

ADB Funded Northern Road Connectivity Project - Additional Financing (NRCP - AF)

GRIEVANCE REDRESS MECHANISM (GRM)

INTRODUCTION

For nearly three decades, Sri Lanka has been severely affected by an internal armed conflict. While the entire country suffered owing to the conflict, Northern Province bore the brunt of it. The conflict has had a devastating impact in the war – affected northern region; much of the infrastructure has been damaged or destroyed, and the livelihood of the population has been severely affected.

After the war, in the post-conflict phase is to resettle the Internally Displaced Persons (**IDPs**) in their original area of residence, provide them with relief, re-establish basic services, review the people’s livelihood and restore the most urgently needed damaged infrastructure. Rehabilitating and improving the roads that have been damaged and neglected during the conflict period is a prerequisite for such resettlement drive.

Considering the importance of accelerated development on road infrastructure the government has requested assistance from Asian Development Bank (ADB) to fund a road rehabilitation project that will rehabilitate and improve existing roads within Northern and North Central regions of the country.

Accordingly, 8 Packages out of 10 (CP-1, 2 & 3 Packages in Anuradhapura, CP – 4, 5 & 6 in Jaffna and CP- 6, 7, 8 & 10 in Mullaitheevu) have already been successfully completed in mid 2013. The Defects Liability Period for one year and the Performance Based Maintenance for three years are in operation for the above completed Contracts.

The ADB has extended additional financial facilities to rehabilitate/improve 120km road in Northern and North Central regions of the country. Nine Contract Packages {CP-11 Vavuniya-Horawapathana Road, CP-12 & 13, Medawachchiya –Kepithigollewa Road, CP-14 & 15 Kepithigollewa – Padaviya Road, CP-16 & 17 Medawachchiya – Mannar Road and CP–18 & 19 Jaffna-Pannai-Kayta Road} have been incorporated under this facility.

The project designated as “Northern Road Connectivity Project – Additional Financing (NRCP – AF)”.

OBJECTIVE OF THE PROJECT

The objective of the project is to rehabilitate and improve selected roads within the Northern and North Central Provinces of the country. Such development will significantly expand and strengthen the urgently needed reconstruction of other essential infrastructure and

administrative services. It will also create new livelihood and sustainable employment opportunities in the conflict affected areas. This in turn will support the recovery of the economy and living standards of the people in these two regions.

The project will focus primarily on selected national roads as described above (class A and B) in conflict affected Northern Province and some roads in the North Central Province, which provide access to the Northern Province.

OUTPUT

The output of this project will be re-establishing the road based connectivity between Northern and North Central Provinces of the country. About 120 km of national roads within these two (2) provinces will be rehabilitated and improved.

PROJECT MANAGEMENT

The Executing Agency (EA) for the Project is Ministry of Ports and Highways and Implementing Agency (IA) will be the Road Development Authority (Employer). A Project Implementation Unit (PIU) has already been established to supervise the overall implementation of the project and provide oversight for standardization of bidding documents, procurement, evaluation, Monitoring and supervision, accounting, assessing quality and safeguard compliance of the project. The road rehabilitation works will be conducted through nine (9) packages of International Competitive Bidding (ICB).

SAFEGUARD POLICY

The objective of safeguards are to avoid adverse impacts of projects on the environment and affected people and to minimize, mitigate or compensate for such adverse project impacts, if they are unavoidable in realizing the benefits of the projects. Accordingly, in this project it has to be complying with the Safeguard Policy of Asian Development Bank.

Safeguard Policy Statement. (Asian Development Bank)

“The borrower/client will establish a mechanism to receive and facilitate the resolution of affected persons’ concerns and grievances about physical and economic displacement and other project impacts, paying particular attention to the impacts on vulnerable groups. The grievance redress mechanism should be scaled to the risks and adverse impacts of the project. It should address affected persons’ concerns and complaints promptly, using an understandable and transparent process that is gender responsive, culturally appropriate, and readily accessible to the affected persons at no cost and without retribution. The mechanism should not impede access to the country’s judicial and administrative remedies. The borrower/client will inform affected persons about the mechanism.”

GRIEVANCE REDRESS MECHANISM (GRM)

Project Administration Manual of **NRCP-AF** states that **GRM** to be formulated to address the issues raised by the public with regard to the project implementation since a GRM provides a predictable, transparent and credible process to all parties, resulting in outcomes that are seen as fair, effective and lasting. Accordingly, Grievance Redress Committees (**GRC**) will be appointed to take necessary steps in order to harmonize project activities as well as the well being of the General Public.

The social structure of project implementing region is severely affected by the conflict. This caused to number of adverse social and cultural impacts to the community. As a result it could be identified that number of psycho – social issues have been taken place. On these grounds, more attention has to be paid to the community for the successful implementation and the sustainability of the project.

