

## **Smart Government Project Grievance Redress Mechanism**

### **Summary Report Jan 01 - June 30, 2022**

This report is half-yearly Summary Report of the Smart Government Project Grievance Redress Mechanism (GRM). This report provides details of all complaints and feedbacks received Jan 01, 2022 and June 30, 2022.

The Smart Government Project GRM aims to identify and record concerns of communities and stakeholders potentially affected by Smart Government Project-related activities, implement a timely and responsive approach to resolving grievances, and demonstrate transparent monitoring and reporting of issues of concern. The Smart Government Project PIU registers all issues of concern reported to it and decides whether they are related to Smart Government Project activities and warrant further investigation or whether to refer them as unrelated complaints for independent action. If an investigation is warranted the Smart Government Project or PIU facilitates assessment and consultations with the complainant with the aim of achieving agreed mitigating actions. A complainant may refer an issue at any time to the World Bank Grievance Redress Service (WB GRS) or escalate an issue to the World Bank Inspection Panel (WB IP).

This half-yearly report aims to monitor and disclose complaints received by the Smart Government Project GRM and is drafted according to the following guidelines:

- The report summarizes the number and type of complaints received;
- Identifies current status as:
  - Unrelated: complaint or feedback is not linked to the Smart Government Project or the responsibility of the Smart Government PIU to address;
  - Resolving: complaint or feedback has been registered and is under review or actions are being taken to address it;
  - Resolved: actions have been taken and provided to the complainant;
- Identifies the number of working days from registration until resolving the complaint;
- Identifies the ratio of grievances received to grievances addressed;
- Maintains the confidentiality of complainants' identities.

In total, since the launch of the Smart Government Project in September 2015, the Project has received 60 feedbacks through 7 channels (written, email, feedback section of Project's website, Project's Facebook page, face to face meeting, clubhouse, phone call). 24 feedbacks out of 60 were addressed and 23 were resolved and 1 is being resolved.

During the period of this report, 16 feedbacks were received. 1 feedback was addressed and is being resolved, and 4 were unrelated feedbacks.

The ratio of total feedbacks addressed to those with resolved is 24:23 (96% resolved).

***Summary feedbacks/grievances Received***

Period	Total	Status	Number, channel, type
New Period (Jan 01 – June 30, 2022)	5 of those addressed: 1	Unrelated	4 Channel: Facebook page-4, project's website-10
		Resolving	1 Channel: written-1 Type: complaint-1
		Resolved	0
Previous Period (Sept, 2015- Dec 31, 2021)	55 of those addressed: 23	Unrelated	32 Channel: Facebook page-12, project's website-16, email-4
		Resolving	0
		Resolved	23 Channel: Facebook page-8, project's website-5, written-7, face to face meeting-1, club house-2 Type: comment-1, request-11, clarification-7, complaint-4
Total (Sept, 2015- June 30, 2022)	60 of those addressed: 24	Unrelated	36 Channel: Facebook page-14, project's website-16, email-5, phone call-1
		Resolving	1 Channel: written-1 Type: complaint-1
		Resolved	23 Channel: Facebook page-8, project's website-5, written-7, face to face meeting-1, club house-2 Type: comment-1, request-11, clarification-7, complaint-4

### *Summary of feedbacks addressed*

No.	Date received	Registered No.	Type	Channel	Summary of issue	Summary of actions taken	Status, Resolved date, duration, /working days/, way
1	2022.06.27	f-22/01	complaint	written	Bidder raised a complaint about bid selection	under review.	Resolving.
Other							
Even though 2 questions were not addressed, those were related to outcome of the Project about getting online service 're-issue foreign national passport' and PIU gave guidance to get the online service. As well as advice and attention for notices about getting the service were prepared and posted on Project Facebook page.							

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