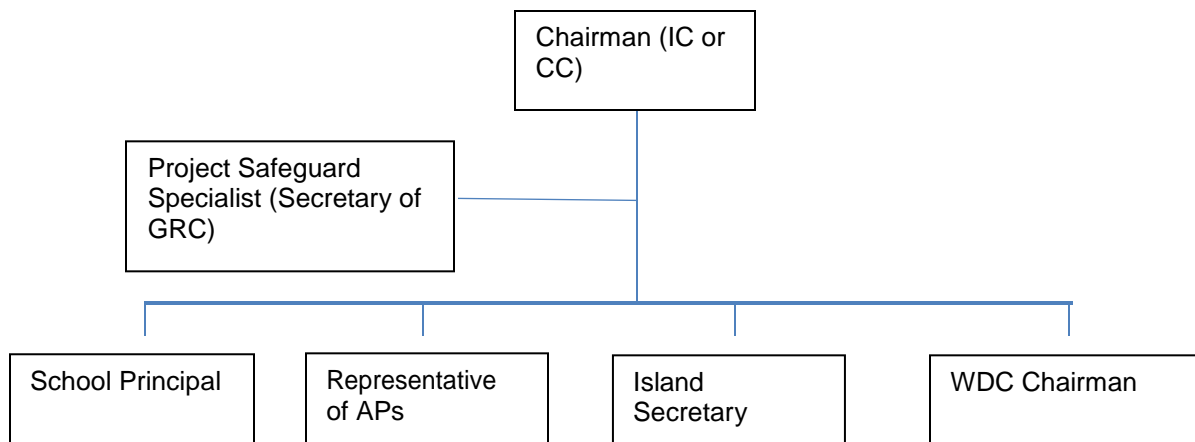


A grievance redress mechanism (GRM) will be established to receive and facilitate the resolution of affected persons (AP's) concerns, complaints, and grievances on negotiated/voluntary land donation or involuntary land acquisition, relocation, income restoration, environmental management and other construction and operation related issues. The GRM is accessible to all APs to address their concerns, grievances and issues effectively and swiftly, in accordance with ADP SPS, 2009.

**First Tier:** City Council/Island Council – grievances will be registered informally by contacting the city/island councils. If the grievance cannot be resolved informally then the APs can register a formal complaint. The council must screen the grievance to determine whether the concerns raised in the grievance are within the scope of the project. The council will determine solutions to the issues either by (i) discussing internally, or (ii) joint problem solving with aggrieved parties, or (iii) a combination of both options. If the complaint is resolved within a week, the council must communicate the decision to the aggrieved party formally or informally. Should matter be unresolved and/or the AP be unhappy with the result, the complaint will be referred to the next tier. The grievance redress committee (GRC) includes the island’s representatives as well as project officers related to each island, as shown in the figure below.

**Grievance Redress Committee (GRC) Composition for First Tier**



**Second Tier:** The AP can elevate the grievance to the second tier, and submit a complaint on a letter addressed to MEE. MEE will forward the letter to the PMU. The PMU will be responsible to resolve the complaint within 15 days and communicate the decision to the aggrieved party. The PMU screens the grievance and determines if it is related to the project. If unrelated, the AP is notified in writing. If it is relevant to the project, the PMU will hold discussions with the MEE on the matter and if necessary, (i) arranges visit the site and hold on-site discussions and/or (ii) refers the matter to the project steering committee. The PMU then decides on the action that will be taken by the project to address the grievance, and the decision will be conveyed to the AP in writing.

The affected persons can also direct contact (in writing) the ADB Project Officer at ADB headquarters. The complaint can be submitted in any of the official languages of ADB's

Developing Member Countries. This may be done at any time by sending the written complaint to the following address:

Project Officer – Greater Malé Environmental Improvement and Waste Management Project  
 South Asia Urban Development and Water Division  
 South Asia Regional Department  
 Asian Development Bank  
 6 ADB Avenue, Mandaluyong City 1550  
 Metro Manila, Philippines

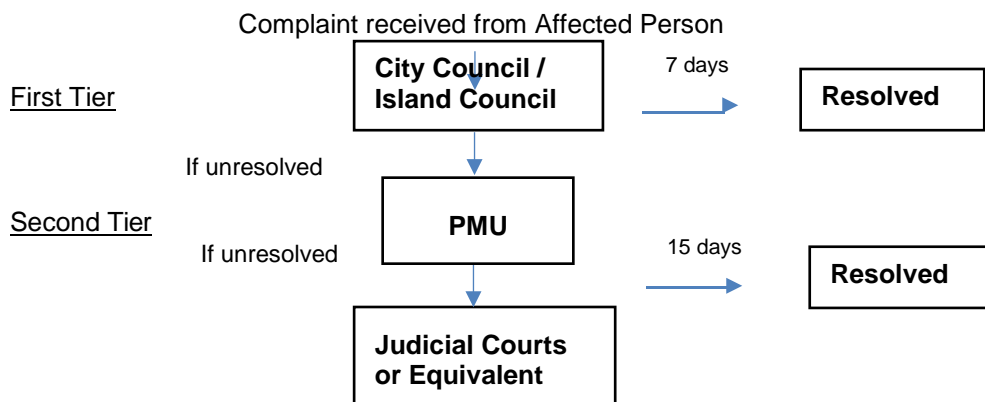
The APs can also use the ADB Accountability Mechanism (AM) through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB. The complaint can be submitted in any of the official languages of ADB’s DMCs. The ADB Accountability Mechanism information will be included in the Project Information Document to be distributed to the affected communities, as part of the project GRM.

The legal system is accessible to all the APs. APs can seek legal redress through Maldives judicial or appropriate administrative system at any stage of the matter or issue concerned. The APs can also use the ADB Accountability Mechanism (AM) through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB. The complaint can be submitted in any of the official languages of ADB’s DMCs. The ADB Accountability Mechanism information will be included in the PID to be distributed to the affected communities, as part of the project GRM.

The GRM notwithstanding, an aggrieved person shall have access to the country’s legal system at any stage through the Maldives judicial or appropriate administrative system. This can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM.

The flow diagram of resolving complaints under the GRC is shown in Figure below.

**Figure 13: GRM Diagram for Complaints Resolution**



The GRM will include group meetings and discussions with APs to address general and common grievances. These meetings and discussions will be announced in advance, conducted at the time of day agreed on with APs (based on their availability), and facilitated by the PMU and PMDSC at least are assisted to understand the grievance redress process, to register complaints and with follow-up actions at different stages in the process. Records will be kept by the PMU to

keep track of all grievances received, both informal and formal, including contact details of complainant, date when the complaint was received, nature of grievance, agreed corrective actions and the date when these were effected, and final outcome. A Sample Grievance Registration Form is attached in Appendix 2.

All costs involved in resolving the complaints (meetings, consultations, communication and reporting, and information dissemination) will be borne by the PMU.