

# **Grievance Redress Mechanism**

## **Strengthening Risk Information for Disaster Resilience in Bhutan**

## **Project Background**

The Project Development Objective (PDO) is to enhance Bhutan's capacity for risk-informed decision making and development planning in targeted sectors. The project of a US\$3.5 million recipient-executed grant consists of the following components:

- Component A. Development and Piloting of a Multi-hazard Risk Decision Support System
- Component B. Strengthening Hydromet and Agromet Services Delivery
- Component C. Professionalization of Construction Industry for Green and Resilient Infrastructure Development

## **Project Grievance Redress Mechanism**

The Environmental and Social Commitment Plan for the project requires the establishment of an efficient and transparent Grievance Redress Mechanism (GRM). The main objective of a GRM is to assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. It provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions.

To address the potential negative impacts of the activities of the Project to the communities and the environment, it is particularly important to constitute the GRM for addressing any grievances arising from the implementation of project activities. Specifically, the GRM will aim to achieve the following objectives:

- Provide affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings.

For the project, the GRM will be operated in two tiers maintaining key principles of transparency, impartiality, and objectivity:

### **1. Tier one –Implementing Agency level Grievance Redress Committee**

This level will be for the implementing agency with the following Committee members;

- a. Chairperson: Head of the Agency.
- b. Member Secretary: Project Focal of the Implementing Agency.
- c. PAP (Project Affected Party): Representative from the Local Government of the affected community as member.

The roles and functions of the tier one will be as follows:

1. Review complaints received from the affected party.
2. Inspect specific issues at the field and conduct consultations with affected parties.
3. Prepare bi-weekly report to PMU with actions taken and issues for further attention from non-judicial body that acts independently, impartially and objectively in evaluating the process.
4. Expect to resolve issues quickly and transparently out of courts in order to facilitate activities to move forward project.

5. Respond to grievances brought to their notice by the general public and affected parties.
6. Include information on the date of receipt of grievance, type of grievance and resolution and the date of resolution.
7. GRM will be monitored regularly and feedback provided to PMU.
8. Submit regular progress reports on the number of grievances received and resolved by different participating institutions as part of the overall safeguards (Social & Environmental) monitoring to PSC.

If relevant party/s are satisfied no next step is required. If not, dissatisfied party can submit their grievance to the next level, i.e the Project level Grievance Redress Mechanism.

## **2. Tier two – Project Level Grievance Redress Mechanism**

This level will be for the Project level with the following members as the Grievance Redress Committee Members:

- a. Chairperson: Head of Agency, Department of Disaster Management
- b. Member: Project Focal DDM
- c. Member: Project Focal of the Disputed Agency
- d. Member: Representative from the National Environment Commission
- e. Member Secretary: Project Coordinator
- f. Member: Representative of the affected community or family

The roles and functions of the tier two will be as follows:

1. Review the grievance submitted by the affected community or family and look into the actions taken at the Implementing Agency level.
2. Take the decisions after reviewing the grievance and issue the minutes.
3. Ensure that complaints received are promptly reviewed in order to address project-related concerns.
4. Determine whether harm occurred, or could occur, as a result of World Bank non-compliance with its policies and procedures.
5. Determine whether harm occurred, or could occur, as a result of the project activity is true or not true. If found true the committee will inform the World Bank for further action.

## **Operational guidelines for GRM**

### **1. How to File a Complaint (Request for Inspection):**

- Complaints should be accepted in formal written “Request for Inspection”. The panel (members of Tier one and two) will not investigate unless it receives a formal, written Request for Inspection.
- Walk-ins during office hours should also be permitted and encouraged and a complaint form should be provided. A dedicated email address for complaints or suggestions should also be created and made aware to the communities in the project areas.
- All GRM focal persons should be required to register all incoming complaints related to the project.
- To enable smooth and efficient reporting, all complaints should be digitally registered (and not only in a handwritten complaint register).

**2. Who Can File-**The Panel will review complaints from the following:

- Any group of two or more people in the country where the Bank-financed project is located and who believe that, as a result of the Bank's violation of its policies and procedures the communities are affected in the project areas.
- They may be an organization, association, society or other group of individuals.
- A duly appointed local representative acting on explicit instructions as the agent of adversely affected peoples. In exceptional cases, a foreign representative acting as the agent of adversely affected peoples.

