



Grievance Redress Mechanism

Maldives Clean Environment Project

Zone 4 & 5

The table below provides details of grievance redress mechanism (GRM) developed for Maldives Clean Environment Project (MCEP). GRM of the project is based on the Environmental and Social Management Framework (ESMF) of the project and highlights the grievance redress procedure in place, identifying nodal point of contact, facilitation by the project and timeframes to address grievances.

Tiers of Grievance Mechanism	Nodal Person for Contact	Contact Communication and other facilitation by the project	Timeframe to address grievance
First Tier: Island Council	Island Council will be the first point of contact for any grievances. The staff designated as the waste management focal point by the island council will manage grievances on behalf of the council.	GRM should be publicly displayed in the construction site as well as the council office. GRM should also be outlined in official website and/or social media pages of Council, MEE (and/or the project), including contact details of the nodal person in each tier. Grievances can be addressed informally by contacting the council through email / telephone / in person. If the grievance cannot be resolved informally, an aggrieved party must submit a complaint on the Tier I Complaint Form. A copy of the form (with the council seal) should be provided to the aggrieved party as evidence of receipt. Electronic version of the complaint form should be available from the websites and/or social media pages of MEE and the council. Physical copies of the form should be available from the council front office. Council will provide assistance to fill the form for those who cannot write. The council should keep separate registries for informal and formal complaints and maintain records of all complaints received.	15 working days



		<p>The council will discuss the matter with the Women’s Development Committee and other relevant stakeholders (Farmers, Fishermen, School, Health Center etc.), where deemed necessary and attain views of them. If such meetings are arranged, the date, time, location or venue, list of participants (with contact details) and a summary of the main outcome of the consultation must be annexed to the written decision issued by the council.</p> <p>If the complaint is resolved within 15 working days, the council must communicate the decision to the aggrieved party in writing.</p> <p>The aggrieved party must 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 from the aggrieved party within this period, then the decision will be considered as accepted.</p> <p>If a complaint requires more time to address, this requirement must be communicated to the aggrieved party in writing and the aggrieved party must consent and sign-off the request for the extension to take effect. An extension can be made to an additional 15 working days.</p> <p>The staff designated as the waste management focal point by the island council will manage and provide feedback for grievances submitted to the council.</p>	
<p>Second Tier: Ministry of Environment and Energy (MEE)</p>	<p>Environmental and Social Safeguards officer at the Project Management Unit (PMU) will be the focal point.</p>	<p>If the grievance cannot be resolved through Tier 1 to the satisfaction of the aggrieved party or if the issue is outside the jurisdiction of the council (issues related to RWMF), an aggrieved party may submit a complaint on the Tier 2 Complaint Form. A copy of the form (with MEE seal) should be provided to the aggrieved party as evidence of receipt. Electronic version of the complaint form should be available from the websites and/or social media pages of MEE and the council. Physical copies of the form should be available from the council and MEE front office.</p> <p>A copy of the Tier 1 Complaint Form should be submitted with the Tier 2 Complaint Form.</p> <p>MEE will forward the grievance to PMU.</p> <p>PMU screens the grievance and determine if its related to MCEP. If it is unrelated, the aggrieved party must be notified in writing and the way forward must be outlined</p>	<p>15 working days</p>



		<p>to them including the necessary government institutions to follow up.</p> <p>Environment and Social Safeguards Officer at the PMU will be the contact person in processing a grievance through the Second Tier.</p> <p>PMU will discuss the matter with EPA and other relevant institutions, where deemed necessary and attains views of them. 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 second tier.</p> <p>If the complaint is resolved within 15 working days, the PMU must communicate the decision to the aggrieved party in writing.</p> <p>The aggrieved party must 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 from the aggrieved party, then the decision will be considered as accepted.</p> <p>If a complaint requires more time to address, this requirement must be communicated to the aggrieved party in writing and the aggrieved party must consent and sign-off the request for the extension to take effect. An extension can be made to an additional 15 working days.</p> <p>If the grievance is not resolved to the satisfaction of the aggrieved party within 15 working days of submission of the grievance to tier 2 then the aggrieved party may notify the MEE, in writing, of the intention to move to tier 3.</p>	
<p>Third Tier: Judiciary Power / Assistance to Vulnerable Persons beyond the Project's Grievance Redress</p>	<p>Judiciary system is an option for an aggrieved person and/or community in case that the other tiers have not been effective</p>	<p>The legal system is accessible to all aggrieved persons.</p> <p>Assistance from the PMU of MCEP is available only for vulnerable person(s)* as per this grievance mechanism.</p> <p>In cases where vulnerable person(s) are unable to access the legal system, the Attorney General's office will provide legal support to the vulnerable person(s). The PMU must assist the vulnerable person(s) in getting this support from Attorney General's Office. PMU must also ensure that there is no cost imposed on the aggrieved person if the person belongs to the vulnerable groups. The list of vulnerable groups is as defined in the footnote but may be further defined by MEE.</p>	<p>As per established Judicial Procedure</p>



