

GRIEVANCE REDRESS MECHANISM

FOR

**THE OECS REGIONAL AGRICULTURE COMPETITIVENESS
PROJECT**

GOVERNMENT OF GRENADA

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Ministry of Agriculture
Ministerial Complex
Eric Gairy Botanical Garden's, St. George's

GRENADA

Tel.: (473) 440-2708/3078 Ext. 62631 • Fax: (473) 440-4191
• E-mail : agricom@gov.gd • Website : www.agricom.gov.gd

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ACRONYMS

AAs Aggregators and Agro-processors

FFs Farmers and Fishers

GoG- Government of Grenada

GRC - Grievance Redress Committee

GRM- Grievance Redress Mechanism

IT - Information Technology

MOF- Ministry of Finance

NEMO- National Emergency Office

OECS- Organization of Eastern Caribbean States

PA - Productive Alliances

PAI - Project Area of Influence

PAP - Project Affected Persons

PPP- Public Private Partnership

PSC - Project Steering Committee

PSIPMU- Public Sector Investment Programme Management Unit

SET- Safeguards Team

2. INTRODUCTION

1. The Government of Grenada with funding from the World Bank, is implementing the OECS Regional Agriculture Competitiveness Project. The Organization of Eastern Caribbean States (OECS) ¹ Regional Agriculture Competitiveness Project includes Grenada (GND), and St. Vincent and the Grenadines (SVG).

2. The main objective of the project is to enhance access to markets and sales for competitively selected farmers and fishers, as well as their allied aggregators and agro-processors, in Grenada and St. Vincent and the Grenadines. The project directly responds to the Bank's and the Government of Grenada's commitment to SDG # 1 (End poverty in all its forms everywhere) SDG #8 (Promote inclusive and sustainable economic growth, employment and decent work for all) and to increasing the competitiveness of smallholder farmers and building their resilience to climate variability.

3. The main beneficiaries of the proposed project include:

(a) Small-scale individual or organized farmers and fishers (FFs).

(b) Aggregators and agro-processors (AAs), including: (a) producer organizations (associations, cooperatives or similar formal organizations with legal standing); and (b) MSMEs, such as wholesalers, traders, lead farmers (with legal standing to act as aggregator), and industrial agro-processors.

(c) The respective ministries of agriculture, as well as their extension officers and staff, which will be strengthened by the Project.

4. The World Bank is committed to enhancing opportunities for grievance redress, collaborative problem solving, and alternative dispute resolution on the projects it supports. Grievance redress mechanisms (GRMs) is a tool for early identification, assessment, and resolution of complaints on projects. The World Bank Executive Board and senior management support more effective approaches to problem solving to help strengthen the Bank's performance and development outcomes. The World Bank's recommended approach is to strengthening grievance capacity in Bank-supported projects. The approach presents three interlinked steps: (i) a risk-based assessment of

¹ Here, the OECS refers to Antigua and Barbuda, Dominica, Grenada, St. Kitts and Nevis, Saint Lucia, and SVG.

potential grievances, disputes, or conflicts that may arise during project preparation and implementation; (ii) identification of the client's existing capacity for grievance redress; and (iii) an action plan that identifies priority areas for strengthening grievance capacity, or if necessary, establishing new mechanisms at the project level. The Government of Grenada also recognizes the GRM as an integral tool in the development process which promotes good governance, transparency, and increased effectiveness of public administration.

5. This GRM provides the residents of Grenada, an opportunity to voice complaints or concerns and to clarify and resolve misconceptions about the AGRICOM project activities. It provides a simple transparent and timely mechanism for concerned residents to voice their opinion or grievance related to the conduct of project activities.

3. PROJECT DESCRIPTION

3.1. Project Components

6. The scope of the proposed project is based on successful experiences with productive alliances (PA) in other operations supported by the World Bank in the region, adapted to the specific conditions of small island economies such as Grenada and SVG. As noted, the PA approach is intended to improve access to markets for Aggregators and Agro-processors (AAs) and small-size Farmers and Fishers (FFs), using the private sector as a vehicle to foster smallholder production in accordance to market demand in terms of quantity, quality, and timeliness. The main components, apply to both borrowing countries.

Component 1: Support for Preparation of Business Plans

7. The objective of this component is to:
- (a) promote an understanding of the Project's scope and objectives through outreach to potential stakeholders and beneficiaries (such as individual and organized FFs, AAs, buyers, and lenders);
 - (b) identify potential business opportunities for prioritized value chains and their translation into viable and profitable business proposals; and
 - (c) prepare full business plans for selected proposals.
 - (d) This component will finance the provision of goods, consulting and non-consulting services, training and operating costs in support of implementing pre-investment activities, including:
 - (e) development and implementation of a communication and information dissemination strategy to raise awareness of the Project and its activities;
 - (f) organization of networking events, including business roundtables and local workshops for supporting the formation of strategic alliances between aggregators and agro-processors ("AAs") and farmers and fishers ("FF"), buyers, and lenders;
 - (g) provision of Training to AAs, FFs and buyers to identify business opportunities and to translate them into viable business proposals;
 - (h) implementation of a country-wide call for interested parties to present business proposals;

- (i) evaluation of business proposals, and selection of those proposals to be developed into business plans;
- (j) provision of technical assistance for the preparation of sustainable and competitive business plans;
- (k) evaluation and selection of final business plans, and the preparation of Subproject Agreements for those selected plans; and
- (l) analysis of the qualifications of input suppliers eligible to participate in the voucher program under Component 2 of the Project.

Component 2: Implementation of Business Plans:

8. The objective of this component is to provide matching grants to co-finance the implementation of technically feasible, financially viable, economically profitable, socially responsible, and environmentally sustainable business plans, which, when implemented, will contribute to a consistent and timely supply of sufficient quantities of quality produce to buyers while providing a reliable income to allied FFs. The implementation of these Business Plans will make possible an increase in productivity and quality of the products, as well as reducing dependency on rainfall, thus increasing supply during peak season and reducing vulnerability to climatic factors.

9. In addition, Component 2 is expected to provide climate change co-benefits derived from: (a) adaptation, by promoting innovative resource management practices to increase resilience, expanding the use of crops and crop mixes/rotations less vulnerable to climate variability, and expanding the use of protected agriculture and drought/heat resistant varieties; and (b) mitigation, by promoting agricultural intensification using higher yielding varieties, carbon sequestration species and cropping patterns, improving irrigation measures and replacing traditional sources of energy .

10. This component will finance:

- (a) The implementation of a matching grant and voucher program, including the provision of:
 - I. training for capacity building to AAs receiving matching grants (such as in logistics, storage, marketing, agronomy, accounting, financial literacy, food processing, good manufacturing practices, packaging, labelling, traceability, quality control, food safety and hygiene, legal and environmental aspects) and FFs receiving vouchers (such as in good

- production practices, modern and improved technologies, climate-smart agriculture, post-harvest handling, and financial literacy); and
- II. support in supervising the implementation of the selected business plans, including assisting the PIUs to put in place a technical supervision and implementation support system, capable of following up the implementation of the Business Plans making sure they follow the approved Plans and detecting real or potential issues that could compromise the expected results of the Plans or their effectiveness.
- (b) Provision of matching grants to eligible AAs, and vouchers to eligible FFs, which are allied with the respective AAs, for the purpose of implementing the business plans selected under Component 1 of the Project, and co-financing investments under said plans, including:
- i. for the selected AAs: (A) equipment (transport, office, ICT tools/mobile applications, cold storage, product processing, and so on), infrastructure (such as storage/warehouse and cold chain facilities) and other related inputs, and (B) technical assistance and specialized Training related to their respective business plans; and
 - ii. for the selected FFs: (A) farming equipment, infrastructure and other related inputs (such as equipment for land preparation and harvesting, irrigation infrastructure (including rainwater harvesting structures and pressured irrigation, greenhouses, tunnels, hydroponics, aquaponics, and so on), and (B) fishing equipment, infrastructure and other related inputs (such as boats and fishing implements, logistics, temporary cold storage)
- (c) Provision of (i) technical assistance and Training on procurement to AAs receiving Matching Grants, and (ii) specialized Training, in relation to the implementation of the relevant business plans, to FFs receiving Vouchers.

Component 3: General Agricultural Services and Enabling Environment

11. The objective of this component is to strengthen general agricultural public services directly linked to the subprojects described in Component 2 and needed to enhance the probability of success. It will also support the strengthening of the overall enabling environment needed for the sustained development of the business enterprises with potential competitive advantages, locally and internationally.

12. The project will finance goods, works, consulting and non-consulting services, training and operating costs (travel, per diem, etc.) to help implement the key activities under the component. This component will contribute to generate climate change co-benefits in two main areas: (a) promotion and incorporation of techniques more resilient to climate variability into public extension services practices; and (b) mitigation, by conducting basic research as well as introduce new technologies that reduce Green House Gas (GHG) emissions in crop production and fisheries, as well as promoting the adoption of new systems increasing carbon sequestration .

13. The main activities under this component are to:
- a. improve the quality and availability of key inputs required for the adoption of more productive technology (such as quality seeds, seedlings, and planting materials) for products supported under Component 2 of the Project;
 - b. organize, and facilitate participation in, trade fairs and study tours;
 - c. strengthen agricultural public extension service providers' knowledge and skills to effectively (i) support the selected AAs and FFs to adopt technology for the efficient implementation of their business plans under Component 2 of the Project, and (ii) communicate and disseminate information broadly across the agricultural sector;
 - d. carrying out technical studies to competition improve competitiveness, including market studies, analysis of new potential value chains, enabling environment, reforms, agro-food logistics, and food safety requirements and quality standards (including legal framework) and related technical skills; and
 - e. carrying out improvements to public infrastructure that are required for the promotion of adequate internal distribution of produce, reduction of post-harvest losses, establishment of modern food safety mechanisms, as well as cold storage at key exit points for perishable agricultural exports (e.g., airports/port terminals).

Component 4: Project Management, Monitoring, and Evaluation

14. The objective of this component is to ensure effective project implementation, monitoring of activities and final project evaluation. The project will finance goods, consulting and non-consulting services, training and incremental operational costs to the PCU and the PIU for expenditures related to the project activities, including: (a) project coordination and management; (b) monitoring, evaluation, and impact assessment; (c)

fiduciary administration, accounting and financial/technical audits; (d) safeguards management; and (e) a citizens' engagement mechanism.

3.2. Principles Guidelines to Beneficiaries

Financing of business plans:

15. Each business plan will need co-financing from the AA (at least 20 percent of the AA investments for producer organizations and at least 50 percent for other private sector AAs). At least 10 percent of the AA costs of the subproject² will have to be allocated upfront in cash by the beneficiary. The rest of the counterpart financing of the business plan will have to be covered by the beneficiaries from their own funds or through resources provided by other lenders (banks, credit unions, development banks, private sector, etc.).

16. Proof of the availability of resources secured in advance from these sources will be a condition to start implementation of a subproject. Producer organizations with potential will be encouraged to participate as AA; however, to give them better opportunities to participate as AAs, they will not compete directly with other private sector AAs in the selection process. Weaker producer groups will participate as FFs in alliance with an AA, and they will receive TA in organizational and institutional strengthening to help them become an AA in the future.

Farmers and Fisherfolk (FF)

17. FF are small-scale agricultural, livestock or fisherfolk that meet Project eligibility criteria (See below) and that are able and willing to enter into an agreement with an aggregator or agro-processor to supply a particular product under a specified set of conditions (quality, quantity and delivery place and time). Participating FFs shall receive technical assistance support and a non-reimbursable grant to finance eligible investments under a business plan prepared in conjunction with an Aggregator or Agro-processor (see below). To be eligible to apply for financing under a subproject, each prospective

² The term "Subproject" means any activity and/or investment under a selected Business Plan to be implemented under component 2, and comprises all the investments required at the FF and AA levels as well as the TA needed to accompany these investments (including institutional strengthening) and to comply with the terms of the marketing agreement.

beneficiary FF must:

- (i) Participate in preparing the subproject proposal and be willing to sign the Subproject Agreement.
- (ii) Be registered with the Ministry of Agriculture and possess a valid farmer's ID from the ministry;
- (iii) Own agricultural land or fishing boats and related assets, or be in possession of a long-term lease (5 years or more), especially for assistance with crops.
- (iv) Can demonstrate to have cultivated or fished for the last three years.
- (v) Agree to work together with the extension officers and representatives from the project, and with the consultants appointed by the respective PCU/PIU, to identify the investments and inputs needed as well as the proper use and handling of the inputs.
- (vi) Be willing to exhibit his/her plot as a demonstration plot, if required.
- (vii) Be willing to provide information to the relevant parties for M&E as well as for impact assessment.
- (viii) Keep proper records of the whole farm enterprise.
- (ix) Be willing to give feedback about the benefits derived from the help received and lessons learned.
- (x) Agree not to use banned agro-chemicals on their farms and to adopt the best practices as recommended by the project.

Aggregators and Agro-processors (AA)

18. AA are local and legally established enterprises or producer organizations that procure, consolidate, store, pack, process and/or distribute, agricultural, livestock or fisheries products, and that are willing and able to enter into a partnership agreement with a group of eligible farmers and fisher-folk (FF) to procure from them a particular product under a specified set of conditions (quality, quantity and delivery). Participating AAs shall be supported with technical assistance to prepare and implement a business plan in conjunction with partnering FFs, and may request a non-reimbursable matching grant to cover a share of their related investments. AAs can be either: (a) producer organizations (associations, cooperatives or similar formal organizations with legal standing); or (b) SMEs, such as wholesalers, traders, lead farmers (with legal standing to act as aggregator), and agro-industrialists.

19. To be eligible for participating in the project AAs must meet the following eligibility criteria:

- (i) Be a registered business or producer association legally established, with taxes paid up to date or legally exempted from tax. Start-ups are also eligible.
- (ii) Comply with integrated pest management rules/regulations established by the project.
- (iii) Supply information on usage, storage, protection, disposal, and so on of pesticides and other agro-chemicals.
- (iv) Sign and adhere to the Subproject Agreement with the respective PCU and PIU.
- (v) Commit to work with a group of at least 10 FFs in the business plan.
- (vi) Agree with an investment amount not exceeding 50 percent of the total investment under the subproject (AA plus FFs).

4. GRIEVANCES REDRESS MECHANISM

4.1. *Definition and Introduction*

20. A **grievance redress mechanism** (GRM) refers to institutions, methods and processes by which a redressal to a grievance is sought and provided. Its design can be specific to a project or it can build on existing institutions and processes whether they are formal or informal. GRMs are designed to benefit both the project and the project affected persons (PAPs).

21. A *grievance* refers to an issue, concern, problem or claim, whether actual or perceived, that affects the physical, social and economic conditions of individuals and or communities in the project area of influence. They can occur at different stages of the project cycle. The project activity often determines the nature of the grievance.

