

Draft

Ministry of City Planning and Water Supply

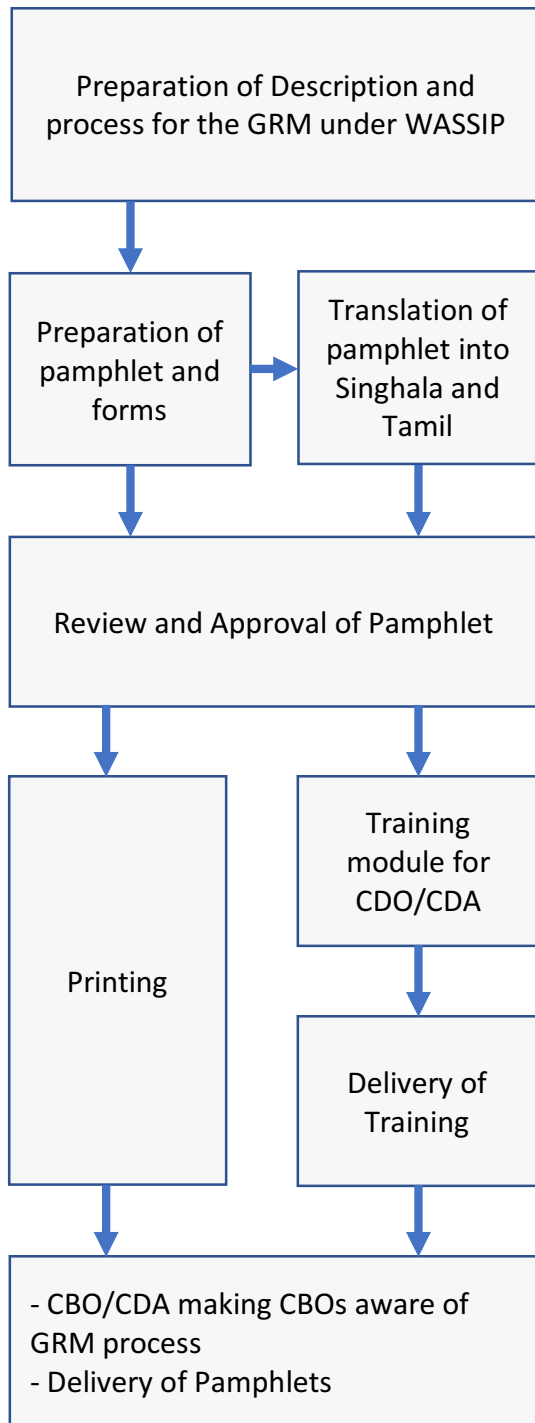
Water Supply and Sanitation Improvement Project

**Funded By:
World Bank**

Grievance Redressal Mechanism

All Arrangement to Resolve Problems (If Any) of the Stakeholders in the Project

**Project Management Unit
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- Flowchart and description of process prepared and shared
 - Staff at PMU and DSUs appointed as GRM point persons
 - Need final review and approval

Recommended that the Communication Unit manages the translation and does the layout work

Review within PMU PD to approve

Training content would be the description of the GRM. Suggesting to include in the form of a presentation of the key principles and role play

To be delivered during already planned internal training of CDO/CDAs
 - August?

Awareness raising delivered by CDO/CDAs at community level

Ministry of City Planning and Water Supply
Water Supply and Sanitation Improvement Project
Grievance Redress Mechanism (GRM)

1. Need of Grievance Redress Mechanism

Democratic Socialist Republic of Sri Lanka is implementing the Water Supply and Sanitation Improvement Project (WASSIP), in following seven districts with the 165 USD million financial assistance of the International Development Association (IDA).

1. Ratnapura
2. Kegalle
3. Monaragala
4. Nuwaraeliya
5. Badulla
6. Mulathivue
7. Kilinochchi

Approximately 107,000 households are set to be covered with improved water supply and sanitation.

The project will deliver economic benefits to the communities living in project areas, though increased access to piped water and improved sanitation, which will lead to savings in health care costs, reduce time spent on collection of water and accessing sanitation, increase the number of productive person days and make available increased amounts of safe water for domestic use.

The Project also support to construction of septage treatment plants in urban areas, which will improve management and safe disposal of septage thereby leading to decreased environmental pollution, improved health and living conditions in general.

In order to ensure smooth implementation, the is effectively addressing problems that would be encountered during implementation, though a robust Grievance Redressal Mechanism (GRM) which will enable to the Project Authorities to address the Grievances of the stakeholders of the Project

2. Project Stakeholders

The following are the main stakeholders of the project

1. Ministry of City Planning and Water Supply
2. National Water Supply and Drainage Board
3. Department of National Community Water Supply
4. Plantation Human Development Trust
5. Project Management Unit
6. Community Based Organizations / Water User Associations
7. People of the Identified Sub Project areas.
8. Related Government Departments

The GRM relates to the effects of the project on local level stakeholders, including the CBOs and the people living in the subproject areas. Activities under the Project may affect the stakeholders especially the people living in the sub project locations. Various decisions and activities of the project will relate to resettlement issues (Refer OP/BP. 4.12), issues related to Indigenous people, environmental issues (OP/BP 4.01 and OP/BP 4.04) will be managed through specific action plans related to the Social Safeguards, while issues and complaints not sorting under the Social safeguards during construction activities which may affect to the local stakeholders of the Project would be covered by the GRM.

It is ultimately the responsibility of PMU to resolve and find resolution to related grievances for which this Grievance Redressal Mechanism (GRM) has been developed.

3. Objectives of Grievance Redressal Mechanism

Following are the objectives of establishing a Grievance Redressal Mechanism.

1. Ensure better safeguards mechanisms for implementation of subproject activities
2. Resolve environmental and social grievances in the project areas.
3. Build up a relationship of trust amongst the project staff and the affected parties.
4. Ensure transparency in dealings amongst stakeholders including affected parties through a proper communication system.

4. Grievance Redressal Mechanism Structure

Three steps of the Redressal structure are planned to address complaints related to the Project at community level.

5.1. First Step of Redressal

Community member(s) complete the complaint form (Form 1), and submits the completed form in a special box has been provided at the CBO office. The community members need to be informed of the location of the box. The CBO should check the box on a regular basis and record them.

The complaints should be made in writing using the prescribed form. In case the complainant cannot read/ write the CBO GRM Point Person should take notes and prepare the form on behalf of the complainant. As soon as the officer receives a complaint the CBO GRM Point Person would issue an acknowledgement in the form (Form 2).

After registering the complaint the CBO GRM Point Person would review the checklist determining whether the grievance can be solved at community and of confirmed would hold meetings with the affected persons/ complainant and then attempt to find a solution to the complaint received.

If necessary meetings should be held with the concerned affected persons/ complainant and the concerned officers to find a solution to the problem and prepare a plan to redress the grievance. The deliberations of the meetings and decisions taken are recorded (Form 3). All meetings about Redressal of Grievance including the meetings of the Grievance Redressal Committee to be recorded in the given format.

The resolution at CBO level should be dealt with within 2 days of issuance of Form 2, and within 7 days concerned parties should be notified through a disclosure form (Form 4). If the results in form 4 is negative the grievance will be referred to the next level.

5.2 Second Step of Redressal

In case the grievance was not solved at CBO level (negative conclusion in Form 5), the issue would be forwarded to second level, at the DSU which is managed by the DSU GRM Point Person.

The DSU GRM Point Person will coordinate the convening of the meetings of the CBO and relevant parties in the complaint. DSU GRM Point Person is also responsible for debriefing the PMU on the deliberations of the first level of Redressal and on the views of both the parties.

The DSU GRM Point Person will hold necessary meetings with the parties to find a acceptable solution. The DSU GRM Point Person would record the issue at hand and the conclusion of the meeting minutes in Form 3. All meetings about Redressal of Grievance including the meetings of the Grievance Redressal Committee to be recorded in the given format (Form 3)

The decisions of the DSU with related parties are communicated to the complainant formally and if he accepts the resolutions, the complainant's acceptance is obtained on the Form 3.

The resolution at DSU level should be dealt with within 5 days of issuance of Form 2, and within 14 days concerned parties should be notified through a disclosure form (Form 4). If the results in Form 5 is negative the grievance will be referred to the next level.

5.3 Third Step of Redressal

In case the grievance was not solved at DSU level (negative conclusion in Form 4), the issue would be forwarded to third level, at the PMU which is managed by the PMU GRM Point Person.

The PMU GRM Point Person will coordinate the convening of the meetings of the DSU and relevant parties in the complaint. PMU GRM Point Person is also responsible for debriefing the Department and relevant stakeholders at Ministry level on the deliberations of the first level of Redressal and on the views of both the parties.

The PMU GRM Point Person will hold necessary meetings with the parties to find a acceptable solution. PMU GRM Point Person would record the issue at hand and the conclusion of the meeting minutes in Form 3. All meetings about Redressal of Grievance including the meetings of the Grievance Redressal Committee to be recorded in the given format (Form 3)

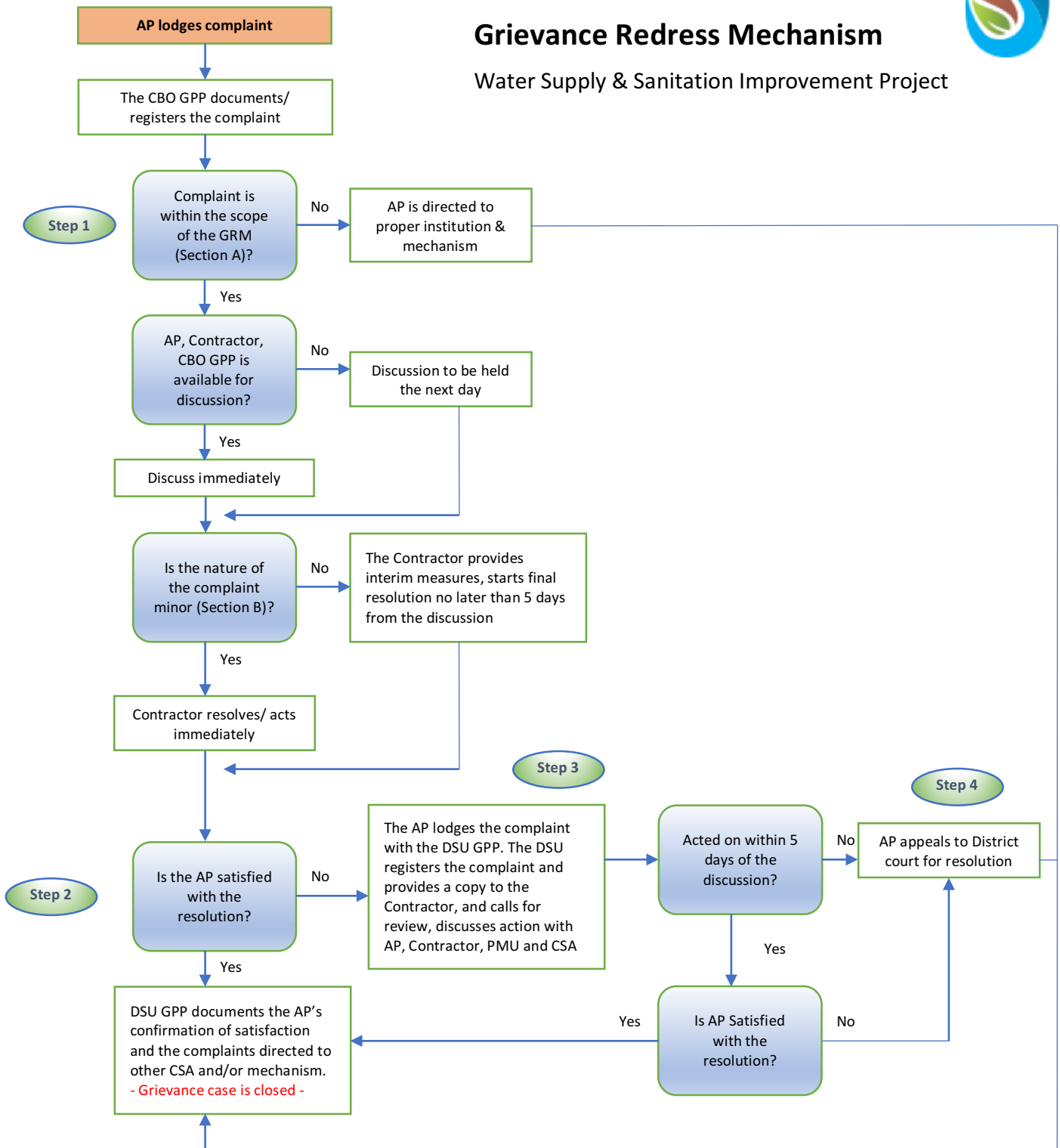
The decisions of the DSU with related parties are communicated to the complainant formally and if he accepts the resolutions, the complainant's acceptance is obtained on the Form 3.

The resolution at DSU level should be dealt with within 7 days of issuance of Form 2, and within 14 days concerned parties should be notified through a disclosure form (Form 4). If the results in Form 5 is negative the grievance will be referred to relevant authority within the SriLankan court system.



Grievance Redress Mechanism

Water Supply & Sanitation Improvement Project



AP: Affected Person
 CBO: Community Based Organization
 GPP: Grievance Point Person
 CSA: Concerned Sector Agency
 DSU: District Support Unit
 GRM: Grievance Redress Mechanism

WASSIP Format 1- Grievance Information Form

CBO Sub-project

Division District.....

Date Place of Registration

Contact Details of Complaints

Name:..... Age: Gender:.....

Address.....

Phone No:..... Email:.....

Location Related to the Complaint

Village/Town Grama Niladhari Division.....

DS Division District

Category of Complainant

- Affected Person
- Mediator for Affected Person
- CBO / Civil Society Organization
- Other (Specify)

Summary of Grievance:

.....

.....

(Attach letter or petition/ Document as submitted)

Category of Complainant

S/N	Category	Tick	S/N	Category	Tick
1	Damage to Property		9	Safety Issues	
2	Damage to Crop		10	Problem During Material Transport	
3	Block Access Roads		11	Flooding	
4	Land Acquisition		12	Noise	
5	Blasting		13	Vibration	
6	Water Quality & quantity		14	Soil Erosion	
7	Dust		15		
8	Others (Specify)		16		

WASSIP Format 2 - Acknowledge Receipt of the Complaint

Acknowledgement Receipt

Registration No.....

CBO DIU DivisionDistrict.....

Name and Address of Complainant.....

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

Document comprising the complaint: (Petition, Supporting Documents etc.)

1).

2).

3).

Summary of Complaint:.....

.....

Name and Signature of the Complainant:.....

Name and Signature of Officer Receiving the Complainant:.....

WASSIP Format 3 - Meeting Record Format

CBO:..... DSU PMU:.....

Date of the Meeting:..... Complaint Register No:.....

Details of Participants:

Complainant Side	Government /Project Side / GRC Members
1). 2).	1). 2).

Summary of Grievances:

.....
.....

Record Notes on Discussion Held:

.....
.....

Discussion Taken in the Meeting / Recommendations of GRC

.....
.....

Issues Solved / Unsolved:

Signature of the Chairperson of Meeting:

Name of Chair Person:

Date:

WASSIP Format 4 – Disclosure Form

CBO: DSU: PMU:

Conclusions 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 CBO DSU..... PMU.....

7. Date of Redressal of the Grievance:

Signature of the Complaint in acceptance of the solution

Name:

National ID number:

Signature of DSU GRM Point Person :

Name:

Place:

Date:

GRIEVANCE REDRESS – PAMPHLET TEXT

This document described the Grievance Redress Mechanism (GRM) that will be applied under the project with respect to issues related to the construction of the sub-projects, including land issues. The presented mechanism follows the project document updates the GRM that was presented project preparation stage.

The Grievance Redress Mechanism, should be considered transparent, objective and unbiased to address any issues or grievances related to both environmental and social safeguards. The GRM will operate at three different levels: (i) GRM is at the site (sub-project) level; (ii) Divisional level GRM will seek to resolve an issue quickly, amicably, and transparently. All grievances received will be entered in a dedicated database and updated regularly. The database will include information on the date of receipt of grievance, type of grievance and resolution and the date of resolution; and (iii) GRM at national level where all stakeholders including community groups will have the opportunity to make complaints, if any, related to the projects through the Grievance Redress Service of the World Bank.

Grievance redress focal points are established at district level will be established within each with village/CBO. As it is customary in Sri Lanka that APs will lodge grievances at the village level to village authorities, the process will be maintained with the organization at village level through the CBOs.

For project purposes District grievance redress focal points have been established within each District Support Unit, with a specific person appointed to manage, process and document received grievances. The DSU appointed a Grievance Point Person to ensure that CBOs are properly instructed on grievance procedures and documentation requirements, to ensure DSU participation in the District and Central level, and to ensure registration and reporting on grievance redress.

The Project has established a project website (www.wassip.lk), and a Facebook page (www.facebook.com/xxxxx) where it is possible for claimants to lodge grievances. These grievances will be received centrally at the PMU. The PMU may also receive complaints/grievances centrally in written or other form. Depending on the nature and content of such grievances/ complaints they may be referred to the CBO, DSU, or the PMU.

If an AP or group is not satisfied with, or has a complaint about, an aspect of the project, or if for any reason the action taken do not materialize according to the procedures set out, and as agreed between the AP and project, he or she has the right to make a complaint.

The steps in the grievance redress procedure setup to manage resettlement related complaints and grievances are as described below.

Step One - the typical first step is for the AP or a group of households to approach the village chief/ village authorities and present the grievance. With the establishment of CBO the grievance will be addressed through the CBO that will convene a meeting within a reasonable timeline. The meeting will be held in public and will be open to other APs and villagers to discuss the grievance and mediate. Meeting minutes will be prepared and signed by participants and any decisions, conclusions, as well as disagreements will be noted. A copy of the meeting minutes will be forwarded to the DSU for recording of the grievance.

If the complaint or grievance cannot be resolved by the CBO, or if the claimant is not satisfied with the decision, the claimant or the CBO on his/her behalf may refer the case to the DSU.

Step Two - the next step is to present the grievance or complaint at the DSU level. At DSU level the grievance should be addressed within the defined timeframe (5 days). The DSU will convene a meeting with participation of the CBO representative possibly related parties (contractor, concerned sector agencies etc.) as well as claimant. Meeting minutes and report

on the discussion and decisions made by the DSU will be in writing and signed by the meeting participants. The DSU will keep a log of all grievances and decisions.

If the DSU cannot resolve the matter or the AP is not satisfied with the proposal of the DSU, the AP may take the case to the next level.

Step Three: Water Supply (DNCWS) would be primary witnesses in order to both: (i) respond to the claimants grievance in terms of prior activities undertaken, etc; and, (ii) ensure that the claim is reviewed within the context of the existing policy, regulations, procedures and entitlement limits. The findings of the committee will be obligatory. The PMU must maintain a public book showing all complaints and grievances received and the decisions made. The PMU cannot award compensation in excess of what is established as a matter of practice, or not within budgets within which they are operating. The PMU must respond to any complaint or claim in line with the timeframe established in the Sri Lankan regulations.

If the above action does not yield satisfactory results, the claimant has the right to present their case to the courts.

Step Four - The fourth step is access to the court system. In the first instance, the case or grievance will be presented to Provincial Court. It will be in the interest of the PMU and the DNCWS, and affected parties to resolve issues before they are brought to the Provincial Court. If the grievance can still not be resolved, or the AP is not yet satisfied with the findings, the second instance is for the claimant to present the case at National Court.

Grievances related to issues received centrally by the PMU through the project website or through other ways will depending on the nature and content of these grievances/complaints be referred to the CBO, DSU, or the PMU.

Section A

This check list includes the type of complaints which are managed and not managed under this GRM.

	Type of Complaint	Yes	No
1	Does the complaint relate to issue outside the scope of the project?		
2	Does the complaint relate to land issues, or compensation related to land issues under the project		
3	Does the complaint relate to issues which are already resolved and recorded under the GRM?		
4			
5			

If the response to any of these questions is Yes, the issue AP should be directed to proper institution and mechanism

Section B

This section lists the type of complaints which should and should not be dealt with at CBO level but raised to the DSU.

	Type of Complaint	Yes	No
1	Does the complaint relate to the contract of the contractor?		
2	Does the complaint relate to acts applied under criminal laws of Sri Lanka?		
3			
4			
5			

If the response to any of these questions is Yes, the issue AP should be directed to proper institution and mechanism