**Requirements**

The Requesters need to show in writing that:

- They live in the project area (or represent people who do).
- They have been or are likely to be adversely affected by project activities.
- They believe that they may suffer actual or future harm resulting from a failure by the Bank to comply with its policies and procedures.

**Format.**

- Requests should be submitted in writing in any language, and no specific form or format is required.
- The Request should be dated and signed by the Requesters or their representative, and may be submitted via mail or electronically, with any supporting documentation. Requesters may ask for confidentiality in the handling of the Request.

**3. Registering complaints**

- All GRM focal persons should be required to register all incoming complaints related to the project.
- To enable smooth and efficient reporting, all complaints should be digitally registered (and not only in a handwritten complaint register).

## GRM Contact Information

To raise any project related grievances the following contract details can be used. However, any stakeholder can place any grievances to project and local level GRCs.

Description	Contact Details
Client	Department of Disaster Management
Address	Thimphu, Bhutan
E-mail	chhimid@ddm.gov.bt
Website	www.ddm.gov.bt
Telephone	+975-2-322904

## WORLD BANK GRIEVANCE REDRESS SERVICE

Communities and individuals who believe that they are adversely affected by a World Bank supported project may submit complaints to the project-level GRM or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. Information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS) can be found at [http://www.worldbank.org/en/projects\\_operations/products-and-services/grievance-redress-service](http://www.worldbank.org/en/projects_operations/products-and-services/grievance-redress-service). Information on how to submit complaints to the World Bank Inspection Panel, visit [www.inspectionpanel.org](http://www.inspectionpanel.org)

A complaint can be submitted to the Bank GRS through the following channels:

1. By email: [grievances@worldbank.org](mailto:grievances@worldbank.org)
  2. By fax: +1.202.614.7313
  3. By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
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**5. Feedback of the Project Representatives and their contact details**

**D . Comments and recommendation of the Grievance Redress Committee**

**After observation and one to one meeting of the PAP and Project Implementation and Public and Private sector relevant authorities**

**4. Solved in Level one due to :**

**It is recobble linking with local level authorities with Project implementation team with agreed safeguard tools & mitigation action with of Social and Environment safeguard authorities guidance with PAP .**

**5. Not able to solve with our capacity need guidance and support from second level Grievances committee.**

**Here by**

**PAP Comments**

**Accept the Site level committee decision /Not Agreed**

<b>Name of the PAP</b>	<b>Contact Detail</b>	<b>Signature</b>
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**1.Site level graveness Committee**

<b>Name</b>	<b>Position &amp; Contact Detail</b>	<b>Signature</b>
1.-----	-----	-----
2.-----	-----	-----
3.-----	-----	-----

**4. Processing complaints**

- The M&E officer at the project will gather all relevant information, conduct field visits as necessary, and communicate with all relevant stakeholders as part of the complaint investigation process.
- **Proposed GRM Time Frame:**
  - Receive and register grievance: within 24 hours
  - Acknowledge of complaints: within 72 hours
  - Assess grievance: within 24 hours

- Assign responsibility to relevant authority: within 2 working days. Grievances that cannot be resolved by grievance receiving authorities/office at their level should be referred to a higher level for verification and further investigation.
- Investigation: within 10 days from complaint receipt. If further investigation is required, the complainant will be informed accordingly and a final response will be provided after an additional period of 10 working days.
- Communicate response to complainant: within 24 hours after the completion of the complaint investigation.

## **5. Informing the complainant**

- a. Complainants shall be informed regarding the outcome of their complaint within 24 hours after the completion of the investigation.
- b. Response to the complaint shall be sent via using the same mode of communication that was employed by the complainant (phone, email, mail). In all cases of non-anonymous complaints, written responses should also be provided to complainants via email or regular mail.

## **6. Enabling appeals**

- a. In the event that the parties are unsatisfied with the response provided by the GRM, he/she will be able to submit an appeal to the second tier within 10 days from the date of decision.
- b. Upon receipt of the grievance appeal, second tier shall refer the grievances to a committee.
- c. They shall verify and investigate, if necessary, the grievance and render its decision within 15 working days.
- d. In the event that the parties are unsatisfied with the decision of the appeal committee, a grievances can be submitted to a Court of Law for further adjudication.

## **7. Monitoring the GRM operation**

- a. **PMU will monitor the GRM on monthly basis.**