Also, in implementation of **GRM** is required to follow the gender policy of **ADB**. Accordingly, there should be equal opportunities for men and women to be given at any stage of **GRM** and to encourage women's participation in the decision-making process in development activities.

Basically **ADB guide for Designing and implementing GRM for Transport projects in Sri Lanka** has been applied for this GRM model also. However, considering the scope and nature of NRC Project, some changes have been made.

OBJECTIVES OF GRM

The main objective of establishing **GRM** is to resolve problems in an efficient, timely and cost effective manner in a cordial environment with the participation of all stakeholders including affected parties. Under the GRM, it shall describe the options available to the project for grievance redress. Any environmental or social impacts (**other than issues of valuation and compensation**) that would be adversely affecting the general public in the project area should be resolved at the GRC.

The **PIU** shall indicate how these would be disseminated and accessible to affected parties in a way that should be clear and comprehensible to the Implementing Agency (**IA**) also. The grievance redress mechanism should also have an in-built monitoring mechanism to check on responsiveness to complaints or grievances lodged. The different forms of receiving the complaints should be clearly described together with the different stages of going through the process. In addition, the redress mechanism shall indicate alternatives, in case the proposed mechanism, for any reason, does not respond to all grievances and complaints.

GRM should be able to provide benefits to both the project and affected parties by setting up following objectives,

- Provide a forum for redressing grievance and disputes at the lowest level.
- To create effective communication between the project and affected parties.
- To build up productive relationship among the all stakeholders including affected parties.
- Provide access to affected parties to negotiate and influence the decisions and policies of the project which might be adversely affected to them.
- Mitigates or prevents adverse impacts of the project on communities and produces appropriate corrective or preventive action.
- To harmonize both project and affected parties activities.

IMPLEMENTATION

It has been observed that there is a prerequisite of developing awareness among stakeholders of the project on GRM and GRC. The General Public, Public Officers, Social Organizations, Contractors and Divisional Secretaries & Grama Niladaries in respective areas should be knowledgeable in GRM and GRC in order to successfully implement the GRM. The GRM should be focused to the objectives, expected end results; implementation and grievance redress mechanism of the project.

Also, according to the **National Involuntary Resettlement Policy (NIRP)** approved by the Cabinet of Ministers on 24th May 2001 “make all affected persons aware of processes available for the redress of grievances that are easily accessible and immediately responsive” - a two-stage (Step 1 and Step 2) GRM will be designed and implemented for the NRC Additional Financing Project. Accordingly two (2) GRCs will be appointed for these two stages. The higher level GRC will be formulated at Divisional Secretariat level, while the lower level (ground level) GRC will be formulated at Grama Niladari Level (the respective GNs fall within each package).

GRC of Step 1 will address **Ground Level Issues**. The step 1 GRC will comprise of a member from the PIU, Supervision Consultant, Contractor and Grama Niladari (GN) of the area. These four (4) members will act as permanent members of the GRC while representatives from a Social Organization (male and/ or female) of the area and a Community Member could serve as non-permanent members. Services of such non-permanent members will be required in resolving any issue related to gender or issues with other vulnerable persons.

The representative of the PIU will be the chairman for the step 1 GRC while the GN will be the secretary.

The Divisional Secretary/ Assistant Divisional Secretary of the respective project area will chair the **Step 2 GRC**. The representative from the PIU will be the secretary. Other permanent members of **Step 2 GRC** will be an officer from RDA, a representative from a Non Government Organization (NGO), a community leader / respected clergy. Based on the nature of the issue a representative from other utility agency, an officer from the Health services of the area could serve as non-permanent members of **Step 2 GRC**.

The **Step 1 GRC** will be given four (4) weeks time to address any ground level issue. Any issue which cannot be addressed at this stage will be referred to **Step 2 GRC** within 07 days with a full report comprising suggestions and observations of **Step 1 GRC** to review in policy point of view.

AWEARNESS OF GRM

GRM should be given a wide publicity among stakeholder groups such as affected parties, government agencies, and civil society organizations. Effective awareness of GRM process makes people better understanding about their options, depending on the types of complaints. However, measures should also be taken to encourage stakeholders **not to** submit false claims. Criteria for eligibility need to be communicated and also awareness campaigns should be launched to give publicity to the roles and functions of the GRM.

Awareness should include the following components:

- Scope of the project, planned construction phases, etc.;
- Types of GRMs available; purposes for which the different GRMs can be accessed, e.g., construction-related grievances, grievances related to physical and economic displacement,
- Types of grievances not acceptable to the GRM.
- Eligibility to access the GRM.
- How complaints can be reported to those GRMs and to whom, e.g., phone, postal and email addresses, and websites of the GRM as well as information that should be included in a complaint;
- Procedures and time frames for initiating and concluding the grievance redress process; boundaries and limits of GRM in handling grievances; and roles of different agencies such as project implementer and funding agency.
- A variety of methods can be adopted for communicating information to the relevant stakeholders. These methods could include display of posters in public places such as in government offices, project offices, community centers, hospitals and health clinics of the area.

Similarly an effective awareness program should be arranged to educate the AP on the following:

- Members of GRC and its location
- Method of complaining or reporting the grievance
- Taking part in the GRC meeting (is any companions of the complainant allowed)
- The steps of resolving process and timeline adopted in this mechanism.
- Needed documents and evidence to support of the complaint

This information should be part of a simple brochure that explains the different grievance redress possibilities for APs.

STEPS OF AWEARNNESS

Awareness program has been designed in two steps to cover all stakeholders such as general public, government officers, implementing agencies, contractors and other interested groups.

STEP-1: Step 1 Awareness Program is designed for all Divisional Secretaries in respective area with the coordination of relevant GAs (District Secretaries). This program will be conducted by PIU at relevant District Secretariat office to provide information with regard to the GRM and how it acts on Project Implementation.

STEP-2: Step 2 Awareness is designed especially for Grama Niladari, community organizations, community leaders, religious leaders, rep. of contractor (site manager) and other related government official. PIU will conduct awareness program at the all relevant Divisional Secretariat offices with the assistance of Divisional Secretary. At this stage printed materials (posters, leaflets etc.) containing the information about GRM and project will be distributed among the community.

METHODOLOGY OF IMPLEMENTATION – STEP 1 GRC

There should be at least three focal points to lodge public complains for each Divisional Secretariat Division (DSD). Accordingly it is suggested to have one in the respective Grama Niladari Office and next one at the Construction Site and the other one at the Divisional Secretariat office. In addition to the above three places public may submit complains to the Divisional Secretariat and Social Organizations in the respective area also. Considering the importance of efficient functioning of **GRM, Step 1 GRC** is accepted to resolve complains within three weeks time. In this stage it is expected to get the advantage of the construction management setup (which involves the employer, supervision consultant and contractor) to resolve the issue at site (avoid/ minimize any delays in rectifying the problem).

Following time frame is given to respective focal points to act accordingly.

1. **Grama Niladari** - Should inform the Chairman of Step 1 GRC with a full report within 5 working days from the date of receiving a grievance or complain.
2. **Site Manager** - Should inform the Chairman of Step 1 GRC with a full report within 3 working days from the date of receiving a grievance or complain.
3. **Social Organizations** - Should inform the Chair of Step 1 GRC or respective GN within 3 working days.
4. **Regional Office of RDA (Employer)** - Should inform the Chairman of Step 1 GRC within 2 working days.
5. **Divisional Secretary** - Any complain or grievance directed to the DS should be forwarded to the respective GN within 2 working days so that the GN could make a full report and forward it to Step 1 GRC within 5 working days.

GRC meetings will be held at the employer's site office and APs who has lodged complaints will be invited for the GRC meeting. The APs will be informed about the GRC, seven days prior to its meeting. However, GRC meetings could be held in public if required.

Secretary of GRC is requested to coordinate with all relevant parties to get necessary information. In addition to that the secretary should keep records of all complaints, reports. All complaints should be in written form.

If the issue is resolved at Step 1 GRC, the decision should be informed by the secretary to the Site Manager without any delay (in written form). If the issue cannot be resolved at this level then it should be brought in to the notice of Step 2 GRC without delay.

Step 1 GRC is comprised by following members.

| | |
|---|-------------|
| Representative of PIU | - Chairman |
| Grama Niladari | - Secretary |
| Representative of Supervision Consultant | - Member |
| Representative of Contractor | - Member |
| Representatives from a Social Organization (if necessary) | - Member |
| Community member (if necessary) | - Member |

Committee meetings will be conveyed by the GN (Secretary of Step 1 GRC). The chairman of Step 1 GRC is expected to take appropriate action with the consultation of other committee members within the given a three weeks time and to be informed immediately to APs.

METHODOLOGY OF IMPLEMENTATION – STEP 2 GRC

The issues that could not be resolved by **Step 1 GRC**, will be forwarded to **Step 2 GRC** within seven days (working days) of the final decision of Step 1 GRC. **Step 2 GRC** is comprised by following members.

