

Grievance Redress Mechanism

Project Implementation Unit

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Introduction

This document is prepared as a part of the Environmental and Social Commitment Plan (ESCP) to guide the stakeholder grievance redress processes during the implementation phase of the Smart Government II Project.

The main purpose of this Grievance Redress Mechanism (GRM) is to allow the stakeholder grievances, feedbacks and comments to be undertaken in a systematic manner that will allow the various stakeholders and beneficiaries to express their individual opinions and the Smart Government II Project to respond them appropriately. Furthermore, the Project GRM will serve as a conduit for soliciting inquiries, inviting suggestions, and increasing stakeholder's participation.

What is a Grievance Redress Mechanism?

GRM is a locally based, formalized way to accept, assess, and resolve community feedback or complaints.¹ In other words, a Grievance Redress Mechanism is a system by which queries or clarifications about the project are responded to, problems with implementation are resolved, and complaints and grievances are effectively addressed.

Grievance Redress Mechanism

As stated in the Environmental and Social Commitment Plan (ESCP) of Smart Government II Project, PIU shall establish and maintain a mechanism to receive and facilitate the resolution of affected peoples' concerns, complaints and grievances about the project's performance, with emphasis on environmental impacts, social dimensions, and project activities.

Considering the fact that the nature and scope of the two projects are considerably uncomplicated than those projects, which involve development initiatives, local community, or high environmental and social impacts, the GRM must be simple and accessible in terms of procedures.

The GRM will address affected people's concerns and complaints promptly, using an understandable and transparent process that is gender-responsive, culturally appropriate and readily accessible to all segments of the affected people at no costs and without retribution.

¹ CAO Advisory Note "A Guide to Designing and Implementing Grievance Mechanisms for Development Projects."

Who can raise a grievance

- An individual, project stakeholder, beneficiary or affected person who believes that the activities of the project have caused, or will cause adverse impact to their community or activity
- An individual, organizations, project stakeholders or beneficiaries have the right to submit their requests to obtain project relevant information authorized by law, suggestions and complaints.

Main steps for implementing grievance redress mechanism

A. Publicizing Grievance Redress Mechanism

Presenting the policy, principle and activity of grievance redress to stakeholders and beneficiaries is crucial for effective implementation of mechanism. Therefore, the projects' grievance procedures should be publicized and explained to relevant stakeholders and beneficiaries groups about where to go and whom to talk, and what the process will be for handling their grievances. Stakeholders and beneficiaries should have a common understanding of where to lodge complaints, and how to get their complaints.

These pieces of information must be publicized through all available sources such as the official website of the Smart Government II Project (www.smart.gov.mn).

B. 4 steps to receive, register a grievance

1. Resolution at Local Level and Access to GRM.
The GRM system enables affected person (local residents, representatives of local business entities, workers of contractors etc.) to issue a complaint and/or comments choosing the most comfortable way out of several options such as hotline, in-person, written within the existing government procedure. The complaint record includes details such as the comments/grievance issue, the affected person's name, contact and date of grievance.
2. Complaint Eligibility Assessment and Resolution. Received complaint is assigned to the relevant personnel either in PIU or to the relevant department/division/unit in the MDDC . The PIU should take steps to investigate and resolve the issue. This may involve instructing the contractor to take corrective actions. The contractor should implement the redress solution and convey the outcome to the PIU and notify WB. Depending on the type and complexity of the grievance issue, PIU/The MDDC can solve the issue between 1-30 days after receiving the comment/complaint.
3. Complaint Resolution by Project Steering Committee. PIU investigates and organizes multi- stakeholder meeting within 10 days of Stage 3 if necessary.
4. Higher Authority Resolution. If complaint not addressed, affected parties may seek legal redress through court system.

Grievance Log Template

No.	Status	Received date	Person/s	Grievance type and received channel	Summary of grievance	1 st level resolution and closure date	2 nd level resolution and closure date	Assigned PIU staff name
1								

C. Implementation and evaluation of Grievance Redress Mechanism

The project assistant should analyze information and include GRM progress in the progress report of the two projects semi-annually. Following information shall be disclosed:

- Types of grievances received;
- Causes of or reasons for grievances;
- Number of grievances received;
- Profile of complainants;
- Number of complaints resolved or not resolved;
- Specific actions taken by the Project.

Conclusion

In conclusion, finding an appropriate way to handle grievances and complaints is part of good project management and it is crucial to address grievances effectively in a timely manner so as to ensure a good relationship with all stakeholders and beneficiaries.

The Projects values all types of comments, feedbacks, complaints, and grievances as a key to maintaining the continuous improvement of the Project performance.

The Projects should take following actions following actions in order to achieve effective implementation of GRM:

- Update and improve current grievance form of the Smart Government II Project /Complaint form included in Annex A/.

Annex A: Complaint form

COMPLAINT FORM

1. Complainant's Information *(This information must be provided. The identity of complainants will be kept confidential if they request so.)*

Name:

Organization or company:

Contact number:

E-mail:

2. Please write down your comments, request and complaints.

Signature: _____

Date:

Please send the complaint form to below address:

Smart Government II Project, Project Implementation Unit:
City capital office, Sambuu street, 6th khoroo, 3rd floor Room 301, 302
Sukhbaatar district, Ulaanbaatar city, Mongolia
E-mail: info@smart.gov.mn
Phone number:

Complaints may be submitted by telephone, mail, e-mail, or hand delivery to the Project Implementing Unit.