



## **Gender-responsive Coastal Adaptation (GCA)**

### **Grievance Redress Mechanism (GRM) for Overall GCA Project** **(a practicable, transparent, independent and robust field guide for the field staffs)**

#### **1. Need for Grievance Redress Mechanism (GRM)**

During implementation phases of any project, a person or group of people can be affected, directly or indirectly due to the project activities. The grievances can be related to social issues such as eligibility criteria and entitlements of beneficiaries, disruption of existing gender norms and practices, sexual exploitation and abuse, access to project benefits by marginalized groups, disruption of services, temporary or permanent loss of livelihoods and other similar issues. Grievances may also be related to environmental issues such as impacts on water quality, damage to infrastructure due to construction or transportation of raw material, noise, decrease in quality or quantity of private/ public/ ground or surface water resources during implementation of livelihoods or water provision, damage to homestead gardens and agricultural lands etc.

The Grievance Redress Mechanism in the GCA project provides a practicable, transparent, independent and robust problem-solving mechanism to addresses complaints from people who believe that they are negatively affected or may be affected by this project. It will resolve complaints and/or grievances timely and effectively addressing problems that may be encountered during implementation.

#### **2. Registering and Resolving Grievances**

The community should get a clear idea about the benefits of this project and necessary steps to go through to get those benefits after being selected as a beneficiary. It needs to be confirmed that all the complaints have been received, taken into account and sent to the concerned person for resolution in due time. The entire complaint registration process – starting from complain receiving to handing it over to the person/committee in charge; grievance redressal and consultation/discussion with the complainant - should be carefully recorded in the process. A dedicated complaint/objection register will be reserved at all Union Parisads (UP) and at the office of Information Service Officer (Tottho Apa) at Upazila level. The Secretary of the UP and Information Service Officer (Tottho Apa) would regularly record complaints and grievances with the help of the project staffs (Union Supervisor/MDO).



### 3. Which complaints can be taken into account?

- Related to the project; and
- Filed by a person or community who believe that they have been adversely affected by the project or by a decision made under the project. and
- Related to sexual exploitation and abuse (SEA)

### 4. Procedures of filing and handling the complaints

All complaints regarding social, environmental, financial, gender and other relevant issues can be filed either verbally (in person or by phone) or in writing to the respective UP, RP or PMU. The UP Secretary, Monitoring and Documentation Officer of RP and Safeguard Officer from PMU will maintain a register of complaints that are received. All complainants shall be treated respectfully, politely and with sensitivity with issuance of acknowledgement receipt (**a sample of acknowledgement receipt is attached at annex 1**). For complaints of SEA a guidance note will be developed and shared with relevant authority and project beneficiaries.

#### 4.1. Grievance filing procedures

The contact information specific to the GRM, to whom and how to file a complaint would be publicly announced at the time of the initial activities and at regular (three monthly intervals) throughout the course of GCA project implementation.

A complaint/objection can be filed verbally (in person or over phone) or in written either in Bangla or English. All objections and complaints should be submitted to the concerned UP Secretary or concerned Information Service Officer/Tottho Apa (**the name of Tottho apa, mobile number and her email ID is attached in annex 2**). The complainant can bring a supporter or consultant with him/her while the complaint is lodged. The project staffs from RP NGO will assist the complainant during lodging the complaint.

The complaint may be submitted by one or more of the following means:

- **In Person:** If there is any inconsistency in the beneficiary list or if the right person is not selected or if someone felt discriminated a complain can be filed directly to a local staff or UP Secretary or Information Service Officer (Tottho Apa). The complaint needs to be registered in the complaint register which is available with UP Secretary or Information Service Officer (Tottho Apa) with the signature of the complainant.
- **Telephone:** Complaints/objections can be lodged over telephone; but that must be reported in writing later. A dedicated mobile number would be provided during the primary list publication.



- **Email:** If the email address of the UP Secretary is available, the complaint can be lodged to the address over email. Otherwise, to the project official email dedicated for receiving grievances [grm.gca@gmail.com](mailto:grm.gca@gmail.com) (proposed)
- **By post:** Written complaints can be sent to the Union Parishad Secretary at the UP address. The complainant can also send the mail to the respective RP NGO at Upazila level or Khulna Regional Project Office.
- **Complaint Box:** At Upazila level, a complaint box would be maintained at the relevant RP NGO office. The complainant may also submit his/her/their complaint in the 'Complaint Box'.
- **Website:** If there is an opportunity to lodge a complaint on a union council website, the complaint can also be lodged there as well.

In case of SEA the victim or witness may consult, lodge complaint or ask for support in any emergency situation to the assigned person through all means mentioned above. Confidentiality will be maintained strictly in such cases and further guidance will be made available in a separate note soon.

The UP Secretary and Information Service Officer (Tottho Apa) will maintain a separate register book for keeping records on the measures taken of resolved complains The Monitoring Officer of RP NGO and Safeguard Officer of PMU would also maintain a separate register to record all the lodged complaints.

#### 4.2. What information is needed with the complaint?

- Identify the subject of the complaint
- Clear description of the complaint
- Identify the individual who is submitting the complaint and specify if confidentiality is requested; and
- Provide supporting evidence to assist the investigation. Include any suggestions on how the individual believes the complaint could be resolved.

#### 4.3. Registering a complaint

It needs to be confirmed that all the complaints have been received, taken into account and sent to the concerned person for resolution in due time. The entire process, complaints or grievances received, the steps taken to address them and transferred to responsible person for resolution and advise given to the aggrieved person must be carefully recorded. A dedicated register book **(a prescribed template is attached at Annex 3)** should be kept by all Union Parishads, RP NGO



and Khulna Regional Office. Information about the GRM and how to make a complaint and/or grievance must be publicly disclosed and placed at prominent places for the information of the key stakeholders.

#### **4.4. Grievance redressal process**

A two-tier GRM structure has been developed to address all complaints and/or grievances in the project. In the first tier – a Upazila level grievance redress committee will resolve the cases in a meeting by discussion. The resolution at the first tier will be normally be completed within 10 working days and the complaint and/or grievance will be notified of the proposed response through a written form. The committee will regularly seat together every 3 months but they can call for a meeting at any time for any emergency. The Upazila level committee would be formed with following personnel:

1. Assistant Commissioner (Land) – Chairman
2. Upazila Women’s Affair Officer – Member Secretary
3. Sub-Assistant Engineer/Assistant Engineer of the DPHE – Member
4. The female member of the relevant UP – Member
5. Project Manager of the relevant RP NGOs – Member and
6. A nominated officer from PMU - Member

If the complainant is not satisfied with the resolution, he/she/they can appeal to the Second Tier Committee at the District level. The District Grievance Committee will be comprised of:

1. Deputy Director, Local Government – Chairman
2. Executive Engineer, Department of Public Health Engineering – Member
3. Deputy Director, Department of Women Affair’s – Member
4. A nominated officer from PMU – Member

The National Project Director on behalf of MoWCA will issue an office order or circular to activate the GRC. The committee would oversee all the grievances EXCEPT for grievances related to a. compensation for acquired land; b. issues related to engineering/technical aspects and c. cases pending in court.

The Safeguards Officer of the PMU will act as focal person to collect complaints and/or grievances, acknowledgement receipt and maintain register at PMU level, review/study the



complaints, organize meeting and resolve the complains in the meeting, coordinating with the concerned parties , monitoring the activities and reporting. In case, if the women beneficiaries hesitate to report certain grievances to the male focal points then they may file complain to the Gender Specialist who is female member of the PMU. The Safeguards Officer will prepare a report on the Grievance Redress issues of the Project for addition into the quarterly report.

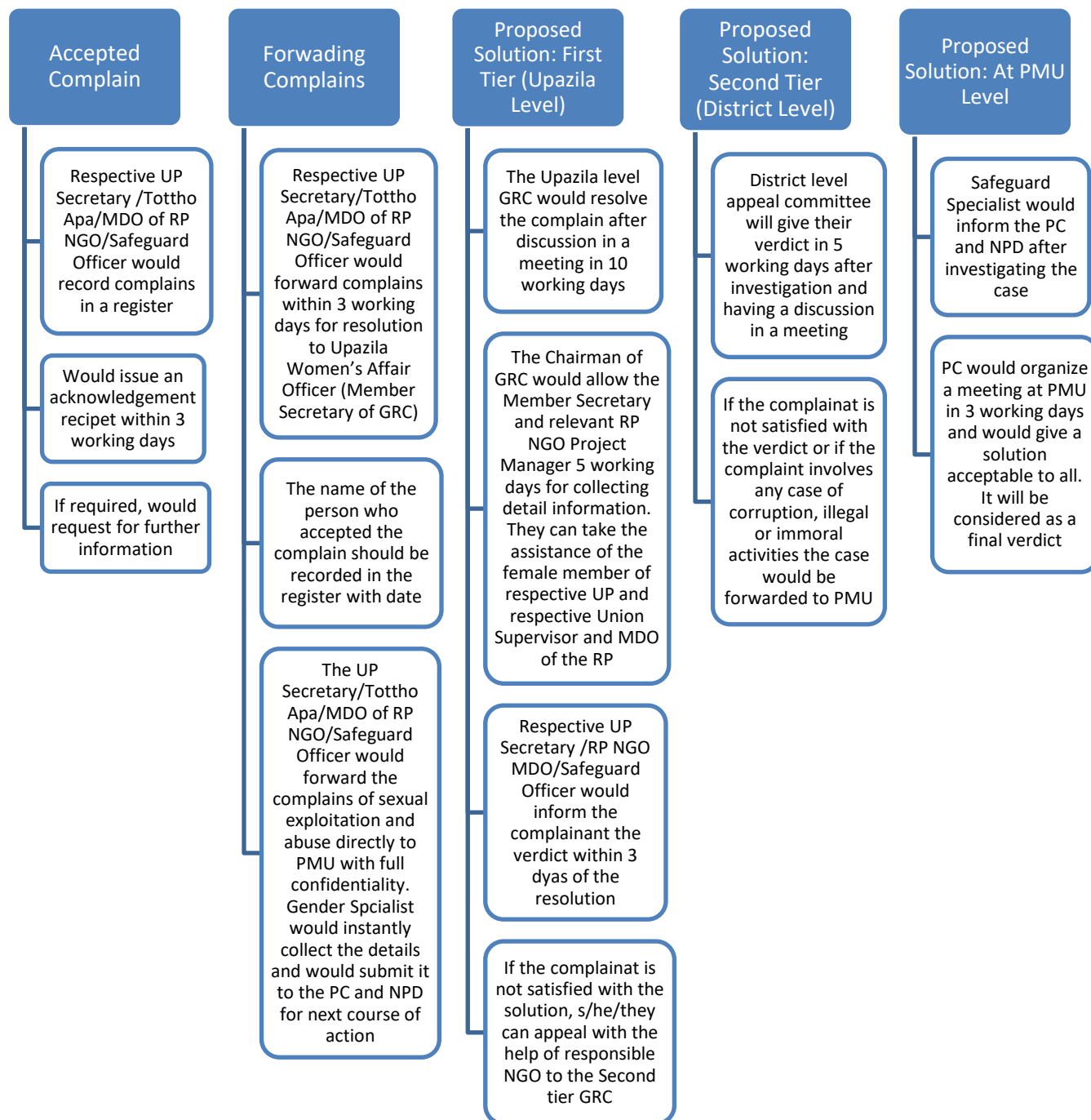
Any grievance related to corruption, unethical practice, issues not resolved at the first and second tier structure or response is unsatisfactory to the complainant should be referred immediately to the National Project Coordinator of UNDP and National Project Director of MoWCA.

Complaints of SEA by the local population will be dealt through a different mechanism. A guideline on reporting mechanism of SEA will be shared soon.

## **5. Cautions and way forward**

The information will be freely accessible to all stakeholders including the complainants, beneficiaries, local government, local administrations, implementing agencies, RPs and donors. The document will be shared with the UPs, RPs and implementing agencies for field level practice. Feedback from all parties will be welcomed for the improvement of the mechanism and periodical updating.

How the complaints will be resolved is shown in the following table:



**Figure 1: Grievance Handling Procedure**



## ANNEXURES

### Annex-1: Acknowledgement Receipt

Reg/memo no: . .... Name of Union: ..... Upazila: .....

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Name and Address of Complainant: .....

Date of Complaint: ..... (dd/mm/yyyy)

Relevant Documents of the complaint: (petition, supporting documents etc.) 1) 2) 3) 4)

Summary of Complaint:

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Name and signature of person receiving the complaint: .....

**Annex-2: Detail Information of Information Service Officer (Tottho Apa) in  
GCA Project Locations**

Name	Contact Details (E-Mail and phone, if available)
<b>Ms. Ripa Sharin</b>	<b>Information Service Officer/Tottho Apa, Assasuni, Satkhira</b> Mobile: 01313704299 Email: <a href="mailto:tsk.assasuni@totthoapa.gov.bd">tsk.assasuni@totthoapa.gov.bd</a> , <a href="mailto:shahrin.ripa.07@gmail.com">shahrin.ripa.07@gmail.com</a>
<b>Ms. Sharmin Taznin</b>	<b>Information Service Officer/Tottho Apa, Shyamnagar, Satkhira</b> Mobile: 01313704304 Email: <a href="mailto:tsk.shyamnagar@totthoapa.gov.bd">tsk.shyamnagar@totthoapa.gov.bd</a>
<b>Ms. Shirin Sharmin</b>	<b>Information Service Officer/Tottho Apa, Dacope, Khulna</b> Mobile: 01313704255; 0402356107 Email: <a href="mailto:tsk.dakop@totthoapa.gov.bd">tsk.dakop@totthoapa.gov.bd</a>
<b>Ms. Iskita Afrin</b>	<b>Information Service Officer/Tottho Apa, Koyra, Khulna</b> Mobile: 01313704253; 0402656028 Email: <a href="mailto:tsk.koyra@totthoapa.gov.bd">tsk.koyra@totthoapa.gov.bd</a>
<b>Ms. Tanny Das</b>	<b>Information Service Officer/Tottho Apa, Paikgacha, Khulna</b> Mobile: 01313704256; 01739010680 Email: <a href="mailto:tsk.paikgasa@totthoapa.gov.bd">tsk.paikgasa@totthoapa.gov.bd</a> , <a href="mailto:tannydas.td@gmail.com">tannydas.td@gmail.com</a>





### Annex-3: A prescribed template to register the complaints

Case No.	Date of receiving complain	Channel of filing complain	Name of Complainant	Name of Father/Husband	Gender	Complete Address (with mobile no. and HH ID)	Main Complain	Complainants expectation	Previous records of similar grievances	Signature of complainants