- Divisional Secretary / Asst. Divisional Secretary - Chairman
- Representative from PIU - Secretary
- An officer from RDA - Member
- A representative from an NGO - Member
- A respected clergy of the area or Community Leader - Member

The main objective of **Step 2 GRC** is to review the issues in a policy point of view and to take appropriate policy measures to overcome such issues. Accordingly **Step 2 GRC** is requested to convey its decisions to **Step 1 GRC** and other relevant parties within four (4) weeks time (from the date of receiving issues from **Step 1 GRC**) without further delay to take immediate actions. (**Step 1 GRC - 4 weeks + Step 2 GRC 4 - weeks = 8 weeks**).

The **Chairman** of **Step 2 GRC** has no casting vote since the Chairman of this GRC should be an independent person and he/she is expected to consult relevant parties to take policy decisions for the issues in a broad point of view.

IMPLEMENTING STEPS

Guidelines and Implementing Steps

The process of implementing a GRM involves the following steps:

1. Assign focal points.
2. Receive and register complaints.
3. Screen and refer the complaints.
4. Coordinate with other GRMs/ agencies (if required).
5. Assess the complaint.
6. Formulate a response.
7. Select a resolution approach.
8. Implement the approach.
9. Settle the issues.
10. Track, document, and evaluate the process and results.

1. Assign Focal Points

The focal points for receiving and registering complaints from APs in each GRM should be clearly identified and established. GRMs can have multiple focal points to receive and register grievances with easy access for APs. Accordingly, ledgers have to be maintained at the focal points. It is equally important to have someone who has overall responsibility for tracking and following up on issues and complaints raised. The descriptions of the GRM functions should clearly stipulate the official designations and the roles of the focal points so that they can really be held accountable for performing their functions. Considering the scope and nature of the project following focal points will be established within a Divisional Secretariat division for receiving and registering complaints.

- i. Divisional Secretariat, ii. Grama Niladari's Office, iii. Construction Site Office,
- iv. Site office of PIU (Employer)

2. Receive and Register Complaints

Grievances may also be reported to local police stations. If this is the case, they should be referred to project staff, registered by the designated focal point, and referred to the appropriate GRC.

Complaints can be presented in a variety of forms ranging from verbal communications to formal and written complaints. A GRM may also receive complaints directly from APs or via third parties. Whatever the source and the form in which the complaint is received, it should be accepted by the focal points and registered in a grievance/complaint register. It is also recommended that uniformity be maintained in the complaint registration systems across different sections and agencies of the project.

A complain register includes;

- Reference Number
- Data of the complaint
- Name of the complainant/s
- Gender
- National Identity Card number/ Passport number
- Address
- Summary of the complaint
- Signature of the complainant/s

3. Screen and Refer the Complaints

Having received and registered a complaint, the next step in the complaint handling process is for the focal points to establish the *eligibility* of the complaint received. The following criteria can be used to assess and verify eligibility:

- The complainant is identifiable and has provided a name and contact details.
- The complainant is affected by the project.
- The complaint has a direct relationship to the project.
- The issues rose in the complaint fall within the scope of the issues that the GRM is mandated to address.

If the complaint is not eligible, the complainant should be informed of the reasons.

4. Coordinate with Other GRMs/ agencies

GRMs do not operate in a vacuum. They are embedded in networks of agencies and actors, and in the course of their operations may relate to APs, GRM implementers, their executing and support agencies, project implementers, intermediaries used for presenting complaints, and funding agencies. On the other hand, APs may relate to GRMs in diverse forms. For example, APs might seek redress from more than one single GRM, or else they might decide to appeal to a higher level of the same GRM or to a different GRM if they are dissatisfied with the resolutions made by a lower level GRM.

Coordination among different GRMs, as well as among other external agencies and actors with whom the GRMs interact in their operations, is an important aspect of good GRM design. It is necessary to identify and establish a central point to carry out these coordinating and communication functions. The coordination functions of such a central body could include,

- Facilitation of case referrals to appropriate agencies.
- Tracking and monitoring grievance resolution processes and their outcomes by different agencies.
- Maintaining a central database of complaints received and their current status.
- Analyzing data and preparing regular updates and progress reports for involved agencies with proposed follow-up activities.
- Establishing feedback loops with relevant agencies and the APs to communicate and report case progress and status.
- Identifying capacity-building needs of the GRM members, and overseeing the conduct of such capacity-building training.

- Identifying awareness-creation needs among relevant agencies and communities, and overseeing the conduct of such awareness-building programs.
- Liaising with media and monitoring media reports; and
- Giving feedback to project management.

Step 1 GRC is also considered as the central point to coordinate with other **GRMs / GRCs**.

5. Assess the Complaint

If the initial assessment establishes the eligibility of the complaint to be pursued, a further assessment is recommended of the *seriousness* of the complaint classified in terms of high, medium or low and its impact on both the complainant and the project. Assessing the seriousness of a complaint is not easy, as it could be subject to biases. Criteria should be established and could include the following:

- Severity of the problem.
- