one important factor in building stakeholder trust.
- ii) **Accessible:** being known to all stakeholder groups for whose use they are intended, and providing adequate assistance for those who may face particular barriers to access. Barriers to access may include a lack of awareness of the mechanism, language, literacy, costs, physical location and fears of comeback.
- iii) **Predictable:** providing a clear and known procedure with an indicative timeframe for each stage, and clarity on the types of process and outcome available and means of monitoring implementation. In order for a mechanism to be trusted and used, it will provide public information about the procedure it offers.
- iv) **Equitable:** seeking to ensure that aggrieved parties have reasonable access to sources of information, advice and expertise necessary to engage in a grievance process on fair, informed and respectful terms. Where imbalances are not redressed, perceived inequity can undermine both the perception of a fair process and the GRM's ability to arrive at durable solution.
- v) **Transparency:** keeping parties to a grievance informed about its progress, and providing sufficient information about the mechanism's performance to build confidence in its effectiveness and meet any public interest at stake. Providing transparency about the mechanism's performance to wider stakeholders, through statistics, case studies or more detailed information about the handling of certain cases, will be important to demonstrate its legitimacy and retain broad trust. At the same time, confidentiality of the dialogue between parties and of individuals' identities will be provided where necessary.
- vi) **Rights compatible:** these processes are generally more successful when all parties agree that outcomes are consistent with applicable national recognized rights. Regardless, where outcomes have implications for rights, care should be taken that they are consistent with applicable nationally recognized standards and that they do not restrict access to other redress mechanisms.
- vii) **Enabling continuous learning:** drawing on relevant measures to identify lessons for improving the mechanism and preventing future grievances and harms. Regular analysis of the frequency, patterns, and causes of grievances; strategies and processes used for grievance resolution; and the effectiveness of those strategies and processes, will enable the MoW institutions administering

the GRM to improve policies, procedures, and practices to improve performance and prevent future harm.

1.3 Who can use the GRM

Project beneficiaries, project affected people (PAPs) i.e. those who will be and/or are likely to be directly or indirectly affected, positively or negatively, as well as the broader citizens can use the GRM for the purposes of providing complaints about the project. Project affected people include those who will be affected by project induced land acquisition and economic / physical displacement or by any other project related impact.

1.4 Management of the GRM

The overall management of GRM for WSSP II is MoW (all components) under the Director of Project preparation, Coordination and Delivery Unit (PCDU) at the Ministry of Water. However, each component is required to designate focal person to handle the submitted complaints. The designated person will be called GRM focal person for easy recognition during grievance occurrence and handling. For the case of Component 1, the Director of Water Resources; the Director of Water Quality; and Basin Water Officers are responsible for all complaints regarding activities implemented in the Basins and Laboratories; and for Components 2 & 3, DAWASA's Chief Executive Officer is responsible for ensuring compliance on environmental and social impacts including complaints caused by sub-projects implemented under respective components.

1.5 When can a Complaint be made

Complaints can be expressed anytime throughout the project preparation and implementation. Project affected people or any other aggrieved person in or around the project area, will be made aware to submit any complaint related to project within three months at each village /street government office. Special forms prepared for registration of any complaint will be available at each respective office.

2.0 GRIEVANCES MECHANISM PROCEDURES

2.1 Channels to Make Complaints

The Project establishes channels through which District or Municipal and stakeholders can forward complaints regarding project activities. The channels include:-

- a. A dedicated email address of institutions implementing the project
 - o Ministry (malalamiko@maji.go.tz)
 - o Water Boards (basins.wamiruvu@maji.go.tz) and
 - o DAWASA (info@dawasa.go.tz)
- b. A dedicated telephone number which is toll free [For DAWASA **0800110064; Wami-Ruvu BWB (+255 23 2614748)**]
- c. On the project implementers websites [www.maji.go.tz; www.dawasa.go.tz; www.wamiruvu.go.tz]
- d. Feedback boxes located at selected points where the project activities are implemented [**i.e. Mwananyamala Head office, Ward Offices at any project area in Dar es Salaam i.e. Kawe, Wazo, Mbezi A, and B for components 2 & 3; at all BWBs offices; at Ministry's designated locations for Component 1**].
- e. Project/site offices will also receive grievances through Community Liaison Officers.

Letters to be sent to the Ministry through the following address:

Permanent Secretary,
Ministry of Water,
P.O Box 456,
DODOMA.

Letters to be sent to DAWASA through:-

CEO
DAWASA,
Dunga/Malanga Road,
Mwananyamala Area,
P.O. Box 1573,
DAR ES SALAAM.

Letters to be sent to Wami-Ruvu Basin Water Board through:-

Basin Water Officer,
Wami Ruvu,
P.O. Box 826,
MOROGORO.

When verbal or written complaints to project staff is availed directly or through project meetings, project stakeholders shall provide verbal feedback or complaint and the project staff responsible for GRM will log the complaint on their behalf through Grievance registration form, and it will be processed through the same channels.

2.2 Project Grievance Committees under WSSP II

i) Village/Mtaa Grievance Redress Committee

Village/Mtaa Chairperson – Chair Person
Village Executive Officer (VEO) - Secretary,
Neutral Person - Member
Representative from the PAPs Members
Community Development Officer from the Ward,
Representative from NGO within village level - Member

ii) Ward Grievance Redress Committee

WDC Chairperson – Chairperson
Ward Executive Officer (WEO) – Secretary,
Neutral Person - Member
Representative from the PAPs Members
Community Development Officer from the Ward,
Representative from NGO within Ward level - Member

iii) District/Municipal Grievance Redress Committee

District Commissioner – Chairperson
District/Municipal Executive Director - Secretary
District/Municipal land officer - Member
District/Municipal Land Valuer - Member
Lawyer - Member
DAWASA - Member
BWB - Member
Ministry - Member
Neutral Person (Not PAP) - Member
PAP representative
Local NGO within District/Municipal level - Member
Consultant - Member (depend on complaint)

iv) WSSP II Steering Committee

Assistant Administrative Secretary (Water) of DSM Region - Chairperson
DAWASA – Secretary
MoW – Members
BWO Wami-Ruvu – Member
Kinondoni Municipal – Member
Ilala Municipal – Member
Temeke Municipal – Member

Ubungo Municipal – Member
Kigamboni Municipal – Member

v) Ministerial Grievance Redress Committee

DLU – Chairperson
HSS – Secretary
Respective Division representative
Complainant
Social Specialist from MoW
Ministry’s complains Officer
Specific Project Coordinator

The Implementing agencies will collaborate with local government offices to appoint team members as outlined above (except for WSSP II Steering Committee which has members in place) to be committee members. The committee should contain equitable proportional of Gender. There is no charge for making a complaint or conveying comments or suggestions. The project will facilitate the effective operations of the committees.

The project shall ensure flexibility in the channels available and make sure that different contact points are available for a person to make a verbal complaint, and if the complaints addressed to the wrong person or entity are redirected to right provided channels as indicated in section 2.1.

The initial investigation of the complaints shall take about 10 working days. If more time is needed, then the complainant will be notified with explanation of when she/he can expect the resolution.

2.3 Confidentiality and Conflict of Interest

Complaints may be made anonymously and confidentiality will be ensured in all instances, including when the person making the complaint is known. For this reason, multiple channels to make a complaint have been established and conflicts of interest will be avoided. Specific procedures for Gender Based Violence/Sexual Exploitation and Abuse including confidential reporting with safe and ethical documentation of GBV/SEA cases will be handled by the neutral person/committee designed outside the GRM system.

2.4 Collection/Receipt of Complaints



The designated person receiving the complaint will complete a grievance form (see **Annex A**), or make the form available to the complainant to fill out directly, and submit to the **respective addresses of Implementing Agency on section 2.1**. The complaints will be collected/received and compiled by the designated grievance focal person in the respective level (Mtaa/Village, Ward, District, Municipal, Water authority, Basin Offices, Ministry) on need basis or daily basis until the project construction completed and during operation.

Grievances and complaints may be received through a variety of channels which may include:

- The WSSP II dedicated grievance hotline and/or email address;
- WSSP II Project / Community Liaison Offices;
- Mtaa Chairperson;
- Sub-project Community Liaison Officers who hold responsibility for community stakeholder engagement and who visit the communities within the project area of operations on a regular basis; and/or
- WSSP II Grievance Focal Point.

