



Grenada Digital Governance Resilience Project (P167588)

GRIEVANCE REDRESS MECHANISM

**Ministry of Infrastructure Development,
Public Utilities, Energy, Transport and
Implementation, April 2019.**



Table of Contents

<u>GRIEVANCE REDRESS MECHANISM.....</u>	<u>3</u>
<u>OBJECTIVES OF THE GRIEVANCE REDRESSAL MECHANISM.....</u>	<u>3</u>
<u>FOLLOWING ARE THE OBJECTIVES OF THE GRIEVANCE REDRESSAL MECHANISM.</u>	<u>3</u>
<u>RESPONSIBILITY FOR GRIEVANCE REDRESSAL</u>	<u>4</u>
<u>GRIEVANCE REDRESSAL MECHANISM STRUCTURE</u>	<u>4</u>
<u>MODE OF RECEIPT AND RECORDING OF COMPLAINTS</u>	<u>5</u>
<u>WORLD BANK GRIEVANCE REDRESS SERVICE (GRS).....</u>	<u>6</u>
<u>GENERAL INFORMATION</u>	<u>7</u>
<u>APPENDIX 1 ACKNOWLEDGEMENT RECEIPT</u>	<u>8</u>
<u>APPENDIX 2 GRIEVANCE INFORMATION FORM (GIF).....</u>	<u>9</u>
<u>APPENDIX 3 GRIEVANCE INFORMATION DOCUMENTATION FORM (GIF).....</u>	<u>10</u>
<u>APPENDIX 4 MEETING RECORD FORMAT – (GRIEVANCE REDRESS COMMITTEE (GRC) AND OTHER MEETINGS)</u>	<u>12</u>
<u>APPENDIX 5 DISCLOSURE FORM</u>	<u>13</u>

Grievance Redress Mechanism

The Government of Grenada through the Ministry of Finance and implemented by the Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation with funding from the World Bank is implementing the Digital Governance for Resilience project.

The Primary Development Objective (PDO) of the project is to enhance to enhance the efficiency, accessibility, and resiliency of targeted digital services.

The project has three components that complement each other to achieve the PDO.

The first component will build the enabling institutional, regulatory and technological environment needed to construct e-services. The second component will leverage this enabling environment to deliver two high-priority e-services (civil registry and taxpayer services) that are resilient to cyber risks and climate impact. The third component will introduce a comprehensive package of initiatives to strengthen institutional capacity, coordination, and management in the context of the challenges and particularities of operating in a small island state context, with the objective to ensure that the public sector and citizens develop the digital literacy and awareness skills necessary to navigate the improvements introduced under the first two components.

Whilst the project has been classified as a project with a moderate risk in the World Bank risk classification system, the project may have some unintended consequences - risk of further exacerbating existing exclusion patterns. In order to ensure the smooth implementation of the Project and timely and effectively addressing of the problems that would be encountered during implementation, including the necessary actions of mitigation and avoidance, a Grievance Redressal Mechanism (GRM) is developed which will enable the Project Authorities to address the Grievances of the stakeholders of the Project including the beneficiaries.

Project Stakeholders

The following are the main stakeholders of the Project: Other ministries and agencies of the Government of Grenada. The local communities, individual users of various e-services businesses (formal and informal), users of e-services and residents in the areas where project works will be conducted.

The Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation as the implementation agency and the Project Office as the executing agency has the responsibility of resolving all issues related to the project activities in accordance with the laws of Grenada and the World Bank Environmental and Social Standards through a clearly defined Grievance Redress Mechanism (GRM) that outlines its process and is available and accessible to all stakeholders.

Objectives of the Grievance Redressal Mechanism

Following are the objectives of the Grievance Redressal Mechanism.

- Ensure all Government of Grenada and World Bank Environmental and Social Standards are adhered to in all subprojects and activities.
- Address negative environmental and social impacts of all sub-projects and activities.
- Resolve all grievances emanating from the project activities.
- Establish relationships of trust between project staff and local communities and stakeholders.
- Create transparency between stakeholders including affected local communities and residents through an established communication system.
- Resolve environmental and social grievances in the Project areas.

Responsibility for Grievance Redressal

The Permanent Secretary, Mrs. Merina Jessamy, of the Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation has overall responsibility for the GRM. The Project Manager and Environmental and Social Specialist of the Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation would be designated as the key officers in charge of Grievance Redressal. They will be tasked with the following:

- Coordinate Grievance Redressal Mechanism (GRM) before the commencement of project activities to resolve issues.
- Act as the Focal Point on Grievance Redressal issues and facilitate access at the level of the Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation.
- Create awareness of the Grievance Redressal Mechanism (GRM) amongst all the stakeholders through public awareness activities.
- Assist in Redressal of all Grievances by coordinating with the concerned parties.
- Maintain information of grievances and Redressal.
- Monitor the project activities of contractors and consultants on Redressal of Grievances.
- Regularly contact all points of receipt of complaints, receive the complaints made and assist in Redressal of all Grievances by coordinating with the concerned parties.
- Prepare the progress for quarterly reports.

Grievance Redressal Mechanism Structure

A three tier Redressal structure is planned to address all complaints in the Project.

First tier of Redressal

The complaints are received at various established points at Parish and village levels. The stakeholders are informed of various points of making complaints. Complaints can also be made in writing, email, telephone or anonymously to: Office of the Permanent Secretary Department of Implementation, Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation Telephone #: 1-473-440-2217; 440-2181, E-mail Address: ps@moiid.gov.gd. The Project Manager and Environmental and Social Specialist will collect the complaints from these points on a regular basis and document them. This is followed by the Project Manager and Environmental and Social Specialist contacting the concerned people/person to redress the Grievances. If the complaint cannot be resolved at this level it is taken to the next level.

Points of receipt of complaints

The various points of receiving complaints at the Parish level would be as follows:

- (a) Elected representative
- (b) Pastors of the Anglican Church
- (c) Chairpersons of Women Organizations
- (d) Designated Representative of Contractor

(e) The project office at:

Mrs. Merina Jessamy
Permanent Secretary
Department of Implementation
Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation
Telephone #: 1-473-440-2217; 440-2181
E-mail Address: ps@moiid.gov.gd

Mode of receipt and recording of Complaints

Complaints can be made in writing, verbally, over the phone, by fax, emails, text messages, project facebook page, project twitter account or any other media that will be available once the project is made effective. Complaints can be made anonymously. As soon as the designated persons identified above receives a complaint he/she would issue an acknowledgement in the format as given in Annex 1. The person receiving the complaints should try to obtain relevant basic information regarding the grievance and the complainant and will immediately inform the Project Manager and/or the Environmental and Social Specialist in the format – Grievance Information Form (GIF) as given in Appendix 2.

After registering the complaint in the Grievance Redressal Registration and Monitoring Sheet, the Environmental and Social Specialist and Project Manager will review the complaint made in detail and forward the complaint to the concerned persons to address the grievance with specific dates for replying and redressing the same. Meetings with the affected persons /complainant will be held and an attempt to find a solution to the complaint received.

If necessary meetings, will be held with the concerned/ affected persons / complainant and the officers to find a solution to the problem and create plans to redress the grievance. The deliberations of the meetings and decisions taken are recorded. All meetings in connection with Redressal of Grievance including the meetings of the Grievance Redressal Committee will be recorded in established formats. Community representatives or representatives of the complainant will be allowed to sit in meetings.

The resolution at the first tier will normally be done within 14 working days and notified to the concerned through a disclosure form. Should the Grievance be not solved within this period, it would be referred to the next level of Grievance Redressal. However, if the Project Manager and Environmental and Social Specialist think that progress is being made towards a solution a decision may be taken to retain the issue at this first level. If the issue cannot be resolved within 21 working days, it will be transferred to the next level automatically. The complainant may also request that the issue be transferred to the next level, after the 14 days period, if he or she feels it is not being addressed.

Second tier of Redressal:

A Grievance Redressal Committee (GRC) will be formed that will consist of members of the Ministry of Social Protection and the Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation and civic leaders and representatives. This committee will be chaired by the Permanent Secretary of the Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation or the Minister.

Terms of Reference of GRC

The terms of Reference of GRC are as follows:

- a) Provide relief and support to the affected persons;
- b) Prioritize grievances and resolve them at the earliest;
- c) Provide information to Project Manager and Environmental and Social Specialist on serious cases at the earliest;
- d) Coordinate on the Affected Person getting proper and timely information on the solution worked out for his/her grievance.
- e) Study the grievances and advise Project Manager and Environmental and Social Specialist

The Project Manager with assistance from Environmental and Social Specialist will coordinate the convening of the meetings of the GRC. He / She is also responsible for briefing the GRC on the deliberations of the first level of Redressal and on the views of both the parties. (Complainant and the Project).

The GRC will hold the necessary meetings with the affected party / complainant and the concerned officers and attempt to find a solution acceptable at all levels. GRC would record the minutes of the meeting.

The decisions of the GRC are communicated to the complainant formally and if s/he accepts the resolutions, the complainant's acceptance is obtained on the disclosure format.

If the complainant does not accept the solution offered by the GRC, then the complaint is passed on to the next level / or the complainant can activate the next level. It is expected that the complaint will be resolved at this level in a maximum of 60 working days.

Third tier of Redressal

If the affected party / complainant does not agree for the resolution at the 2nd level, or there is a time delay of more than 60 working days in solving the issue, the complainant can opt to consider taking it to the courts.

World Bank Grievance Redress Service (GRS).

The Complainant has also the option of approaching the World Bank, if they find the established GRM cannot resolve the issue. World Bank Procedures requires the complainant to express their grievances by writing to World Bank office in Washington DC.

This [GRS complaint form](http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#5) which can be found at the following URL link: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service#5> may be used. Complaints will be accepted by email, fax, letter, and by hand delivery to the GRS at the World Bank Headquarters in Washington or World Bank Country Offices.

Email: grievances@worldbank.org

Fax: +1-202-614-7313

By letter:

The World Bank

Grievance Redress Service (GRS)

MSN MC 10-1018 NW, Washington, DC 20433, USA

General Information

Building Awareness on GRM Structure:

The Environmental and Social Specialist will initially brief all the staff of project office, the PSC, the sub-projects including consultants and contractors, and activities and the staff of the implementing Ministry, on the Grievance Redressal Mechanism of the Project and explain to them the procedures and formats to be used including the reporting procedures.

The Environmental and Social Specialist will brief the Parish representatives and community and civic leaders of the project communities on the Grievance Redressal Mechanism of the Project and explain the procedures and formats to be used including the reporting procedures.

Awareness campaigns would be conducted targeting the project staff, PSC and Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation staff, communities of project and sub-project's location, to educate the people on the availability of the mechanism. Various mediums will be used. The GRM will also be published on the Ministry of Infrastructure Development, Public Utilities, Energy, Transport and Implementation website and the project website or Facebook if there is one. A project site board will be elected on the sites of sub-projects indicating the existence of the mechanism and a phone number, email and address for further information. The GRM will be translated into local and colloquial expressions if determined to be needed.

Reporting

The Environmental and Social Specialist would prepare the Quarterly Report on the Grievance Redressal issues of the Project for addition into reports.

Periodic review by the Grievance Redressal Commit

The Grievance Redressal Committee may review the nature of grievances that have been represented and if grievances are repeated, recommend suitable changes in implementation procedures recommended these to the Project Management for consideration.

GRM Jurisdiction.

This is a project specific GRM and applicable to solve the concerns of the stakeholders of the Project. This is however not intended to bypass Governments own redress process; it is intended to address affected people's concerns and complaints promptly, making it readily accessible to all segments of the affected people and is scaled to the risks and impacts of the Project.

Appendix 1 Acknowledgement Receipt

Registration No. Subproject: Location:

Parish:.....

Name and Address of Complainant: Date of
Complaint: (dd/mm/yyyy)

Documents comprising the complaint: (petition, supporting documents etc.)

1)

2)

3)

4)

Summary of Complaint:

.....
.....
.....
.....

Name and Signature of the Complainant:

.....

Name and Signature of Person receiving the complaint:

.....

Appendix 2 Grievance Information Form (GIF)

Subproject: Location: Parish:

Date: (yyyy/mm/dd) Place of Registration: Registration No.: ...

Contact details of the complainant:

Name: Age: Gender:

Address:

Phone No. Email Address:

Location related to the complaint / issue:

Village/Town:

Category of complainant:

- Affected person
- Mediator for affected person
- Civil organization / Service Organization
- Other (specify)

Summary of grievance:

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.....

(Attach letter or a petition / documents as submitted)

Source of complaint:

Attachments: 1) _____ 2) _____ 3) _____ Prepared

by: Date:(dd/mm/yyyy)

Appendix 3 Grievance Information Documentation Form (GIF)

Subproject: Location: Parish:

Date: (yyyy/mm/dd) Place of Registration: Registration No.: ...

Contact details of the complainant:

Name: Age: Gender:

Address:

Phone No. Email Address:

Location related to the complaint / issue:

Village/Town:

Category of complainant:

- Affected person
- Mediator for affected person
- Civil organization / Service Organization
- Other (specify)

Summary of grievance:

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.....
.....
.....
.....

(Attach letter or a petition / documents as submitted)

Source of complaint:

Attachments: 1) _____ 2) _____ 3) _____ Prepared

by: Date:(dd/mm/yyyy)

Letter		Telephone		Fax		Email		Verbal		Complaint Box		Other (Specify	
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Attachments: 1) _____ 2) _____ 3) _____

Prepared by: Date:(dd/mm/yyyy)

Appendix 4 Meeting Record Format – (Grievance Redress Committee (GRC) and Other Meetings)

Subproject: Location : Parish :

Date of the Meeting: Complaint Register No:

Venue of meeting:

Details of Participants:

Complainant	Project/Government

Summary of Grievance:.....

Notes on Discussion:

Decisions taken in the meeting / Recommendations of GRC:.....

Issue Solved / Unsolved _____

Signature of Chair Person of the meeting:

Name of Chair Person:

Date: DD/MM/YYYY

Appendix 5 Disclosure Form

Subproject: Location : Parish :

Result of Grievance Redressal

1. Registration No.:
2. Name of Complainant:
3. Date of Complaint:
4. Summary of the Complaint:
5. Summary of Resolution:
6. Resolved at First Tier/Second Tier/Third Tier (Use appropriately)
7. Date of Redressal of the Grievance: (dd- mm – yyyy)

Signature of the Complainant in acceptance of the Solution to his /her Grievance

Name:

National ID number:

Signature of Social Development Specialist and Project Coordinator:

Name:

Place:

Date:(dd –mm – yyyy):

Name:

Place:

Date:(dd –mm – yyyy):

