

KIRIBATI OUTER ISLAND RESILIENCE AND ADAPTATION PROJECT OPERATIONS MANUAL GRIEVANCE REDRESS MECHANISM INFORMATION (LOCATED IN SECTION 8 OF THE POM).

1. Grievance Redress Mechanism

Project Level – Grievance Redress Mechanism

The Grievance Redress Mechanism (GRM) is the Project’s system or arrangement where affected parties, community members, and other interest groups may raise feedbacks, concerns or grievances regarding the implementation of the Project in general, and the subprojects in particular.

The project’s GRM will address stakeholders’ concerns and complaints promptly, using a transparent process that is responsive, culturally appropriate, and readily accessible to all segments of the affected communities at no cost and without retribution. In the project briefings/stakeholder consultations prior to start of construction, the PMU E&S Risk Management Specialist with support from the KFSU E&S Specialist will explain the project to the stakeholders, its impact and mitigating measures as well as describe the GRM. Information material about the GRM will be provided to stakeholders and will be designed with the support of the communications specialist (see ESMF Chapter 7 Stakeholders Engagement and Consultation, Section 7.3 Grievance Procedures). A separate GRM for the workers is established to address their complaints and is described in the Labor Management Procedures (see ESMF Annex 5 LMP, Section 7 Workers Grievance Management).

Grievances may be submitted through means or methods preferred and accessible by the complainant, such as verbally or through writing a note, an email, or via a drop box, and including through photos or video clips if needed. Drop boxes for complaints should be in easily accessible places and without the possibility of identifying person(s) who put in the complaint. The process will ensure privacy and confidentiality of the complainant.

The process for filing and handling of grievances is outlined in Figure 8.1 and Table 8.1 below.

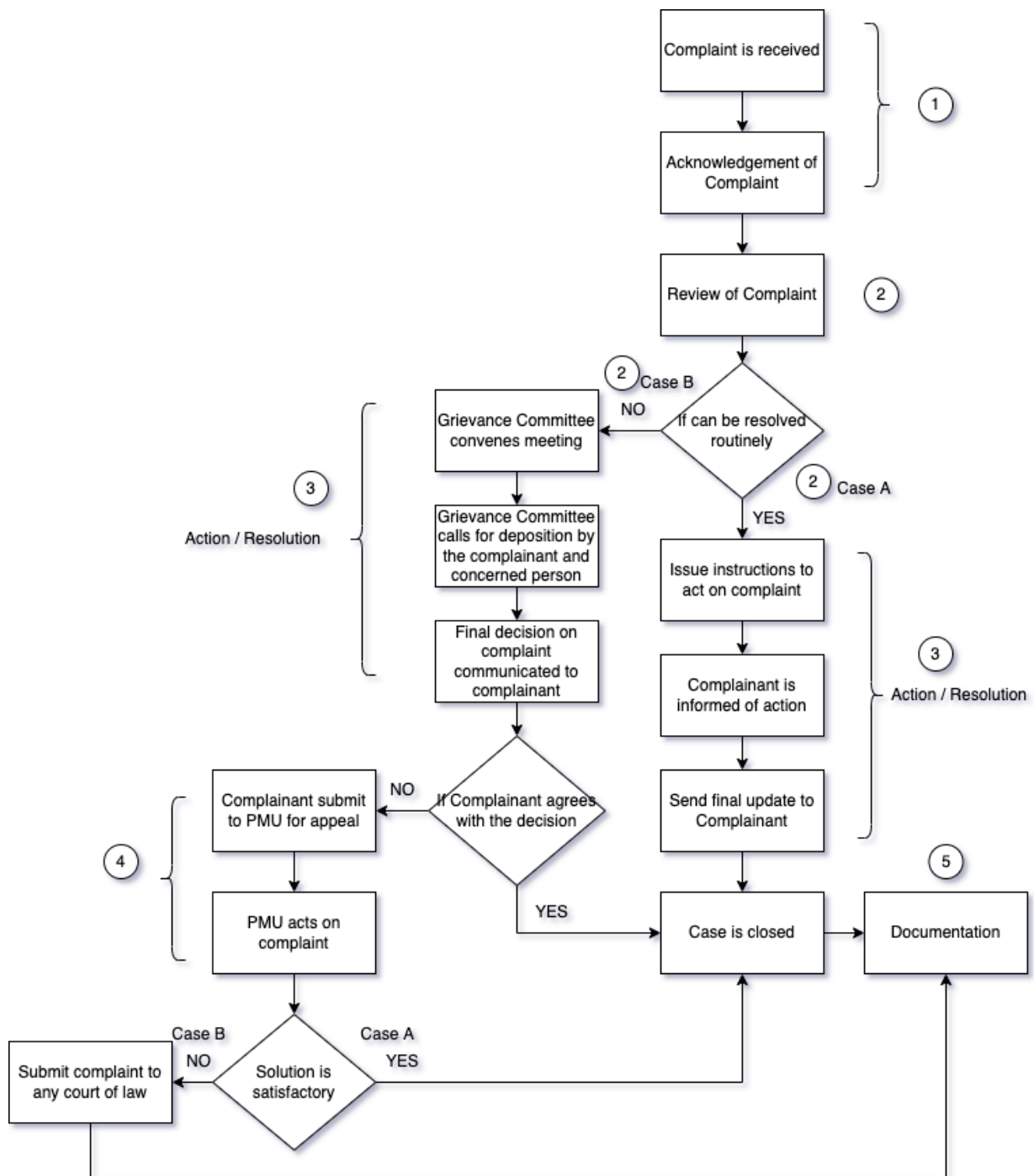


Figure 8.1 Grievance Redress Mechanism Diagram

Table 8.1. Grievance Redress Mechanism Process

Step	Process	Timing	Responsible
1. Grievance/ Complaint is received	E&S Focal Point informs E&S Specialist at PMU, and acknowledges receipt of complaint in writing	Respond within 48 hours upon receipt of complaint	E&S Focal Point
2. Complaint is reviewed	E&S Focal Point reviews nature of complaint		E&S Focal Point
Nature of complaint			
Case A: If complaint can be solved routinely			
3. Action/Resolution	Issue instructions to IO (MISE or IC) and contractor to act on complaint		
	Complainant is informed of action	Within 15 days upon receipt of complaint	
	Send final update to complainant		
Go to Step 5	Case closed		
Case B: If complaint is a serious case			
3. Action/Resolution	E&S Focal Point escalates the complaint to PMU E&S Specialist Grievance Committee (GC) convenes meeting		GC
	GC as required may call for a deposition by the complainant and the person involved in the complaint		GC
	Final decision on complaint communicated to complainant	Within 21 days upon receipt of complaint	GC

Step	Process	Timing	Responsible
Go to Step 5	If complainant agrees, case closed.		
4. If no amicable solution is reached	Complainant submits appeal to PMU Project Manager		PMU Project Manager
	Act on complaint	Within 15 days of filing of appeal	PMU Project Manager
Case A: If solution is satisfactory to complainant	Complainant is informed of resolution and case is closed		PMU Project Manager
Go to Step 5			
Case B: If solution is unsatisfactory to complainant or if the complainant does not receive the response from the GC within 15 days of registry of the complaint	Submit complaint to any court of law		
5. Documentation	Document the process and keep records in a database	After every step in the process	GC focal person

1.1. World Bank – Grievance Redress Service (GRS)

The Communities and individuals who believe that they are adversely affected by a World Bank-supported project may submit complaints to existing project-level GRM or to the World Bank’s Grievance Redress Service (GRS). Once the concerns have been brought directly to the World Bank’s attention, and Bank management has been given an opportunity to respond, complaints may be submitted to the World Bank’s independent Inspection Panel which determines whether harm occurred, or could occur, because of World Bank non-compliance with its policies and procedures. Information on the World Bank’s corporate Grievance Redress Service is provided at: www.worldbank.org/en/Projects-operations/products-and-services/grievance-redress-service. The information on how to submit complaints to the World Bank Inspection Panel is provided at: www.inspectionpanel.org.

1.2. Documentation and Periodic Review

The GC focal person (Name, Designation and Contact details - mobile and email will be made available to the stakeholders) in each subproject will prepare the acknowledgment of

complaint, letter of action or resolution of complaint, document all complaints filed, reviewed, resolved, or elevated to any court of law. All documentation will be submitted to the PMU-E&S Risk Management Specialist on a quarterly basis. The PMU-E&S Risk Management Specialist which will manage the Grievance Redress Mechanism, will maintain a database and activity file detailing all grievances collected throughout project implementation. This information will be available for public review on request. The PMU-E&S Risk Management Specialist will periodically evaluate the efficiency and effectiveness and of the grievance redress mechanism. The Project Manager will review the records monthly and report on the grievances, response time and resolution status in a quarterly report to the WB.

**KIRIBATI OUTER ISLANDS RESILIENCE AND ADAPTATION PROJECT GRIEVANCE
REDRESS MECHANISM REGISTER FORM FOR WORKERS AND COMMUNITY
PEOPLE FOR KOIRAP CONSTRUCTIONS ON KIRIBATI ISLANDS**

Case No.			
Date received		Receiver	
COMPLAINANT DETAILS			
Name			
<input type="checkbox"/> Anonymous			
Gender	Male <input type="checkbox"/>	Female	<input type="checkbox"/> TICK BOX
Phone No		Email	
Address			
COMPLAINT/FEEDBACK (C/F)			
Mode	<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> SMS <input type="checkbox"/> Letter <input type="checkbox"/> Social media <input type="checkbox"/> In-person		
C/F Type	<input type="checkbox"/> A <input type="checkbox"/> B <input type="checkbox"/> C		
C/F Details			
RELEVANCY ASSESSMENT			
Relevant	<input type="checkbox"/> Yes <input type="checkbox"/> No	Reason	
ACTION			
Investigation & Findings			
Action Required			

Action Carried out				
Complainant Satisfied	<input type="checkbox"/> Yes <input type="checkbox"/> No		Date	
Comments				
Closed/ Pending		Closed/Pending by (name/signature)		
DISCLOSURE (Name of Complainant)				
<input type="checkbox"/> Non-confidential <input type="checkbox"/> Confidential Complainant Signature:				

KIRIBATI OUTER ISLANDS RESILIENCE AND ADAPTATION PROJECT LIST OF GRIEVANCE REDRESS MECHANISM CONTACTS

Focal point.	Designation	Email.	Island	Phone Number (686).
Focal point 1.	Environmental and Social Risk Management Officer	yikat@koirap.com.ki	South Tarawa	730 46712.
Focal point 2.	Project Manager	manikaotitimeon@gmail.com	South Tarawa	730 51586
Focal points 3.	Island Development Officers	<p>Island.ido@mcia.gov.ki</p> <p>Example:</p> <p>abaiang.ido@mcia.gov.ki</p> <p>allidos@mcia.gov.ki</p> <p>allidos@internalaffiars.gov.ki</p>	Per Island	xxxxxxxx
	IDO	makin.ido@mcia.gov.ki	Makin	630 00013
	IDO	butaritari.ido@mcia.gov.ki	Butaritari	730 20975
	IDO	marakei.ido@mcia.gov.ki	Marakei	730 21804
	IDO	abaiang.ido@mcia.gov.ki	Abaiang	730 50007
	IDO	etc.ido@mcia.gov.ki	North Tarawa	
	IDO	maiana.ido@mcia.gov.ki	Maiana	
	IDO	kuria.ido@mcia.gov.ki	Kuria	
	IDO	aranuka.ido@mcia.gov.ki	Aranuka	630 14587
	IDO	abemama.ido@mcia.gov.ki	Abemama	730 40531
	IDO	nonouti.ido@mcia.gov.ki	Nonouti	730 15413

	IDO	tabnorth.ido@mcia.gov.ki	Tabiteuea North	730 49592
	IDO	tabsouth.ido@mcia.gov.ki	Tabiteuea South	730 07628
	IDO	onotoa.ido@mcia.gov.ki	Onotoa	
	IDO	beru.ido@mcia.gov.ki	Beru	
	IDO	nikunau.ido@mcia.gov.ki	Nikunau	730 06128
	IDO	tamana.ido@mcia.gov.ki	Tamana	73020975
	IDO	arorae.ido@mcia.gov.ki	Arorae	730 29494
	IDO	banaba.ido@mcia.gov.ki	Banaba	
	IDO	kiritimati.ido@mcia.gov.ki	Kiritimati	730 69881
		tabuaeran.ido@mcia.gov.ki	Tabuaeran	Nil
	IDO	teraina.ido@mcia.gov.ki	Teraina	Nil