When a complaint or grievance is presented, the complaint must be noted and recorded in writing using a **Grievance Registration Form A**. The Grievance Officer/focal person must read and explain what has been recorded to the complainant to confirm the complaint or grievance has been recorded properly.

Where the grievance has been received by someone other than the Grievance Officer/Focal Personal, all forms must be handed over to the Grievance Officer/Focal Personal within 24 hours.

Each complainant must receive a Grievance Acknowledgement Form.

2.5 Recording/Logging



Once the complaint has been categorized, the GRM focal point/person shall log the details regarding the complaint into the tracking system. This system may be manual (hard copy) or connected to the project MIS system. GRM files should be stored in a secure setting (password protected IT database or locked storage cabinet for hard copies).

Once a complaint has been logged and sorted, the GRM focal point/person refers the case to the Grievance Redress Committee and directs the Committee to investigate the complaint within timeframe which the complaint should be resolved and agreed on the course of action.

The investigation process is determined based on the nature and significance of the complaint i.e.:

- For resettlement-related complaints, regardless of the complexity of the case, the Safeguard Specialist within PIU in the IA will be involved in the conduct of the investigation together with the Investigation Officer to be appointed on the case. The Grievance Redress Committee may also help in investigating and determining validity of the case where necessary in seven days.
- For any other complaints regarding project activities, the investigation will be conducted by the Grievance Focal person and / or with the Community Liaison Staff under the contractor.

When determine the investigating officer, the GRM Committee will ensure that there is no conflict of interest, i.e. all persons involved in the investigation process should not have any material, personal, or professional interest in the outcome and no personal or professional connection with complainants or witnesses.

Once the investigation process has been established, the person responsible for managing the GRM will record and enters data and information into the MIS or log book (**Annex D** - Sample grievance log).

The number and type of suggestions and questions should also be recorded and reported so that they can be analyzed to improve project communications.

If a grievance can be managed at the first (rapid) assessment, the following requirements must be met:

- The resolution must be in accordance with the Grievance Focal Point's delegated authority;
- The resolution must be in accordance with project procedure and the agreed position on the subject matter of the grievance;
- The Grievance Focal Point must be satisfied that the resolution will likely bring finality to the grievance; and
- The complainant is satisfied with the resolution and will provide the required written confirmation at the earliest time possible.

2.6 Sorting/Categorization and Review of Complaint



After compilation, the respective GRM focal point/person in the IA will be responsible for sorting and give feedback/acknowledgement to the complainant. Below are examples of categories that could be used to sort the complaints:

No.	Classification
Category 1	Safeguards, including compensation disputes, land allocation and delays in compensation
Category 2	Grievances regarding violations of policies, guidelines and procedures
Category 3	Grievances regarding contract violations
Category 4	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns
Category 5	Grievances regarding abuse of power/intervention of project by government officials
Category 6	Grievances regarding PIU staff performance
Category 7	Reports of force majeure
Category 8	Suggestions
Category 9	Appreciations

2.7 Notification to the Complainant



If the complainant is known, the GRM focal point/person will communicate the course of action to her/him by letter, Grievance Acknowledgement Form, phone and/or email, within two weeks of receipt of the grievance.¹

Where the complainant's address is available, notification should be provided in writing with a tracking number and the deadlines by which they will hear back from the PIU (see **Annex B** – Notification Form).

¹ This two-week timeframe assumes the number of grievances is relatively small. The time service standard will be adjusted if the volume of grievances increases beyond a manageable level.

2.8 Investigation



The person responsible for investigating the complaint will gather facts in order to generate a clear picture of the circumstances surrounding the grievance. Verification normally includes site visits, review of documents, a meeting with the complainant (if known and willing to engage) and a meeting with those who could resolve the issue (including formal and informal village leaders, or other leaders).

With regards to resettlement and grievances related to valuation of assets at the expenses of the project, a second or a third valuation may be undertaken, until it is accepted by both parties. These can be undertaken by independent valuers, until it is accepted by both parties at the expense of the part who does not agree.

The results of the verification and the proposed response to the complainant will be presented for consideration to the Grievance Committee. Once the decision has been made on the course of action and on the response to be provided to the complainant, the Investigating Officer describes the actions to be taken in the grievance form (see **annex A** - Grievance/ Inquiry Record), along with the details of the investigation and the findings, and submits it to the GRM Committee.

2.9 Response to Complainant



The GRM focal point/person will communicate the proposed action to complainant via letter, email, verbally, as received. The complainant will also be informed on how she/he can appeal the action decided in the initial case.

The GRM focal point/person will request feedback from the complainant as to whether she/he finds the action(s) satisfactory, and this will be recorded along with the details of the complaint and the response taken. **Annex C** - Grievance Resolution Form

3.0 POSSIBILITY TO APPEAL

If the complainant is not satisfied with the response, discussions will be held in group or individually to further clarify the positions at stake. Senior management officer will take part in these meetings and a final decision on the action(s) will be made.

The IA's PIU will convene the respective Grievance Committee that will hear the appeals. The Grievance Committee shall be comprised of at least five persons of whom three are from the IA's PIU and two are independent from the project implementing authorities and the Government. The terms of reference for the Grievance Committee will be agreed prior to its formation.

The complainant is not precluded from appealing outside the project/PIU GRM² if they are not satisfied with the proposed response.

4.0 GRIEVANCE RESOLUTION PROCESS FOR LAND ACQUISITION OR RESETTLEMENT RELATED COMPLAINTS

Processing of complaints shall follow the following steps upon receipt of investigation detailed in **Item 2.8**: -

- i) Once complaints are received at Mtaa/village level, the Grievance Committee (GC) will review the complaints prior to submit the complaint to the Mtaa/village office. The Person aggrieved shall receive an acknowledgement from the Mtaa/village office.
- ii) Upon receipt of the grievance, the committee members shall mediate and resolve the problem amicably with the active participation of the aggrieved party within **fourteen** working days from the date of the filing of the grievance. If the grievance is resolved and the aggrieved person is satisfied, a report shall be prepared and copies given to the person and local authority office for records and the case is closed.
- iii) In the event that the aggrieved person is not satisfied, with the assistance of the Mtaa/Village leader, an appeal will be logged and decision made within **ten** days from the date of submission to the Ward Grievance Committee (WGC).
- iv) In the event that the aggrieved person is not satisfied, with the assistance of the Ward leader, an appeal will be logged and decision made within **ten** days from the date of submission to the District/Municipal Grievance Committee.

The committee under the respective District Commissioner shall serve as Grievance Redress Committee (GRC) and shall handle all complaints from the PAP, including decisions made by lower levels. The GRC shall make its decisions within **twenty one** days from the date of receipt of each complaint. Beyond this level, the PAP may continue their appeal to the Project Steering Committee and Ministry, or ultimately to the judiciary, if an amicable resolution can still not be reached.

² An alternate dispute mechanisms such as a court of elders or to the formal legal system.

5.0 DISCLOSURE

Once the grievance is resolved, the complaint and the actions taken will be disclosed to relevant authorities and the identity of the complainant will remain confidential. The disclosure will also involve the following;-

5.1 Awareness creation

Information about the grievance handling system will be distributed to all beneficiaries and PAP through regular information channels used by the project, including initiating meetings at the start of the project, public consultations held on resettlement, public meetings during project implementation, brochures/pamphlets in local languages, posting on notice boards at each respective District, Ward, village or Mtaa offices and online.

The PIU will include information provided on the scope of the GRM, the eligibility criteria to make a complaint, the procedure to make a complaint (where, when and how), the investigation process, the timeframe (s) for responding to the complainant, as well as the principle of confidentiality and the right to make anonymous complaints.

5.2 Proactive advertisement/regular public information campaigns

The campaigns will be designed by the IA's Communication Officer to encourage the use of the GRM and publish information on complaints received and resolved on annual basis. The published information shall contain number of grievances that have been received, concerning what issues, their resolutions, how and number of outstanding complaints. The campaigns will use local media (e.g. TV, newspaper, radio). When organizing and conducting these campaigns, special efforts shall be made to reach vulnerable groups.

The campaigns should include information on the scope of the GRM, the eligibility criteria to make a complaint, the procedure to make a complaint (where, when and how), the investigation process, the timeframe(s) for responding to the complainant, principle of confidentiality and right to make anonymous complaints.

6.0 STAFFING AND CAPACITY BUILDING

6.1 Staffing

The Grievance focal point/person of IA will implement the following responsibilities within their Environmental Management Unit for case of DAWASA and Wami-Ruvu Basin or respective Directorate for the case of Ministry. These will be documented and kept updated. The responsibilities are shown in the table below.

Grievance focal person	<p>Accountable and responsible for:</p> <ol style="list-style-type: none"> i. Managing the implementation of the community grievance mechanism and resolution procedure; ii. Maintaining continuous contact with the communities within the project area of operations, to receive, acknowledge and register grievances; iii. Supporting the project manager in the development of sub-project grievance mechanism based on this procedure; iv. Overall management of the Grievance Mechanism including: <ul style="list-style-type: none"> • Informing communities how to access the mechanism; • Conducting first level review; • Keeping complainants informed of the status of any logged complaints; • Tracking and reporting of grievances. v. Develop an internal training strategy for Implementing Agencies (DAWASA, BWBs and their respective Districts, Dar es Salaam Municipals); a Contractor awareness building strategy; and an external engagement strategy for community stakeholders; vi. Management of grievance process including: collection of all grievances from various registration channels; first level review of grievances; investigation of grievances as required, engaging other functional staff whose department is implied in the complaint or grievance as required; resolution of the grievance; Processing appeals; Disclosing responses to complaints and Budgeting of the GRM vii. Generation of monthly reports providing: <ul style="list-style-type: none"> • Status of grievances received; resolved; pending resolution; worsened;
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	<ul style="list-style-type: none"> • Analysis of number and nature of grievances received by thematic area; • Analysis of number and nature of grievance received in relation to geographical area; • Analysis of number and nature of grievance received in relation to project activity and contractor involved, and other as required. Reports should be submitted to management but also to relevant stakeholders within the Project Implementation Unit (PIU) for action if appropriate.
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6.2 Capacity building

Training for relevant staff and relevant stakeholders will be held annually, or as otherwise agreed. New staff will receive training as a regular part of the onboarding process. The training will include all aspects of the GRM including information on the GRM principles and procedures and emphasis on accountability to the complainant. A key focus at the outset will be shifting from informal complaint resolution, to the logging of all complaints/feedback into this system.

Dedicated trainings should be provided to staff directly engaged with beneficiaries, those handling the system, and those involved in the management and oversight of the system.

7.0 TRANSPARENCY, MONITORING AND REPORTING

7.1 Transparency

Policies, procedures and regular updates on the GRM system, the complaints reported and resolved, will be available online, as well as on local/Ministerial notice boards and other permanent displays. They will be updated quarterly.

7.2 Regular Internal Monitoring

The GRM focal point/person will assess the functioning of the GRM and undertake spot checks during regular supervision visits. The GRM focal point/person will work with M&E Specialist to:

- a) Ensure accurate entry of GRM data into the management information system or other system. Produce compiled reports to the format agreed with the Project Manager/Coordinator.
- b) Provide a monthly/quarterly snapshot of GRM results including any suggestions and questions, to the project team and the management.
- c) Review the status of complaints to track which are not yet resolved and suggest any needed remedial action.

During annual/bi-annual general meetings, the project team shall discuss and review the effectiveness and use of the GRM and gather suggestions on how to improve it.

7.3 Reporting Mechanism

Monthly, quarterly, semi- annual and annual progress reports shall include GRM sections which provide updated information on the following:

- a) Status of establishment of the GRM (procedures, staffing, training, awareness creation, budgeting etc.).
- b) Quantitative data on the number of complaints received, the number that were relevant, and the number resolved
- c) Qualitative data on the type of complaints and answers provided, issues that are unresolved
- d) Time taken to resolve complaints
- e) Number of grievances resolved at the lowest level, raised to higher levels.
- f) Satisfaction with the action taken
- g) Any particular issues faced with the procedures/staffing or use
- h) Factors that may be affecting the use of the GRM/beneficiary feedback system
- i) Any corrective measures adopted

8.0 OVERSIGHT, REVIEW AND BUDGETING

The status of the development of the GRM, the levels of use by beneficiaries/ citizens, and the challenges of implementation will be discussed in semi-annual/annual portfolio meetings.