22. Grievances can occur at various stages in the project cycle:

- **Inception** – complaints about the perceived impact (social, economic, environmental)
- **Implementation** – complaints about construction noise or dust, displacement or land acquisition, compensation
- **Close** – non-fulfillment of project activities

4.1.1. *Types of Grievances*

23. Different types of complaints can be filed depending on the specific issue or concern of the project beneficiaries.

24. These may include and not limited to:

- Land acquisition
- Temporary Access
- Disruption of service
- Lack of information

4.1.2. *Responsibility for Grievances*

25. The main actors for managing the grievance process are as follows:
- (a) Project Coordinator: Overall in charge of the project. The Project Coordinator will receive all complaint, the aggrieved will be provided with a registration number and the timeframe the social specialist will contact the aggrieved.
 - (b) Safeguards Team: A team comprising of social, environment and technical officers (SET Team) to provide communication and consultation to all beneficiaries.
 - (c) Project Steering Committee:
 - (d) Grievance Redress Committee: To facilitate all appeal

4.2. *Grievance Redress Process*

26. Grievances may be made orally or in written form. The public, especially persons living in the project area of influence, must be informed about the project activities, as well as where they can lodge their concerns, who will be responsible and the timeframe of the response.

27. The GRM covers the four key processes of notification, receipt, redress, and prevention.

4.2.1. *Notification*

28. The project coordinator shall ensure that notification about the GRM is place on the project sign board.

29. After the final demarcation of a project site, a signpost would be erected to notify the public about the project. Information on where to direct all grievances will provided in the format shown in Box1.

All grievances relating to the development of this project are to be directed to:
The Project Coordinator
OECs Regional Agriculture Competitiveness AGRICOM Project
Ministry of Agriculture and Lands
Ministerial Complex
Eric Gairy Botanical Gardens,
St. George's
Grenada
Telephone: 1-473-440- 2708 Ext 62631
Email – agricom@gov.gd

30. Notification about the project development should be also be provided-

Box 1: **Grievance Notification Directions**

- a) On radio via the Public Service Information Service.
- b) Flyer distribution in the project area
- c) Newspaper
- d) All possible public media

31. The Notification to the Public on how to submit grievance should include the information contained in Box 2.

What information is needed?

- Identify the project
- Identify who you are (provide contact information)
- State how the project activity affects you or your community
- Suggestion how it can be resolved

Box 2: Information for public notification

4.2.2. Receipt of Grievances

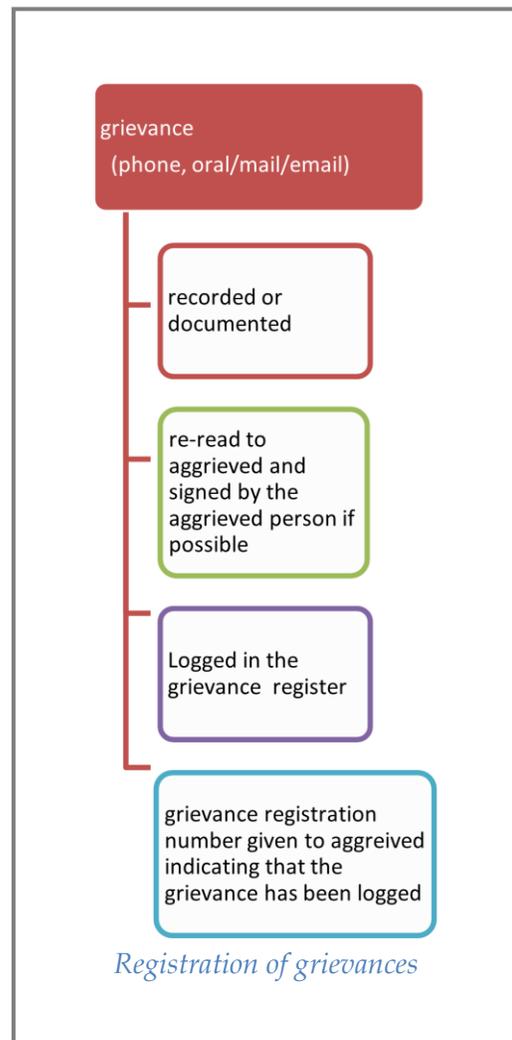
32. The areas covered under this sub-component are: (a) Information on receipt; (b) Communications to complainant; and (c) Criteria for classification.

Information on receipt:

33. All grievance representations received under the project, (via, telephone, mail, e-mail, in-person or through a third party) should be recorded on a grievance registration form (Annex 1). The grievance registration form, should be dated by the project coordinator and given a registration number. That number must be logged in the grievance register (Annex 2).

34. If the grievance registration form is not available, the following key information should be noted:

- The project name;
- The name of the affected person;
- Contact information of affected person;



- How the project activity affects you or the community

Communications to Complainant

35. A registration number should be given to the aggrieved, indicating receipt of Grievance.

36. At the time of acknowledgement, the project coordinator must inform the aggrieved/complainant of the: name, designation, office and telephone number of the official from the Safeguard who is processing the complaint; as well as, an indicative timeframe within which an official will contact the aggrieved³.

37. If the grievance is not redressed within the expected time, the aggrieved should be provided with the following information by the person responsible for receiving the manual/postal grievances: (a) information on reasons for delay; (b) updated expected time of redress; and (c) if not updated addressed within the expected time, action to be taken by the aggrieved.

38. At the time of final redress, the aggrieved will be provided with the following information by the office responsible for the redress of grievances: (a) actions taken for redress; and (b) if not satisfied with the grievance action, avenues for pursuing the matter further.

4.2.3. Redress of Grievance

39. Key considerations in addressing grievances are: (a) the time for redress; and (b) level of responsibility for redress.

