

SDIP - Grievance Redress Mechanism

Grievance Redress Mechanism

The GRM shall be responsible for receiving and responding to grievances and comments of the following four groups:

- A person/legal entity directly affected by the project, potential beneficiaries of the Project;
- A person/legal entity directly affected by the project through land acquisition and resettlement;
- Stakeholders - people with interest in the project; and
- Residents/communities interested in and/or affected by project activities.

Project Implementation Team (PIT) and the Local Governments respectively are responsible for establishing functioning GRM and informing stakeholders about the GRM role and function, the contact persons and the procedures to submit a complaint in the affected areas. Information on the GRM will be available:

- on the websites of the FMoAWMF (www.fmpvs.gov.ba);
- on the notice boards and websites of Local Governments;
- through social media campaigns;
- through leaflet on GRM process

a. Raising Grievances

The grievance procedure shall be designed to be accessible, effective, easy, understandable and without costs to the complainant. Any grievance can be brought to the attention of the GRM personally or by telephone or in writing by filling in the grievance form by phone, e-mail, post, fax or personal delivery to the addresses/numbers to be determined. All grievances can be filled anonymously. The access points and details on local entry points shall be publicized and shall be part of the awareness building once locations of the sub-projects are known. A sample grievance form is provided in Annex I of this document.

See Annex I - Sample Grievance Form

b. Grievances Administration

Any grievance shall follow the path of the following mandatory steps: receive, assess and assign, acknowledge, investigate, respond, follow up and close out.

Once logged, the GRM shall conduct a rapid assessment to verify the nature of grievances and determine on the severity. Within 3 days from logging it will acknowledge that the case is registered and provide the grievant with the basic next step information. It will then investigate by trying to understand the issue from the perspective of the complainant and understand what action he/she requires. The GRM will investigate the facts and circumstances and articulate an answer. The final agreement should be issued and grievant be informed about the final decision not later than 30 days after the logging of the grievance. Closing out the grievance occurs after the implementation of the resolution has been verified. Even when an agreement is not reached, or the grievance was rejected, the results will be documented, actions and effort put into the resolution. If the grievance could not

be resolved in amicable endeavor, the grievant can resort to the formal judicial procedures, as made available under the FBiH legal framework. Logging a grievance with the GRM does not preclude or prevent seeking resolution from an official authority, judicial or other at any time (including during the grievance process) provided by the BiH legal framework.

In case of anonymous grievance, after acknowledgment of the grievance within 3 days from logging, the GRM will investigate the grievance and within 30 days from logging the grievance, issue the final decision that will be disclosed on the PIU website.

The GRM shall keep a grievance register log, which will include grievances received through all admission channels, containing all necessary elements to disaggregate the grievance by gender of the person logging it as well as by type of grievance. However, the personal data of each grievant shall be protected under the Law on Personal Data Protection. Each grievance will be recorded in the register with the following information at minimum:

- description of grievance,
- date of receipt acknowledgement returned to the complainant,
- description of actions taken (investigation, corrective measures),
- date of resolution / provision of feedback to the complainant,
- verification of implementation, and
- closure.

To avoid multiple Grievances by the same person on the same subject, simply because different admission channels exist, the LGRC and the CGRC shall weekly exchange information on grievances received and compare the Grievance logs. The grievance register log at the level of the LGRC will contain notes on all submissions received through the local admission channel. The centralized log at the level of the CGRC will contain notes on potentially duplicated submissions. Multiple submissions, on same events, by same grievant shall be resolved by one decision, which will be stated and the grievant appropriately informed.

In case a grievance cannot be resolved in manner satisfactory to the complainant he/she has the right for an appeal. In such cases the resolution of the grievance will be reviewed by a commission at the level of MoAWMF. This will serve as second tier grievance level. The commission will consist of three appointed members that are not directly involved in Project implementation. The commission will acknowledge the receipt of the appeal within 3 days and issue the final decision within 5 days of the receipt of the appeal. The decision of the commission will entail a detailed explanation of the grievance resolution process as well as the explanation of the final decision and guidance on how to proceed if the outcome is still not satisfactory for the complainant.

c. Grievance and Beneficiary Feedback Reporting

The role of the GRM, in addition to addressing grievances, shall be to keep and store comments/grievances received and keep the Central grievance log administered by the PIT. In order to allow full knowledge of this tool and its results, quarterly updates from the GRM shall be available on the website of the MoAWMF. The updates shall be disaggregated by gender, type of grievances /complaints and updated regularly.

d. Grievance Log

PIT will maintain centralized grievance log to ensure that each complaint has an individual reference number and is appropriately tracked and recorded actions are completed. When receiving feedback, including grievances, the following is defined:

- Type,
- Category,
- Deadline for resolving the appeal, and
- Agreed action plan.

