

GRIEVANCE REDRESS MECHANISM

IMPLEMENTING SUSTAINABLE LOW AND
NON-CHEMICAL DEVELOPMENT **IN** SIDS
[ISLANDS]



MINISTRY OF
CLIMATE CHANGE,
ENVIRONMENT
AND ENERGY



Supported by



led by



In partnership with



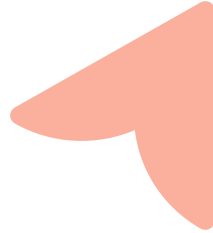
GRIEVANCE REDRESS MECHANISM

IMPLEMENTING SUSTAINABLE LOW AND
NON-CHEMICAL DEVELOPMENT IN SIDS
[ISLANDS]

Prepared by:
Hamdhoon Mohamed (Up Close Solutions)

Review:
Mauman Abdul Rasheed (MoCCEE)

MINISTRY OF CLIMATE CHANGE, ENVIRONMENT AND ENERGY
2024





Objective and Scope of the GRM

This Grievance Redress Mechanism (GRM) is designed for the GEF-funded project “Indian Ocean ISLANDS – Maldives – Implementing Sustainable Low and non-Chemical Development in SIDS” implemented by the Ministry of Climate Change, Environment and Energy (MCCEE). This GRM is aimed to record, monitor, and resolve grievances/complaints and accommodate where possible any request and suggestions proposed by the project affected parties. The scope of this GRM is to redress any grievances/complaints regarding the project activities mentioned below; Any grievance/complaints which may arise in the project area however not due to a direct or indirect intervention of project activities will not be addressed under the GRM.

The main project activities applicable to the proposed GRM include the following:

- Support provided through HAZMAT equipment, PPE and chemical waste treatment equipment to support the established Addu Interim Storage Facility & Interim Hazardous Waste Storage Facility established through Eliminating POPs through sound management of chemicals;
- Upgrading of the Regional Waste Management Facility in K. Thilafushi;
- 100 tonnes of hazardous wastes that cannot be recycled/treated in the country have been exported and soundly treated (potentially with support of the Green Fund).

Details of the GRM

The table below provides details of grievance redress mechanism (GRM) developed for Indian Ocean ISLANDS – Maldives – Implementing Sustainable Low and non-Chemical Development in SIDS. GRM is based on the Environmental and Social Management Framework (ESMF) of the project. The GRM consist of two Tiers. The following are the information regarding Nodal Person for Contact, Composition of GRM committee, Contacts, Communication and Other Facilitation by Project and Timeframe to address grievance. The following Table 1 is the proposed GRM for the project.



Table 1: Grievance Redress Mechanism for Indian Ocean ISLANDS – Maldives – Implementing Sustainable Low and non-Chemical
Development in SIDS

Tiers of Grievance Mechanism	Nodal Person for Contact	Composition of GRM committee	Contacts, Communication and Other Facilitation by Project	Timeframe to address grievance
<p>First Tier: Ministry of Climate Change, Environment and Energy (MCCEE)</p>	<p>Project Management Unit, Ministry of Climate Change, Environment and Energy</p>	<p>Project Coordinator (Chairperson) A Civil servant of MCCEE A Representative of Affected Persons (AP) Note: Special consideration will be given to ensure gender balance in the GRC Tier 1.</p>	<p>Details of GRM should be publicly displayed in official website and/or social media pages of MCCEE (and/or the project), including contact details of the nodal person in each tier. Grievances can be reported by contacting the Ministry through email / telephone / in person. An aggrieved party should submit a complaint on the Tier I Complaint Form. A copy of the form (with the Ministry seal) will be provided to the aggrieved party as evidence of receipt. Electronic version of the complaint form will be available from the websites and/or social media pages of MCCEE. Hard copies of the form will be available from the Ministry. The Ministry will keep separate registries for the complaints and maintain records of all complaints received. PMU screens the grievance and determine if it's related to PROJECT. If it is unrelated,</p>	<p>15 working days</p>



			<p>the aggrieved party will be notified in writing and the way forward shall be outlined to them including the necessary government institutions to follow up. Project Coordinator at the PMU will be the contact person in processing a grievance through the First Tier.</p> <p>PMU will discuss the matter with the relevant institutions, where deemed necessary to obtain their views and suggestions. PMU will also arrange site visits and hold onsite discussions and meetings, if necessary.</p> <p>The PMU will be responsible to ensure that there is no cost imposed on the aggrieved person, due to the grievance mechanism at the first tier.</p> <p>If the complaint is resolved within 15 working days, the PMU should communicate the decision to the aggrieved party in writing.</p> <p>The aggrieved party should acknowledge the receipt of decision and submit their agreement or disagreement with the decision within 10 working days.</p> <p>If no acknowledgement is submitted by the aggrieved party, then the decision will be considered as accepted.</p> <p>If more time is required to address the grievance/complaint, this requirement</p>	
--	--	--	--	--



			<p>should be communicated to the aggrieved party in writing, and the aggrieved party should consent and sign-off the request for the extension to take effect. The extension period can be additional 15 working days.</p> <p>If the grievance is not resolved to the satisfaction of the aggrieved party within 15 working days since the submission of the grievance to tier 1, the aggrieved party may submit the complaints to Independent Agencies in Tier 2.</p>	
<p>Second Tier: Independent Agencies (such as EPA, URA, HRCM), Maldives Police Service, Judiciary Power</p>	<p>Second tier an option for an aggrieved person and/or community in case that the tier 1 have not been effective</p>	<p>Set up the GRC with representatives from relevant organizations, Representative from Civil Society Organization</p> <p>Note: Special consideration will be given to ensure gender balance in the GRC Tier 2</p>	<p>If the grievance cannot be resolved through Tier 1 GRC to the satisfaction of the aggrieved party or if the issue is outside the jurisdiction of the Ministry, an aggrieved party may submit a complaint on the Tier 2 Complaint Form to relevant independent agency.</p> <p>Or else, Tier 1 GRC may forward the unresolved grievances directly to relevant independent agencies in Tier 2 GRC with the consent of the aggrieved party.</p> <p>The independent agency shall reviews the complaint and may conduct its own investigation. This can involve gathering additional evidence,</p>	<p>15 Working Days</p>



			<p>interviewing witnesses, and consulting experts.</p> <p>The independent agency shall issue a decision or recommendation.</p> <p>Regulatory agencies and courts provide binding decisions that must be complied.</p>	
--	--	--	---	--



Means for raising grievance

The following methods can be used for raising concerns or grievances for both Tiers of this GRM;

1. In person
2. Email
3. Telephone
4. Social Media Direct Messaging

Grievance Forms

The Tier 1 and Tier 2 grievance form will be attached in the annex 1 and annex 2 of this document.

Acknowledgement Receipt for Complainant

The following format shall be used to acknowledge any grievance or complaint received by MCCEE.

*This receipt is acknowledgement of grievance registration by _____
_____, resident of _____
on date _____. His/Her/Their grievance number is
_____ and the date for response is _____.*

Full name & signature of recording person

In case the grievance is assessed to be out of the scope of the GRM, a communication towards the same shall be made to the aggrieved party, and an alternative mode of redressal shall be suggested.



Grievance Registry

- Three Grievance Registries will be maintained under this GRM. They include one registry in each of the following institutions
 - Ministry of Climate Change, Environment and Energy (MECCT) (Tier 1)
 - Independent Agencies (such as EPA, URA, HRCM), Maldives Police Service, Judiciary Power (Tier 2)
- These registries will have 3 main aspects which include the following. The format for the grievance register shall be as follows
 - A. Grievance receipt and recording
 - B. Grievance tracking (Screening and validation)
 - C. Closeout (Decisions taken at GRC Meeting)

- **Grievance receipt and recording**

Grievance No	Date	Complainant's Name	Complainant's address and Contact – Phone	Summary of the Complaint	Location	Current Status

- **Grievance tracking (Screening and validation)**

The following are the screening procedures to be followed once a complaint is received.

- Establishing complainant's identity
- Establishing that complainant is affected by the project
- Establishing the relationship between the complainant and the project
- Establishing that the issue/s raised by the complainant fall within the scope of the issues that the GRM is mandated to address
- If the complaint is not eligible, it should be notified to the complainant in writing.



- These screening procedures will be undertaken by Tier 1 GRM focal point and Project Coordinator.

- **Closeout (Decisions taken at GRC Meeting)**

GRC meeting date	Meeting Decision	Follow-up required

- These registries will be maintained in spreadsheet format and will be only accessible to Tier 1 GRM focal point and Project Coordinator.
- Data will be entered only by Tier 1 GRM focal points and Project Coordinator of GEF-7 ISLANDS PROJECT.
- Grievance registry will be updated once in every week and shared with the Project Coordinator who is responsible for coordination of screening and validation process.



Grievance resolution process

Tier 1: Ministry of Climate Change, Environment and Energy (MCCEE)

- When a grievance/complaint is submitted to the MCCEE through Tier 1 Grievance form the grievance will be recorded in a grievance registry to be maintained by respective institutions.
- Tier 1 Grievance Resolution Committee (GRC) meeting will be scheduled by the GRM focal point from MCCEE.
- Tier 1 GRC will decide on the following in the initial meeting;
 - A need to invite the complainant/aggrieved party for the GRM process
 - A requirement to collect additional information regarding the grievance or undertake site inspection.
 - if any technical expertise is required to resolve the grievance, Chairman of the GRC can invite such technical persons depending on the issue.
- If there is a requirement for the above activities, the GRM focal point in collaboration with Project Coordinator will conduct the site inspection or collect any additional data required by the GRC members.
- If there is no requirement for the above activities, Tier 1 GRC will announce its unanimous decision which will be communicated to the complainant/aggrieved party.
- Meeting minutes will be shared with the Focal Point and complainant/aggrieved party along with a written communication on the decision made by Tier 1 GRC.
- In case consensus cannot be reached among the GRC members or no resolution can be decided by the Tier 1 GRC member, grievance will be forwarded to Tier 2.

Tier 2: Independent Agencies (such as EPA, URA, HRCM), Maldives Police Service, Judiciary Power

- When a grievance/complaint is submitted to the independent agencies in Tier 2, the grievance will be recorded in a grievance registry to be maintained by the respective agency.
- The independent agency shall reviews the complaint and may conduct its own investigation. This can involve gathering additional evidence, interviewing witnesses, and consulting experts.



-
- The independent agency shall issues a decision or recommendation. Regulatory agencies and courts provide binding decisions that must be complied.



Monitoring, Evaluation and Reporting of Grievance Resolution

It is important to monitor the implementation of the GRM to ensure that all the affected parties (APs) are well informed about the GRM and improve the public image of the project amongst the APs.

The monitoring of the GRM implementation will be undertaken on a quarterly basis by the GEF – 7 ISLANDS Project PMU. Monitoring and Evaluation will include¹:

Table 2: Monitoring and Evaluation of Grievance Redress Mechanism

Monitoring	Evaluation
<ul style="list-style-type: none"> • How many complaints have been raised? • What types of complaints have been raised? • What is the status of the complaints (rejected or not eligible, under assessment, action agreed upon, and action being implemented or resolved)? • How long did it take to resolve the problems? • How many people have used the grievance redress procedure? • What were the outcomes? 	<ul style="list-style-type: none"> • Is the GRM effective in realizing the stated goals, objectives, and principles? • Is the GRM capable of responding to the range of grievances specified in their scope? • Is the GRM equipped with an adequate and diverse set of resolution approaches? • Has the GRM adopted measures to improve the resolution approaches, e.g., capacity building, consultation, with technical experts. • Was the GRM effectively integrated into overall Project management

¹ Third Party evaluation of GRM by the Programme Manager of UNDP.



Awareness Raising and Capacity Building

The Project Coordinator will be responsible for conducting the online surveys and trainings for the GRM focal points. Training will be provided to the GRM focal points, contractors, supervision consultants. A copy of GRM note will be made available at the project site and contact information of GRM focal points will be included in the signage put up in the project sites. This information will be in both Dhivehi (local language and English). Quarterly reports on the performance of the GRM will be submitted to the Project Director at MCCEE and UNDP Maldives.



Annex 1: Tier 1 Grievance Submission Form

(National Emblem)

Form number (for office use):

Ministry of Climate Change, Environment and Energy
Green Building, Handhuvaree Hingun, Maafannu, Male', 20392,
Maldives.

Grievance Form – Tier One

Project: Indian Ocean ISLANDS – Maldives – Implementing Sustainable Low and non-Chemical

Development in SIDS

Part 1: Complainant/ Aggrieved Party Information

Name:

ID card number:

Contact number:

Current Address:

Signature:

Part 2: Details of Complainant/ Aggrieved Party

Event leading to Grievance:

Proposed Solution:



Part 3: Received by (for office use only):

Name:

Designation:

Signature:

Date of Grievance submission:

Time of Grievance submission:

Official Stamp

Note:

1. This grievance form is for the first tier of the GRM of the Indian Ocean ISLANDS – Maldives – Implementing Sustainable Low and non-Chemical Development in SIDS.
2. If the aggrieved party is not satisfied with the response from the MCCEE or did not get a response within 15 working days, the aggrieved party may proceed to Tier 2 of the GRM. Details of GRM will be available at the reception counter and website of Ministry of Climate Change, Environment and Energy.
3. This form shall be submitted to;

Ministry of Climate Change, Environment and Energy

Green Building, Handhuvaree Hingun, Maafannu, Male', 20392,

Telephone number: 301-8300

Email address: secretariat@environment.gov.mv



-
4. A copy of this form shall be provided to the aggrieved party upon completion of the Part 3: Received by: section of this form.
 5. Grievances for second tier shall be submitted with designated grievance form for Tier 2. When submitting the second-tier grievance form, the aggrieved party is encouraged to submit a copy of first tier grievance form and reply from the MCCEE. The Second-Tier grievance form shall be submitted to the relevant independent agencies. This form will be at the reception counter and website of Ministry of Climate Change, Environment and Energy.



Annex 2: Tier 2 Grievance Submission Form

Grievance Form – Tier Two

Project: Indian Ocean ISLANDS – Maldives – Implementing Sustainable Low and non-Chemical Development in SIDS

Part 1: Complainant/ Aggrieved Party Information

Name:

ID card number:

Contact number:

Current Address:

Signature:

Part 2: Reason for submission of grievance

- Appeal against the first tier 1 grievance redressal
- No response within 14 working days

Part 3: Documents submitted along with this form

- Copy of First Tier Grievance Form
- Decision from the Ministry

Note:

1. This grievance form is for the second tier of the 2-tier grievance redress mechanism (GRM) for Indian Ocean ISLANDS – Maldives – Implementing Sustainable Low and non-Chemical Development in SIDS
2. Details of GRM will be available at the reception counter and website of Ministry of Climate Change, Environment and Energy (MCCEE)
3. This form shall be submitted to relevant independent agencies

The logo for ISLANDS Indian Ocean features a stylized orange graphic of three overlapping shapes on the left, followed by the text "ISLANDS" in a bold, sans-serif font and "Indian Ocean" in a slightly smaller, regular sans-serif font below it.

ISLANDS
Indian Ocean



**MINISTRY OF
CLIMATE CHANGE,
ENVIRONMENT
AND ENERGY**



Supported by



In partnership with