Mechanism		The verdict of the Courts will be final.	
Fourth Tier: GBV/SEA/SH related incidents	Ministry of Gender, Family and Social Services	<p>The role of the GRM when handling SEA/SH related complaints is to refer cases to an identified qualified service provider. For the MCEP, Ministry of Gender, Family and Social Services will be responsible to handle GBV/SEA/SH related complaints.</p> <p>The contact details of the atoll level Service Centre of the Ministry of Gender, Family and Social Services should be displayed in the project site along with the GRM information to report GBV/SEA/SH related complaints.</p> <p>Complaints related to GBV/SEA/SH should be addressed directly by the Service Centre of the respective atoll and the Gender Ministry will use its own case management system to address and respond to the case. Any GBV/SEA/SH incidents PMU also receives should be referred to the respective Service Centre of the Ministry of Gender, Family and Social Services.</p> <p>GBV/SEA/SH complaints should be registered in a safe, ethical and confidential manner keeping survivor information confidential and anonymous. The GRM focal points should be trained and knowledgeable on the protocols to follow when referring incidences to the Gender Ministry.</p> <p>Gender Ministry's Service Centre is required to immediately inform the PMU, and the PMU to immediately inform the World Bank of any GBV/SEA/SH incidences linked to project activities that have been reported. Only after having obtained consent from the survivor should the Gender Ministry's Service Centre report the incident to PMU. Survivor confidentiality should be always protected to prevent any risks of stigmatization and reprisals against the survivor. Gender Ministry is under no obligation to provide case data to anyone without the survivor's consent.</p> <p>When handling GBV cases, there are risks of stigmatization, rejection and reprisals against survivors. Hence, the Gender Ministry can share information when and if doing so is safe, and sharing of data will not put the survivor or service provider at risk for experiencing more violence. No information can be shared without the consent of the survivor. (Refer: WHO Ethical and safety recommendations for researching, documenting and monitoring sexual violence in emergencies: https://www.who.int/gender/documents/OMS_Ethics&Safety10Aug07.pdf)</p>	As per the protocols and guidelines of Ministry of Gender, Family and Social Services



		<p>The PMU should obtain updates from the respective Gender Ministry's Service Centre and keep World Bank informed (on a monthly or quarterly basis – depending on the case) until the case is closed. If the investigations revealed that the probability of the incident of GBV occurring was either created or exacerbated by the project, then corrective actions would be taken by the Borrower and the Bank to increase safety and security in the site locations.</p>	
--	--	--	--

**Vulnerable person(s): A vulnerable person(s) for the purpose of this project is a person who is poor, physically or mentally disabled/handicapped, destitute, disadvantaged for ethnic or social reasons, an orphan, a widow, a person above sixty years of age, or a woman heading a household.*

**Gender-based violence (GBV) - Gender-based violence (GBV) is an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed (i.e. gender) differences between males and females. It includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty. These acts can occur in public or in private (IASC 2015). Women and girls are disproportionately affected by GBV across the globe.*

**Sexual harassment (SH) - Unwelcome sexual advances, requests for sexual favors, and other unwanted verbal or physical conduct of a sexual nature. SH differs from SEA in that it occurs between personnel/staff working on the project, and not between staff and project beneficiaries or communities. The distinction between SEA and SH is important so that agency policies and staff training can include specific instructions on the procedures to report each. Both women and men can experience SH.*

**Sexual Exploitation and Abuse (SEA) -Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. Sexual abuse is further defined as "the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions." Women, girls, boys and men can experience SEA. In the context of World Bank supported projects, project beneficiaries or members of project-affected communities may experience SEA.*