An independent review/audit of the GRM, will be conducted prior to the mid-term review of the Project to assess the effectiveness and use of the mechanism and recommend improvements as necessary.

An earmarked budget for the GRM will include the costs for the GRM related activities as described below:-

Complaints Handling:

- i. Establishment and management of the channels selected for making complaints
- ii. Management of complaints collection
- iii. GRM Committee meetings
- iv. Complaints recording and categorization
- v. Complaint investigation
- vi. Communication with complainant
- vii. The appeals process
- viii. Publication of responses to complaints (if agreed)

Supporting costs:

- i. The costs of staff time, as necessary
- ii. The capacity-building of the Staff assigned to the GRM
- iii. Awareness campaigns
- iv. Updating the website used for publishing the GRM results/policies/procedures
- v. Tracking system of GRM results (e.g. the MIS)
- vi. Independent review

ANNEX A: GRIEVANCE/INQUIRY RECORD

GRIEVANCE REGISTRATION (Form A)

Instructions: This form is to be completed by staff receiving the inquiry or grievance and sent to the GRM focal point/person. Attach any supporting documentation/letters as relevant.

Date Grievance Received:	Name of Staff Completing Form:
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Grievance Received (check):

National Region District Ward Village

Mtaa

Mode of Filing Inquiry or Grievance (check):

In person Telephone E-mail Phone Text Message Website Letter

Grievance/Suggestion box Community meeting Public consultation Other

Name of Person Raising Grievance: *(information is optional and always treated as confidential)*

Gender: Male Female

Address or contact information for Person Raising Grievance: *(information is optional and confidential)*

Location where grievance/problem occurred [write in]

National <input type="checkbox"/>	Region <input type="checkbox"/>	District <input type="checkbox"/>	Word <input type="checkbox"/>	Village <input type="checkbox"/>	Mtaa <input type="checkbox"/>
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Brief Description of Grievance or Inquiry: *(Provide as much detail and facts as possible)*

Category 1	Safeguards, including compensation disputes, land allocation and delays in compensation
Category 2	Grievances regarding violations of policies, guidelines and procedures
Category 3	Grievances regarding contract violations
Category 4	Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns
Category 5	Grievances regarding abuse of power/intervention by project or government officials
Category 6	Grievances regarding PIU staff performance
Category 7	Reports of force majeure

	Category 8	Suggestions
	Category 9	Appreciation
Who should handle and follow up on the grievance:		
Progress in resolving the grievance (e.g. answered, being resolved, settled):		
Other Comments:		

ANNEX B: NOTIFICATION

GRIEVANCE ACKNOWLEDGEMENT (Form B)

Instructions: This form is to be completed by the GRM focal point/person and mailed or delivered to the complainant.

Date Grievance Received:	Tracking Number:
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Grievance Received (check):
 National Region District Ward
Mtaa/Village

Mode of Filing Inquiry or Grievance (check):
 In person Telephone E-mail Phone Text Message Website
Letter
 Grievance/Suggestion box Community meeting Public consultation Other

Name of Person Raising Grievance: *(information is optional and always treated as confidential)*

Gender: Male Female

Contact information for the Person Raising Grievance: *(information is optional and confidential)*

Address:
Phone:
Email:

Deadline for Response (60 days from date grievance received):

ANNEX C: GRIEVANCE RESOLUTION FORM

GRIEVANCE RESOLUTION (Form C)

Instructions: This form is to be completed by the GRM focal point/person and mailed or delivered to the complainant.

Date Grievance Received:

Tracking Number:

Grievance Received (check):

National Region District Ward
Mtaa/Village

Grievance Category:

Mode of Delivering Resolution (check):

In person Telephone E-mail Phone Text Message Website
Letter

Grievance/Suggestion box Community meeting Public consultation Other

Name of Person Delivering Resolution:

Contact information for the Person Raising Grievance: *(information is optional and confidential)*

Address:

Phone:

Email:

