PROGRAMME FOR RURAL IRRIGATION DEVELOPMENT (PRIDE)
AND
ENHANCING THE RESILIENCE OF AGRO-ECOLOGICAL SYSTEMS PROJECT (ERASP)

GRIEVANCE REDRESS MECHANISM (GRM)
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ABBREVIATIONS

AEDC: Agriculture Extension Development Coordinator
AEDO: Agriculture Extension Development Officer
AGRMC: Area Grievance Redress Management Committee
CAMPS: Catchment Area Management Plans
CBO: Community Based Organization
COSOP: Country Strategic Opportunity Programme
DADO: Division Agriculture Development Officer
DGRMC: District Grievance Redress Management Committee
DIS: Director of Irrigation Services
DOI: Department of Irrigation
DPD: Director of Planning and Development
DSWO: District Social Welfare Officer
ERASP: Enhancing the Resilience of Agro-ecological Systems Project
ESMF: Environmental and Social Management Framework
GAPs: Good Agricultural Practices
GEF: Global Environmental Fund
GHG: Green House Gas
GRC: Grievance Redress Committee
GRM: Grievance Redress Mechanism
GVH: Group Village Headman
IFAD: International Fund for Agricultural Development
M&E: Monitoring and Evaluation
NRM: Natural Resource Management
PC: Project Coordinator
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<tr>
<td>PCO</td>
<td>Programme Coordination Office</td>
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<tr>
<td>PFGRMC</td>
<td>Project Facilitation Grievance Management Committee</td>
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<td>PRIDE</td>
<td>Programme for Rural Irrigation Development</td>
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<tr>
<td>PTC</td>
<td>Project Technical Committee</td>
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<tr>
<td>RAF</td>
<td>Resettlement Action Framework</td>
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<tr>
<td>SECAP</td>
<td>Social, Environmental, and Climate Change Management Procedure</td>
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<td>SLM</td>
<td>Sustainable Land Management</td>
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<tr>
<td>T/A</td>
<td>Traditional Authority</td>
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<td>VDC</td>
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DEFINITION OF TERMS

**Complainant:** An individual or group with an issue, concern, problem, complaint or claim concerning the project that they want to be addressed and/or resolved.

**Complaint:** An issue, concern, problem or claim (perceived or actual) concerning the project that an individual or community group wants a project, company or contractor to address and resolve.

**Grievance:** A concern or complaint raised by an individual or a group within communities affected by project operations.

**Grievance Redress Mechanism (GRM):** is a set of specified procedures for revealing, assessing, methodically addressing grievances or complaints concerning the project and resolving disputes and evaluating its implementation. It is a mechanism whereby queries or clarification concerning a project are responded to systematically, problems that arise out of implementation are resolved and grievances are addressed efficiently and effectively.

**Grievance Redress Committee (GRC):** a committee set up at community, district and national levels to receive and handle grievances which may arise during the project implementation.

**Project Operation:** All activities undertaken directly by PRIDE/ERASP or indirectly by service providers with financing from PRIDE and ERASP
1.0 INTRODUCTION

This document describes the Grievance Redress Mechanism (GRM) for the Programme for Rural Irrigation Development (PRIDE) and the Enhancing the Resilience of Agro-ecological Systems Project (ERASP). It highlights the objectives, scope and mechanisms of the grievance redress, which will be available to any person (such as community residents, local businesses or others) who considers themselves affected by project activities. This will enable communities to readily and efficiently communicate their grievances and provide accessible means of addressing issues involving them and the projects at no cost to the complainant. For a grievance mechanism to be effective, all project stakeholders need to understand and support its purpose. Stakeholders including affected communities, must be aware of, and clearly understand the benefits of the grievance mechanism.

1.1 Background

1.1.1 Programme for Rural Irrigation Development (PRIDE)

The goal of the Government of Malawi (GOM)-IFAD country strategy is to: “reduce poverty and expand economic opportunities among the rural population”. The objectives include: (i) increased sustainable productivity through improved natural resource management; and (ii) the creation of sustainable agricultural input and produce markets. PRIDE will champion GOM-IFAD efforts towards these objectives.

1.1.1.1 Programme Goal and Objectives

The seven-year Programme’s Development Goal is to “enable smallholder farmers to sustainably enhance their production levels to such a degree that they can provide for their household nutritional demands and deliver produce to viable markets”, which is aligned mainly within the Strategic Objective 1 of the IFAD Country Strategic Opportunities Programme (COSOP) as well as National priorities. The specific development objective is to “Organise and empower smallholder farmer groups to sustainably manage land and water resources in the face of climate change; and be responsive to commercial market opportunities”.

The main thrust of PRIDE is to develop or upgrade irrigation schemes, enabling smallholder farmers to transition from low to high value crops and from subsistence to commercial farming. All farmers in the schemes will be member of a Water User Association (WUA) which will manage operations of the scheme. In each WUA the members will have secure land tenure through a medium to long term lease or granting of a permanent customary use right. PRIDE will adopt a catchment approach to irrigation, which entails an integrated approach to mitigate land degradation and increase production in upstream rain-fed areas while at the same time protecting irrigation assets downstream. To do so in a resource-effective manner, PRIDE will target “hot spots” of potential to mitigate land degradation in the catchment area of each scheme. PRIDE will support the implementation of sustainable soil and water management techniques using the catchment approach. Village Level Action Plans (VLAPS) and Catchment Management Plans will be developed for each scheme cluster with the participation of farmers. This approach will increase the water buffer capacity of the catchment, effectively increasing resilience to climatic risks.

**1.1.1.2. Programme Target Area and Groups**

PRIDE will be implemented in eight selected districts in the Northern and Southern Regions of Malawi. These are Chitipa, karonga, Rumphi and Nkhatabay in the North and Phalombe, Machinga, Chiradzulu and zomba in the South. Fig 1 illustrates the geographical position of the project sites. Target Schemes were identified and selected using the Irrigation Master Plan and Investment Framework (IMPIF). From the IMPIF priority list, PRIDE applied two additional criteria for scheme selection: (i) minimum size 40 ha, to secure sufficient scale for marketing, and maximum 850 ha, to secure manageability by WUAs; and (ii) not located in a district where substantial irrigation investment is planned under other projects, to avoid competition for implementation capacity. Priority was given to schemes generating Economic Internal Rate of Returns (EIRR) of above 10%. Finally, schemes have been clustered to realise efficiencies during implementation; with preference given to three schemes within one
area to be developed in series. Sequencing scheme development in one area allows for efficiencies in staff, contracts and cross-learning. PRIDE has three components as outlined in the following sections:

(a) Component 1: Irrigation Development and Catchment Management

This component aims at developing climate-resilient land and water management systems for smallholder households on both rain-fed and irrigated lands. This will be achieved by focusing on Land and Water Governance through preparatory activities for all investments as well as establishing and strengthening Water Users Associations (WUAs) and development of climate resilient irrigation systems. The investment in irrigation infrastructure will enable increased agricultural productivity and will open up opportunities for cash crop production. The component will also endeavor to promote soil and water conservation in erosion affected or vulnerable rain-fed lands in the scheme cluster areas to ensure that the whole catchment in the project sites is well managed to reduce environmental degradation.

(b) Component 2: Agriculture and Market Linkages

The component aims to develop environmentally and economically sustainable agricultural production systems, managed by smallholder households on both rain-fed and irrigated lands. The major focus is on enhancing Good Agricultural Practices (GAPs) in all the project sites. PRIDE seeks to improve the agriculture sector so that men, women, youth and people with disabilities and other vulnerable groups invest in agriculture as a profitable source of livelihood. This will be achieved through establishing market linkages throughout the value chains and development of business skills amongst the beneficiaries through farm business schools to ensure market oriented farm planning and management. The component will also focus on mainstreaming nutrition to ensure proper utilisation of agriculture produce for sustainable nutrition at household level.
(c) Component 3: Programme Management and Coordination

A Programme Coordination Office (PCO) was instituted at the Department of Irrigation (DOI) to coordinate PRIDE and ERASP implementation on a full-time basis. The Director of Irrigation Services (DIS) is responsible for overseeing PCO operations. The PCO is led by the Project Coordinator (PC) who reports to the DIS. The PCO comprises the following positions: Project Coordinator, Procurement Specialist, a Financial Management Specialist, a Water Users’ Associations Specialist, an Environmental Specialist, a Gender and Targeting Specialist, an Irrigation Engineer, a Value Chain Specialist, and a Planning, Monitoring and Evaluation Specialist, Accountant, Assistant Procurement Specialist, Assistant Monitoring and Evaluation Specialist, Assistant Accountant, Administrative Assistant, Regional Environmental Officers and Office Assistant/Receptionist.
Figure 1: **PRIDE LOCATION**

The designations employed and the presentation of the material in this map do not imply the expression of any opinion whatsoever on the part of IFAD concerning the delimitation of the frontiers or boundaries, or the authorities thereof.

Map compiled by IFAD | 24/04/2015
1.1.2. Enhancing the Resilience of Agro-ecological Systems Project (ERASP)

The ERASP is part of the regional GEF funded project, Integrated Approach Programme on Fostering Sustainability and Resilience for Food Security in Sub-Saharan Africa (GEF-IAP-FS). ERASP compliments PRIDE in three main areas;

i. ERASP focuses on a more comprehensive landscape planning process for the sub-catchments, including PRIDE sites, while PRIDE focuses on the institutional architecture as it relates to the functioning of the irrigation schemes.

ii. ERASP adds an agro-ecological approach to improving food security, which will complement PRIDE’s livelihood and marketing approach. In this, ERASP has developed a comprehensive strategy to reduce land degradation, as one of the pathways to improve food security, through biomass energy efficiency, biomass energy production and forest land and water conservation measures.

iii. While PRIDE has a major focus on irrigation, high value crops, value addition and marketing, ERASP will raise agricultural yields on rain-fed farming systems through climate-smart and conservation agricultural methods, supported by credit provision through village lending and saving clubs.

1.1.2.1. Project Goal and Objective

The Goal of the Project is “to improve food and nutrition security of rural communities in targeted areas”. The Project Development Objective is “to enhance the provision of ecosystem services and improve the productivity and resilience of agricultural systems of vulnerable rural poor”. This objective encompasses three sub-objectives of addressing land degradation, loss of agro-biodiversity and climate change adaptation and mitigation.
The main thrust of the Project is to engage a range of key stakeholders in integrated catchment area management, scale up catchment level sustainable land management practices and monitor and assess the ecosystem services, resilience and food security. The Project will engage stakeholders with the aim of building capacity and joint ownership among different government and non-government stakeholders and community members on the issue of catchment management. The Project aims to implement actions that will scale up the adoption of catchment conservation and Sustainable Land Management (SLM) practices at the wider catchment level. With respect to monitoring and assessment, the aim is to build local and national capacity to systematically measure, evaluate and document progress in improving ecosystem services and resilience and linkages to increased food security. This will further enhance effectiveness of catchment area management plans, create a standard evidence base for catchment management and serve as critical inputs to the GEF-IAP-FS monitoring.

1.1.2.2. Project Area and Target Group

The geographical targeting of ERASP is to focus on the PRIDE WRUs in Karonga, Machinga and Phalombe. The GEF financing has been prioritized for investments in wider catchment area management, increasing ecosystem services and the sustainability and benefits from the PRIDE investments in five of the most vulnerable catchments namely, Mwenilondo, Kasimba in the northern region and Chanyungu mposa, Nkhulambe and Lingoni in the southern region (see Fig 2 below). ERASP targets smallholder farmers in the selected catchment areas of the PRIDE investment sites and aims to reach 32,100 households in the three Districts. Within this group, a primary target group comprises households that are particularly food insecure and produce mainly for subsistence, and are willing to seek increased land and water productivity through catchment area conservation and sustainable land management practices.
ERASP comprises three Components, namely;

(a) **Component 1: Multi-stakeholder institutional framework for integrated catchment area management;**

This component aims to build capacity and joint ownership among different government and non-government stakeholders and community members (representing up- mid- and down-stream resources users) on the issue of catchment management following a shared vision of how communities wish to see their catchment developed.

(b) **Component 2: Scaling up of Catchment level, sustainable land management practices;**

This Component aims to implement the actions prioritised in the CAMPs and in village level plans developed under component 1 with emphasis on scaling-up the adoption of catchment conservation and SLM practices at the wider catchment level. The interventions will focus on landscape level catchment conservation and management to reduce GHG emissions, land degradation, and flood risk. They will also focus on increasing the availability of surface water during dry periods and improving agronomic practices in farmers’ fields that will result in sustainable intensification of agricultural production benefitting at least 16,600 farmers.
(c) Component 3 - Monitoring and assessment of ecosystems services, resilience and food security;

Component 3 will support the continued monitoring and assessment of the outcomes of the component 2 interventions to provide evidence of higher and more regulated river flows to support agricultural livelihoods. The project will aim to make the case to politicians and District and Central Government about the nature, feasibility and effectiveness of community NRM as the foundation for productive agricultural practices, sustainable wood fuel supply (an essential plank of the country’s energy mix), expanded livelihood options and the positive social and in the economic spin-offs especially for women and children.
Figure 2: **ERASP PROJECT SITES**

The designations employed and the presentation of the material in this map do not imply the expression of any opinion whatsoever on the part of IFAD concerning the delimitation of the frontiers or boundaries, or the authorities thereof.

*Map compiled by IFAD | 16-03-2016*
1.2. Rationale for the Grievance Redress Mechanism (GRM)

The implementation of infrastructure development projects usually generates dramatic changes for communities. While change may lead to opportunities for some, it may put others at risk, despite project efforts to be socially and environmentally responsible, and despite genuine attempts to engage communities and create project safeguards. The project should therefore provide an environment for communities and/or individuals to channel and resolve their grievances. Lack of such an environment, leads to persons or communities affected by the project activities to turn to other avenues to protest where the risk levels for a project is dramatically higher, including the streets, court system, and local and international press. Alternatively, the affected communities may feel powerless to act, while their unresolved, ignored or scorned grievances accumulate over time, eventually erupting into intractable community opposition. The costs of ignoring such disputes, or responding too late—are high. Many major infrastructure projects around the world are stalled due to unresolved disputes over land, water, or labor issues especially where community contribution is high in the project implementation.

The PRIDE/ERASP grievance redress mechanism therefore establishes a platform for communities and individuals in the project area to voice and amicably resolve their complaints at the earliest possible level. The main aim of the grievance redress mechanism is to identify and resolve minor community incidents before they escalate into unmanageable disputes.

1.2.1. Purpose

The purpose of PRIDE/ERASP GRM is to provide a platform for communities to express their concerns and achieve remedies if any, in a timely manner and assist larger processes that create positive social change thereby reducing project risks. It also provides a way of promoting a mutually constructive relationship between communities and project implementers at all levels. The PRIDE/ERASP GRM has been established in accordance with the IFAD Social, Environmental, and Climate Change Management Procedure (IFAD
1.2.2. Objectives of PRIDE/ ERASP GRM

The main objective of PRIDE/ ERASP GRM is to provide a locally based, formalized way for the project stakeholders to receive, assess, and resolve community grievances related to project activities. It offers a simple and effective platform for resolving problems that are culturally appropriate. It aims at assisting parties reach timely and amicable resolutions with dignity, justice, and finality. Specifically, GRM aims to:

(a) reduce conflict, risk of undue delay and complications in project implementation;
(b) ensure that the rights of affected parties are respected;
(c) identify and respond to unintended impacts of projects on individuals;
(d) enhance participation, support and benefit to local communities;
(e) provide a systematic way to deal with grievances in an early, transparent and fair manner;
(f) provide project staff with practical suggestions/feedback that allow them to be more accountable, transparent, and responsive to beneficiaries
(g) increase stakeholder involvement in the project.
2.0. GRIEVANCE REDRESS MECHANISM IMPLEMENTATION ARRANGEMENT

The PRIDE/ERASP GRM will be implemented using a three-level redress arrangements as follows:

(a) Community Level

(b) District Level

(c) National Level.

Figure 3 provides a schematic diagram of the PRIDE and ERASP GRM structure.

2.1. Community Level

This level will comprise Village Grievance Redress Management Committee (VGRMC) which will be established at Group Village Headman (GVH) Level, an Area Grievance Redress Management Committee (AGRMC) which will be established at Traditional Authority (TA) Level and a Workers Grievance Redress Management Committee (WGRMC) which will be established at a construction site.

2.1.1. Village Grievance Redress Management Committee (VGRMC)

A VGRMC shall be formed under the project at a Group Village Headman (GVH) Level in the scheme cluster area as a first tier of grievance redress as illustrated in figure 3 to resolve grievances which may emanate at community level during project implementation. The VGRMC members shall appoint a chairperson and the Agriculture Extension Development Officer (AEDO) shall be the secretary. The committee shall consist of the following members:

i. Water User Association (WUA) representative

ii. Village Natural Resources Management Committees (VNRMC) representative

iii. Land committee representative

iv. Community Development Assistant
v. AEDO
vi. Area stakeholders panel representative
vii. Village Development Committee representative
viii. Community policing representative
ix. Religious Groups Representative
x. Representative of Community Based Organization
xi. Youth representative
xii. Women representative (women leader from women groups)
xiii. Tribunal Representative

_N.B: the composition of the committee should have at least 30% representation of women_

2.1.1.2. Roles and Responsibilities of VGRMC

The VGRMC roles and responsibilities include but are not limited to:

i. Recording all grievances as submitted to them by complainant;

ii. Vetting all received grievances and consider their appropriateness for resolution under this GRM. If the grievance is not within jurisdiction of the committee, it shall be referred to the appropriate authority;

iii. Summoning all concerned parties for hearing;

iv. Considering and investigate the issue, facilitate and mediate resolution of grievance;

v. Documenting status of the complaint and its resolution;

vi. Refering the grievance to the AGRMC for resolution with appropriate documentation and justification for reference if the case is unresolved;

vii. Providing feedback to the complainant and ensure reporting;

viii. Sensitising communities on GRM;
2.1.2. Workers Grievance Redress Management Committee (WGRMC)

A Workers Grievance Redress Management Committee (WGRMC) will be formed under the project to resolve the grievances which emanate from construction sites. The WGRMC members will appoint a chairperson and the Irrigation Officer shall be the secretary. The WGRMC will consist of the following members:

i. WUA representative  
ii. AEDC  
iii. Community Development Assistant  
iv. Contractor representative  
v. Workers representative (4) and ensure women and youth representation  
vi. Consulting engineer representative  
vii. Irrigation officer  
viii. Labour Officer Community policing representative

N.B: the composition of the committee should have at least 30% representation n of women

2.1.2.1. Roles and responsibilities of WGRMC

The Workers Grievance Redress Management Committee (WGRMC) roles and responsibilities include but are not limited to:

i. Recording all grievances as submitted to them by complainants;  
ii. Vetting all received grievances and consider their appropriateness for resolution under this GRM. If the grievance is not within jurisdiction of the committee, it shall be referred to the appropriate authority  
iii. Summoning all concerned parties for hearing
iv. Considering and investigate the issue, facilitate and mediate resolution of grievance
v. Documenting status of the complaint and its resolution;
vi. Refering the grievance to the AGRMC for resolution with appropriate documentation and justification for reference if the case is unresolved;
vii. Providing feedback to the complaining party and ensure reporting
viii. Sensitising workers on GRM.

2.1.3. Area Grievance Management Committee (AGRMC)

An Area Grievance Redress Management Committee (AGRM C) shall be formed under the project at Traditional Authority Level to resolve the grievances which the VGRMC and WGRMC have failed to address. The AGRMC members shall appoint a chairperson and the AEDC shall be the secretary.

Composition of the Committee:

i. AEDC as secretary
ii. Community Development Assistant
iii. Irrigation Officer
iv. Land Clerk
v. Land Tribunal Member
vi. Faith Based Leader
vii. Women Representative
viii. Youth Network member
ix. Community Police Representative
2.1.3.1 Roles and Responsibilities of AGRMC

The Roles and Responsibilities of the AGRMC include but are not limited to:

i. Recording all grievances referred from VGRMC and WGRMC;

ii. Summoning all concerned parties for hearing;

iii. Considering and investigating the issue, facilitate and mediate resolution of grievance;

iv. Documenting status of the grievance and its resolution;

v. Refering the grievance to the DGRMC for resolution with appropriate documentation and justification for reference if the case is unresolved

vi. Providing feedback to the complainant and ensure reporting to the DGRMC;

NB: Traditional leaders shall provide advisory role to the AGRMC. Both the VGRMC and WGRMC shall be reporting to the AGRMC.

2.2. District Level

The District Grievance Redress Management Committee (DGRMC) will be instituted at district level as a second tier of GRM under PRIDE and ERASP.

2.2.1. District Grievance Redress Management Committee

A District Grievance Redress Management Committee (DGRMC) will be formed under the project at district level to resolve the grievances which the AGRMC has failed to address. The DGRMC will be chaired by the DPD and it will consist of the following members,

i. Director of Planning and Development,

ii. District Lands Office,

iii. District Irrigation Officer,

iv. Environmental District Officer (Secretary)
v. District Gender Officer  
vi. District Agricultural Development Officer  
vi. District Community Development Officer  

viii. District Social Welfare Officer  
ix. District Water Officer  
x. District Labour Officer  
xi. NGO representative (governance)

2.2.1.1. Roles and Responsibilities of DGRMC

The DGRMC roles and responsibilities include but are not limited to:

i. Resolving and addressing grievances which have been referred from CGRMC and WGRMC;  
ii. Referring to PFGRMC unresolved grievances at community and District level;  
iii. Building capacity of CGRMC and WGRMC on GRM;  
iv. Investigating the grievance, facilitate and mediate resolution of grievance;  
v. Reporting to the PFGRMC all complainants handled at community and district level  
vi. Documenting status of the complaint and its resolution.

2.3. National Level

The Project Facilitation Grievance Redress Management Committee (PFGRMC) is instituted at the National level as a third tier of GRM under PRIDE and ERASP.
2.3.1. Project Facilitation Grievance Redress Management Committee (PFGRMC)

A Project Facilitation Grievance Redress Management Committee (PFGRMC) will be formed under the project at national level to resolve the grievances which the DGRMC has failed to resolve. The PRIDE/ERASP Project Technical Committee (PTC) will act as the PFGRMC to hear and adjudicate on appeals against DGRMC decisions. The Chairperson of the PTC will act as the Chairperson of the PFGRMC. The committee will Co-opt the Ministry of Justice when needs arise into the PFGRMC. The roles and responsibilities of the PFGRMC include but not limited to:

i. Reviewing grievance details and appropriate background information, including notes/minutes of meeting of DGRMC with respect to the specific grievance case

ii. Documenting status and resolution of the grievance

iii. Providing feedback to complainants

iv. Referring unresolved grievances to the Ministry of Justice.
Figure 3: **PRIDE and ERASP GRM Structure**

- Project Facilitation GRMC at National Level
- DGRMC at District Level
- AGRMC at Community Level
  - VGRMC at Community Level
  - WGRMC at Community Level
3.0. GRIEVANCE REDRESS PROCESS

The grievance process for PRIDE and ERASP GRM will have five major stages. These stages include:

(a) Grievance Reception and Uptake
(b) Verification and clarification
(c) Assessment and Investigation
(d) Hearing and Resolution
(e) Implementation of the Resolution.

Figure 4 is a Schematic presentation of the Grievance Redress Process.

3.1. Stage 1: Grievance Reception and Uptake

Grievance reception and uptake refer to the methods by which the project will receive grievances. Taking into account technology, funding and capacity constraints, the GRM will have two grievance uptake locations at community and district levels. Grievances at scheme cluster level will be presented to the VGRMC or WGRMC depending on the source of the grievance. Grievances can be registered through the following channels; phone call, email, WhatsApp, SMS or face-to-face. The uptake channels will be publicized and advertised through local media, the implementing District Council Offices and where relevant through the contractors. The grievances submitted verbally will be put in writing for them to be considered. Recognizing that many grievances may be resolved ‘on the spot’ and informally by project staff, there are opportunities to encourage these informal resolutions to be recorded to encourage responsiveness and ensure that repeated or low-level grievances are being noted in the system.

The VGRMC, WGRMC, AGRMC and DGRMC shall register all received grievances in a Grievance Log and Resolution Form attached in Annex 1.
3.2. Stage 2: Verify and Classify

In general, all submitted grievances have to be accepted and no judgement is made prior to investigation even if the submitted grievances are minor. However, the eligibility (if the issue being raised is relevant to the project) of a submitted grievance must be determined before further action is undertaken on the complaint.

Once a grievance is received, the VGRMC, WGRMC, AGRMC and DGRMC shall assess whether the grievance is within the scope of PRIDE/ERASP GRM and make necessary follow ups to establish the truth of the matter. In case a grievance is not related to the program, the complainant shall be advised to channel it to the relevant institution. Complainants with issues that are criminal in nature will be encouraged to present their cases to police.

The following types of complaints must be declared non-eligible and redirected to relevant institution:

(a) Complaints clearly not related to the project
(b) Complaints constituting criminal activity and violence
(c) Labour-related grievances
(d) Commercial disputes.

If the eligibility of the submitted complaint is rejected, the complainant must be formally provided with feedback within 5 days of lodging a grievance. If necessary, a meeting should be convened to explain the reason(s) for rejecting the submitted grievance to the complainant.
3.3. Stage 3. Assessment, and investigation

All eligible grievances will need to undergo some degree of review, assessment, and investigation depending on the type of grievance and clarity of the circumstances to get more details. Minor, straightforward grievances may not need any investigation before proceeding to resolutions, however complicated grievances will need a more detailed assessment and investigation to get details of the complaints.

If necessary, within 3 days after confirming the eligibility of the grievance, VGRMC, WGRMC, AGRMC and DGRMC shall undertake an investigation to gather more information.

3.4. Stage 4: Hearing and Resolution

After confirming the eligibility of the submitted grievance, the VGRMC, WGRMC, AGRMC and/or DGRMC shall set a date and time for a hearing within the next 7 Days. The complainant and accused shall be informed of the date and time of the hearing in writing and or through SMS.

The hearing shall take place if two thirds of the GRMC members are present, the complainant is present in person and the accused is present in person. If the complainant and/or accused are not present during the first hearing, the GRMC has to postpone it and set a new date within the next 3 days. If the complainant is not present during the second hearing without a valid reason, the GRMC will automatically reject the submitted grievance without the right to appeal. If the accused is not present without a valid reason, the GRMC will allow the complainant to further explain the grievance before examining all the facts and formulating the judgment.

Upon agreement to the resolution, the complainant shall sign in acceptance and Chairperson and Secretary shall counter sign under the closure section in the Grievance Log and Resolution Form attached in Annex 1. This shall signify that the grievance has been fully discussed and closed.
In case the grievance is not resolved, the same members shall also be required to sign under referral section in the Grievance Log and Resolution Form attached in Annex 1 signifying that the case was not closed and has since been referred to another level. Where the case is not closed at the PFGRMC, the committee will explain the appeal process and the complainant may seek justice from the Court of Law and the decision made by the Court of Law shall be final.

3.5. **Stage 5: Registry**

All grievances received will be entered into a GRM registry which will be kept at district council and will be accessible to the public and shall be maintained at all the three GRM levels. The community and workers’ log and resolution form shall be completed in triplicate for any case heard, closed or referred and a copy of the resolution form shall be sent to the DGRMC and to the complainant, and the other shall remain with the committee for record purposes.

The Log book and resolution form at District level shall be completed in quadruplicate and a copy will remain in the registry while the other copies will be sent to PFGRMC, VGRMC/WGRMC/AGRMC and to the complainant.

The DGRMC shall also be responsible for consolidating all grievances in their register and submit a copy to the PFGRMC through the PCO on quarterly basis. This shall enable the PCO to keep a register (Annex 2) of all grievances recorded and handled at community and District levels. The records will enable the PCO to monitor implementation of the resolutions.

3.6. **Stage 6: Implementation of Agreed Resolution**

Following the signing of the Grievance Resolution Agreement, the project must implement the agreed resolutions in accordance with the provisions specified in the signed agreement.
Figure 4. **PRIDE GRM PROCESS**

1. **Grievance lodged**

2. **Reception and Uptake**  
   (Grievance recorded in the Register)
   - No further action

3. **Verify and Classify**  
   (Eligibility of the grievance decided)
   - Not eligible  
     → Refer to relevant Entities
   - Eligible

4. **Assessment and Investigation**  
   (Details of the grievance gathered)
   - No further action

5. **Hearing Resolution and closure**
   - Resolution not Accepted
     → Appeal
   - Resolution Accepted
     → Registry  
     (the grievance details entered into a Registry)
4.0. IFAD’S GRIEVANCE AND REDRESS MECHANISM

IFAD has established a complaints procedure to receive and facilitate resolution of concerns and complaints with respect to alleged non-compliance of its environmental and social policies and the mandatory aspects of its Social, Environmental and Climate Assessment Procedures in the context of IFAD-supported projects. The procedure allows affected complainants to have their concerns resolved in a fair and timely manner through an independent process. IFAD may be contacted by e-mail at SECAPcomplaints@ifad.org or via its website.

In addition, IFAD will require the borrower to provide an easily accessible grievance mechanism, process or procedure to facilitate resolution of concerns and grievances of project-affected parties arising in connection with the project on a case-by-case basis for projects that pose special risks. Grievance redress will use existing formal and informal grievance mechanisms, strengthened or supplemented as needed with project-specific arrangements, and will be proportionate to the risks and impacts of the project. Although IFAD normally addresses risks primarily through its enhanced quality enhancement/quality assurance process and by means of project implementation support, it remains committed to: (a) working proactively with the affected parties to resolve complaints; (b) ensuring that the complaints procedure and project-level grievance mechanism are easily accessible to affected persons, are culturally appropriate, responsive and are operating effectively; and (c) maintaining records of all complaints and their resolutions.
5.0. **CAPACITY BUILDING OF GRIEVANCE REDRESS COMMITTEE**

The effectiveness of the PRIDE and ERASP GRM to redress grievances in an adequate, transparent, accountable and timely manner largely depends on the capacity of the GRMC members to fulfil their roles and responsibilities. Therefore, the capacity building of the GRMC members is paramount to the proper functioning of the GRM at all levels. The Project will therefore provide training on the GRM before rolling it out.
6.0. MONITORING AND EVALUATION

The monitoring and evaluation (M & E) of the GRM will be undertaken within the Monitoring and Evaluation Framework of the project. GRM M & E will establish a tracking system and define key performance indicators to ensure timely and effective resolution of grievances. This approach will enable the assessment of the overall effectiveness of the GRM and allow for corrective actions as needed. Table 1 contains key performance indicators recommended for assessing the efficiency of GRM.
Table 1. **GRM Performance indicators**

<table>
<thead>
<tr>
<th>Objective</th>
<th>Indicator</th>
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| **Biannual:**  
To assess if grievances are correctly screened and classified at community and District level  
To identify trends in grievances handled by the project  
To ensure grievances are being addressed at all levels | - Number of grievances received by level and type  
- Number of grievances redressed by level and type  
- Repeat of grievances from same stakeholder  
- Repeat of grievances form several stakeholders  
- Time frame for closure of grievances; by level and type  
- Number of comments accepted and corresponding actions taken  
- Number of suggestions received and accepted |
| **Annual:**  
To assess the compliance with the GRM  
To evaluate progress with achieving results  
To identify improvements and update grievance handling and redressing procedures | - Completeness of grievance log and register  
- Number of grievances received by level and type  
- Number of grievances resolved  
- qualitative assessment of stakeholder  
- awareness of grievance mechanism  
- Number of appeals received  
- Number of appeals resolved |
<table>
<thead>
<tr>
<th>District Name:</th>
<th>Name of Scheme:</th>
<th>Name of Complainant</th>
<th>Date of Grievance</th>
<th>Brief description of the grievance (What happened? Who was involved? Who did it happen to? What are your suggestions? Use additional pages if required)</th>
<th>Follow-up/Investigation Findings</th>
<th>Resolution Made</th>
<th>Person Assigned</th>
<th>Date</th>
<th>Referred to</th>
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If case is closed, GRM Committee members & complainant to sign below

VGRM/ WGRM/ AGRMC/DGRM Committee Chair
Name: ______________________________________________________
Signature:___________________________________________________
Date:_______________________________________________________

Committee Secretary
Name: ______________________________________________________
Signature:___________________________________________________
Date:_______________________________________________________

Name of Complainant_________________________________________
Signature:___________________________________________________
Date:_______________________________________________________

Name of Witness:____________________________________________
Signature:___________________________________________________
Date:_______________________________________________________

If the case is not closed:

Referred to_________________________________________________
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<tr>
<th>Ref No.</th>
<th>Date of Referral</th>
<th>Name of Person Compiling the Referral</th>
<th>GRMC Chair:</th>
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## ANNEX 2. GRIEVANCE RECORDING REGISTER

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<th>Date</th>
<th>Time</th>
<th>Mode of submission</th>
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