Each complaint should be assigned with an individual reference number and is appropriately tracked and recorded actions are completed. The log should contain the following information:

- Name of the grievant, location and details of the grievance,
- Date of submission,
- Date when the Grievance Log was uploaded onto the project database,
- Details of corrective action proposed,
- Date when the proposed corrective action was sent to the complainant (if appropriate),
- Date when the grievance was closed out,
- Date when the response was sent to the grievant.

e. Grievance Admission Channels

Any grievance can be brought to the attention of the GRM by filling the grievance form in hard copy or on-line, or in any other format as chosen by the grievant. Any type of grievance can be submitted by mail, fax, phone, e-mail or in person using the below access details:

Attention: PIT, Grievance Mechanism

Address: Str. Butmirska cesta 40/II, Ilidža-Sarajevo

E-mail: info@piusum.ba

<http://www.fmpvs.gov.ba>

This avenue will be used until the above GRM are established. Approaches to the details of each LGRC will be known at later stages, and distributed. Information on these details will be part of the Engagement Strategy and will be published according to the information disclosure procedure.

f. Monitoring and Reporting on Grievances

The CGRC will be responsible for:

- Collecting data from LGRC serving as local admission points on the number, substance and status of complaints and uploading them into the single regional database;
- Maintaining the grievance logs on the complaints received at the regional and local level;

- Monitoring outstanding issues and proposing measures to resolve them;
- Disclosing quarterly reports on GRM mechanisms.
- Summarizing and analyzing the qualitative data received from the local Grievance Admission points on the number, substance and status of complaints and uploading them into the single project database;
- Monitoring outstanding issues and proposing measures to resolve them.

The quarterly monitoring reports to the WB shall be submitted through the PIT, which shall include a section related to GRM which provides updated information on the following:

- Status of GRM implementation (procedures, training, public awareness campaigns, budgeting etc.);
- Qualitative data on number of received grievances (applications, suggestions, complaints, requests, positive feedback) and number of resolved grievances;
- Quantitative data on the type of grievances and responses, issues provided and grievances that remain unresolved;
- Level of satisfaction by the measures (response) taken;
- Any corrective measures taken.

g. WB Grievance Redress System

Communities and individuals who believe that they are adversely affected by a WB supported project may submit complaints to existing project-level grievance redress mechanisms 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 WB's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the WB's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the WB Inspection Panel, please visit www.inspectionpanel.org.

See Annex II - Grievance Redress Mechanism – Flow Chart

ANNEX I - SAMPLE GRIEVANCE FORM

Reference number:

Full name (optional):

☐

I wish to remain anonymous

Gender

☐

Male

☐

Female

☐

Do not wish to disclose

Contact information (optional)

Please mark how you wish to be contacted (mail, telephone, e-mail).

☐

By post: Please provide mailing address:

☐

By telephone: _____

☐

By e-mail: _____

☐

On website

Preferred language of communication

☐

Bosnian / Serbian / Croatian

☐

English (if possible)

☐

Other _____

Description of incident for grievance:

/What happened? Where did it happen? Who did it happen to? What is the result of the problem? /

Date of incident / grievance

☐

One-time incident/grievance (date _____)

☐

Happened more than once (how many times? _____)

☐

On-going (currently experiencing problem)

What would you like to see happen?

Signature: _____

Date: _____

Please return this form to:

Attention: PIT, Grievance Mechanism

Address: Str. Butmirska cesta 40/II, Ilidža-Sarajevo

E-mail: info@piusum.ba

<http://www.fmpvs.gov.ba>

Annex II - Grievance Redress Mechanism – GRM Flow Chart

Grievance Redress Mechanism (GRM) – Flow Chart