Time Norms for Redress

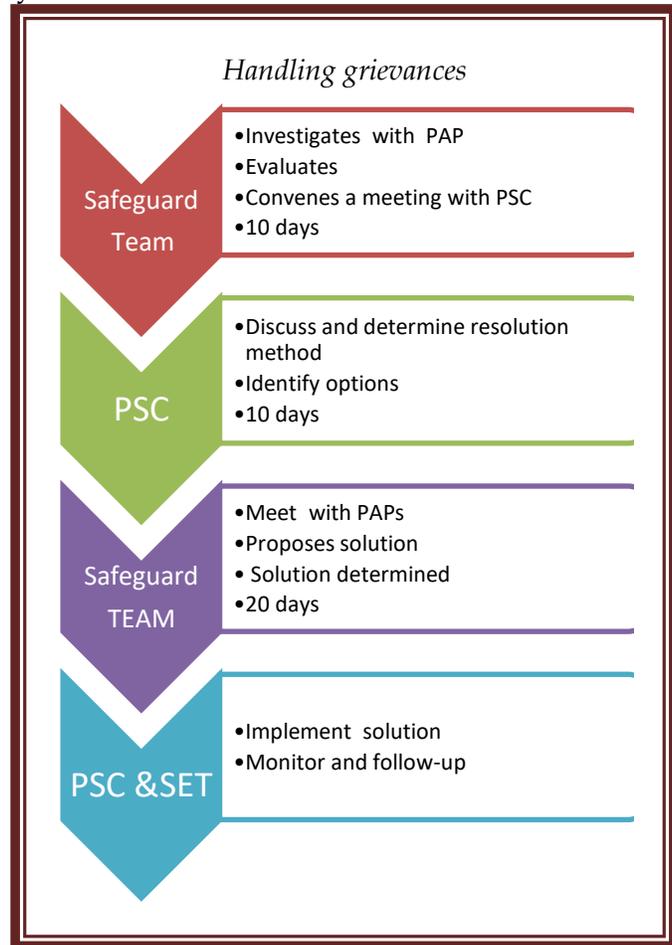
40. The following norms should be followed:

- (i) No grievance is to be rejected without having been independently examined by the safeguard team, issued a reason and a reply.
- (ii) All grievances irrespective of the medium of receipt will be transferred to the grievance registration form and be assigned a number

³ The assigned safeguard personnel should contact the aggrieved.

(iii) The Safeguard team (SET) will investigate and evaluate the claim within ten (10) business days of receipt. The SET team must contact the aggrieved person at the end of the 10 days.

(iv) If grievance is beyond the scope of the SET, then the team will meet with the technical stakeholders along with the other relevant Ministries (e.g. Chief Surveyor - land Acquisition issues). The appropriate personnel would ascertain the period (not exceeding Thirty (30) business days) necessary for the Project Steering Committee to address the grievance and notification must be given to the aggrieved person regarding the status of grievance within thirty (30) business days.



(v) If the aggrieved person does not receive a response or is not satisfied with the outcome within the agreed time, he/she can lodge his/her grievance directly to the Grievance Redress Committee (GRC).

(vi) All grievances concerning non-fulfilment of contracts, levels of compensation, or seizure of assets without compensation shall be made in writing, and addressed to the GRC. Copies of the complaint shall be sent to the Project Coordinator. The GRC shall issue a response within 30 business days following communication from the aggrieved.

- (vii) Grievances that cannot be resolved by the Grievance Redress Committee shall be submitted to the Hon. Attorney General and to the executing agencies. Should grievances remain unresolved at this level, they can be referred to the Court of Law.
- (viii) The Safeguard team should monitor and follow up these grievances to enable timely attention.

Institutional Arrangements

41. Public grievances (outside the project environment) are received by the Attorney General Office on behalf of the Government of Grenada.

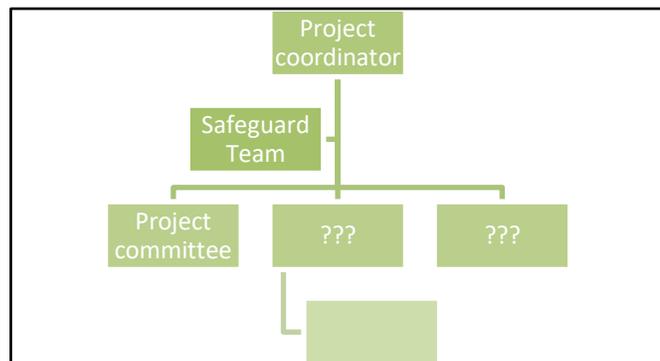
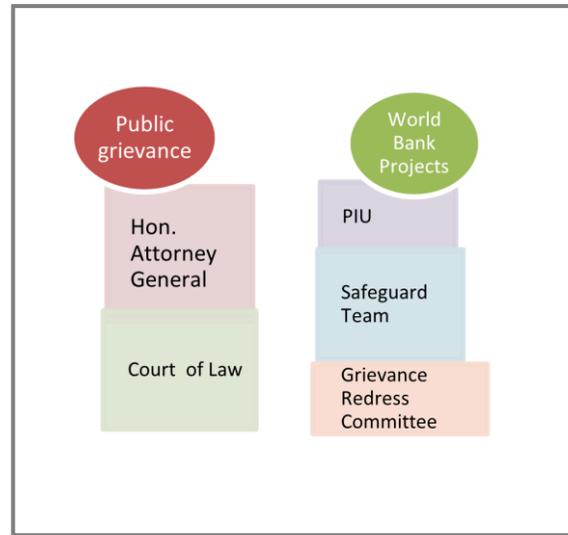
42. During the life cycle of the OECS Agriculture Competitiveness projects where safeguards are monitored by the PIU, the assigned Project Coordinator will receive, and log all grievances. Grievances will then be transferred to the Safeguards team (SET) for investigation

43. If grievance is outside the scope of the SET, then the SET will address the matter to the Grievance Redress Committee (GRC), to evaluate and resolves the complaint.

44. If grievance remain unresolved then the matter will be directed to the Attorney General Officer.

45. The PIU will continuously monitor all possible expropriation/ reports and discuss outcomes in the Project Steering Committee (PSC) meetings.

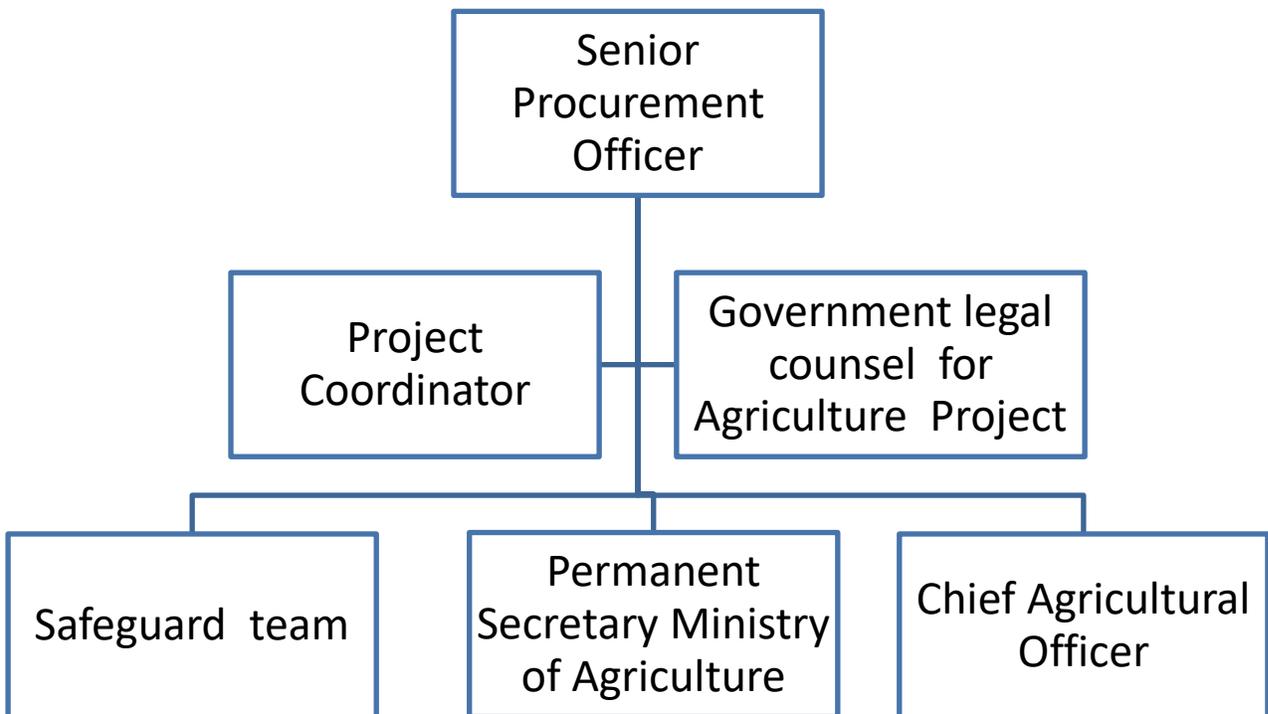
46. The diagram shows the institutional arrangement for the implementation of the OECS Agriculture Competitiveness Project.



4.3. *The Grievances Redress Committee*

47. The Grievance Redress committee would be headed by the Senior Procurement Officer, Ministry of Finance. The other members of the Redress Committee include: The Project Coordinator, Government technical team, the Permanent Secretary Ministry of Agriculture, Chief Agricultural Officer, Chief Fisheries Officer, Government Legal counsel for Agriculture Project, Safeguard team. Other relevant officers may co-opt depending on the nature of the grievance being reviewed.

Figure 1: Composition of Grievance Redress Committee



4.3.1. Roles OF MEMBERS OF GRC

48. The role of the members of the GRC is outlined below:

Senior Procurement
Officer

Responsible for the overall decision of the committee

Legal counsel

Provide guidance as it relates to the Law of the Country and the Rights of the Citizens

Project Coordinator

Provide information regarding the project activity affecting the PAP

PS/Ministry of
Agriculture

Provide status information and clarification regarding project activity affecting the PAP

Safeguard Team

Liaison for the PAP , represent the Best interest of the PAP , ensure World Bank Guidelines are followed. provides explanation for compensation to the PAP, monitor results

Technical Officer

Provides guidance regarding best options to minimize adverse effects from the project.

4.3.2. *Review and monitoring of Grievance Redress Mechanism*

49. The safeguard team should ensure meaningful review of the performance of grievance redress process of the project. The Project Coordinator should ensure that all grievances are addressed within one month.

4.3.3. *Best practices:*

- The better method to redress a grievance is not to allow the grievance to arise in the first instance:
- When project sites have been identified a consultation and information session will be scheduled with residents to discuss the nature of the project and to note and address any concerns on the project development.
- Identify areas susceptible to grievance generation and identify possible opportunities or alternatives. Recommendations should be made and discussed with Project Coordinator [*where necessary discussion with Project Steering Committee*], if the grievance cannot be avoided, then compensation or alternate options should be communicated to the potential aggrieved individual.
- On the determination of the project site, screening should be conducted for boundaries, agriculture produce, and other assets which may be affected by the project. When identified, discussions should be undertaken with Project Coordinator [*where necessary discussion with Project Steering Committee*], to minimize grievance.
- Address every grievance in a fair, objective and just manner.
- Properly document and track grievances (number received; number resolved)
- Develop and issue informative materials including booklets/pamphlets about the /services available to the public indicating the procedure and manner in which the grievances can be availed and the right authority to be contacted for service.
- At the end of all projects, the project coordinator should meet with the SET to ensure that all grievances and compensation are resolved.

5. DIRECT COMPLAINTS TO THE WORLD BANK

50. The World Bank Grievance Redress Service (GRS) also provides a mechanism through which project affected people and communities may raise their concerns directly with the Bank's management when they believe that a bank funded project has caused, or will cause them harm.
51. The GRS complaint form can be accessed directly from the World Bank's website using [the link http://pubdocs.worldbank.org/pubdocs/publicdoc/2015/3/743201426857500569/GRScomplaint-formMarch2015.docx](http://pubdocs.worldbank.org/pubdocs/publicdoc/2015/3/743201426857500569/GRScomplaint-formMarch2015.docx).
52. A copy of the complaint form is attached as Annex 2.
53. Complaints are processed by the Bank if they meet the following criteria:
- (a) The complaint relates to an active World Bank-supported project (IBRD or IDA)
 - (b) The complaint is filed by individuals and/or communities, or their representative, who believe that they are or may be directly and adversely affected by the project.
 - (c) Procurement related complaints received by the GRS will be forwarded to the appropriate Bank Staff and processed in line with the "World Bank Procurement Regulations for IPF Borrowers".
54. The GRS cannot address the following matters:
- (a) Awarding of damages or provision of direct compensation
 - (b) Issues not related to World Bank-supported projects
 - (c) Matters already considered by the GRS unless the complainants have new evidence previously not available to them
 - (d) Issues pertaining to a Bank-supported project that is closed
 - (e) Complaints related to the adequacy or suitability of a Bank policy or procedure
 - (f) Issues related to Bank personnel matters

(g) Allegations of fraud or corruption in Bank-supported projects. For complaints involving fraud or corruption, please contact the World Bank Office of Institutional Integrity (INT).

ANNEX 1: GRIEVANCE REGISTRATION FORM

Grievance No:000000

DATE:

GRIEVANCE REGISTRATION FORM

Please use capital:

Contact No: _____ -

Name (of aggrieved/Complainant): _____

Address: _____

Name of Project Site: _____ -

As per the OECS Regional Agriculture Competitiveness Project, Grievance Redress Mechanism, I register my grievance as detailed:

“Details of Grievance”

(a) Outline reasons why and how you are affected by the project. (use overleaf if necessary)

(b) If land or other properties are being affected e.g. (crops), include copies of relevant documentations you have to support your claim.

List documents: attach copies

- | | |
|-----|-----|
| (a) | (b) |
| (c) | (d) |

Undertaking: I hereby certify that statements made in my Grievance and documentation enclosed are true and complete to the best of my knowledge. If at any time any part of the Grievance or the documentation is found to be false, I will be liable for any legal action that the Government of Grenada may deem necessary.

Date: _____ (Signature of aggrieved person) _____

Name of recording Officer: _____ (Signature) _____

(Please print)

ANNEX 2: GRIEVANCE REGISTER

NOTES

Complainants should be provided with acknowledgement of grievance within 7 to 10 days from the date of receipt (the social specialist should insert the number of days that the project has allocated for acknowledgement of grievance, which should vary from 2-7 days. For simple issues, complaints /queries should be responded to within this allocated number of days).

Expected time of redress should be entered in this register.

Records of Grievances should always be entered in the GR Register and updated as needed, until the grievance is settled.

Grievances should normally be settled within 4 weeks of initial receipt. If not, reasons for delay should be communicated to the complainant and entered in the Register. (The social specialist should insert the number of weeks allocated for settling grievances under the project, which should vary from 2 weeks to one month. The same approach as detailed above in Note 1 should be followed

Grievance Details

Claim Number	Name of sub project Site	Date Complaint Received	Name & Contact Information of Person Making Complaint	Date of Acknowledgement of Receipt of Complaint (Issue involve) (informing complainant of response time) / Response to Complaint for Simple Issues	Actions Taken to Resolve Complaint	How Complaint Resolved	Date Complaint Resolved	If Not Resolved, Date Sent for Appeal	Status of Appeal	Date Resolved	

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ANNEX 3: WORLD BANK GREVIANCE REDRESS SERVICE

COMPLAINT FORM

WORLD BANK GRIEVANCE REDRESS SERVICE (GRS)

This form can be filled out by clicking or tapping where indicated, then typing to enter the requested information. When completed, you may print and sign, or you may upload a photo of your signature (instructions provided below) and e-mail the completed form.

1. Complainant's Information *(This information must be provided. The identity of complainants will be kept confidential if they request so. Anonymous complaints will not be accepted.)*

Names and Titles: [Click or tap here to enter text.](#)
(Dr., Mr., Ms., Mrs. *Please check one or*)

Positions/Organizations *(If any)* [Click or tap here to enter text.](#)

Addresses: [Click or tap here to enter text.](#)

Contact numbers: [Click or tap here to enter text.](#)

E-mail addresses: [Click or tap here to enter text.](#)

Please indicate how you prefer to be contacted (e-mail, mobile, etc.): [Click or tap here to enter text.](#)

Do you request that identity be kept confidential? *Check Yes or No below*

Yes No

2. Information on Authorized Representative *(If any). (If Authorized Representatives are not complainants themselves, their names will be disclosed as needed, in order to ensure transparency).*

Names and Titles [Click or tap here to enter text.](#)

Positions/Organizations *(If any)* [Click or tap here to enter text.](#)

Addresses [Click or tap here to enter text.](#)

Contact numbers [Click or tap here to enter text.](#)

E-mail addresses [Click or tap here to enter text.](#)

3. Project Information

Project name (and project number if known) [Click or tap here to enter text.](#)

Project location (Country, Province, City, etc.) [Click or tap here to enter text.](#)

4. The Complaint

(a) What harm do you believe the World Bank-financed project caused or is likely to cause to you?

[Click or tap here to enter text.](#)

(b) Why do you believe that the alleged harm results directly from the World Bank-financed project?

Click or tap here to enter text.

(c) Please include any other information that you consider relevant.

Click or tap here to enter text.

5. Previous Efforts to Resolve the Complaint

(a) Have you raised your complaint with the grievance mechanism of the project or the grievance mechanism of the project implementing agency?

Yes, If YES, please provide the following:

- When, how and with whom the issues were raised.

Click or tap here to enter text.

- Please describe any response received from and/or any actions taken by the project level grievance mechanism. Please also explain why the response or actions taken are not satisfactory.

Click or tap here to enter text.

No If NO, why not?

Click or tap here to enter text.

(b) How do you wish to see the complaint resolved?

Click or tap here to enter text.

(c) Do you have any other matters or facts (including supporting documents) that you would like to share?

Click or tap here to enter text.

Signature of Complainant (if an Authorized Representative is submitting the complaint and has a separate letter providing authorization that has been signed by the Complainant, the Complainant is not required to sign below): *You may print the form and sign it. Alternatively, you may click in the box below and add a photo of your signature if you prefer.*



Signature of Authorized Representative: *You may print the form and sign it. Alternatively, you may click in the box below and add a photo of your signature if you prefer.*



Date:

Click or tap to add date or select from drop down list.

Name of the person who completed this form if different from Complainant and/or Authorized Representative:

Click or tap here to enter text.

Please send the complaint to:
The World Bank
Grievance Redress Service (GRS)
MSN MC 10-1018
1818 H St NW
Washington, DC 20433, USA
Email: grievances@worldbank.org

Fax: +1 – 202 – 614 – 7313

Complaints may be submitted by mail, fax, e-mail, or hand delivery to the World Bank headquarters or any World Bank country office.

ANNEX 4: Contractual Arrangement

MEMORANDUM OF UNDERSTANDING FOR THE TEMPORARY USE OF LAND OR OTHER FACILITIES DURING PROJECT CONSTRUCTION

The following agreement has been made on..... day of..... between.....resident of(the Owner) and _____ (the Recipient).

1. That the Owner holds the transferable right of acres/square feet of land/structure/asset in.....
2. That the Owner testifies that the land/structure is free of squatters or encroachers and not subject to other claims.
3. That the Owner hereby grants to the Recipient this asset for the construction and development offor the benefit of the villagers and the public at large.
(Either, in case of donation:)
4. That the Owner will not claim any compensation against the grant of this asset.
(Or, in case of compensation:)

5. That the Owner will receive compensation against the grant of this asset as per the attached Schedule.
6. That the Recipient agrees to accept this grant of asset for the purposes mentioned.
7. That the Recipient shall construct and develop the.....and take all possible precautions to avoid damage to adjacent land/structure/other assets.
8. That both the parties agree that the.....so constructed/developed shall be public premises.
9. That the provisions of this agreement will come into force from the date of signing of this agreement.

Signature of the Owner

Signature of the Recipient

Witnesses:

1. _____

2. _____

(Signature, name and address)

6. REFERENCE

World Bank (2008). A Guide to Designing and Implementing Grievance Mechanisms for Development Projects, Washington, D.C.

International Finance Corporation (2009) Good Practice Note Addressing Grievances from Project – Affected Communities: Guidance for projects and companies on designing grievance mechanisms. World Bank Washington DC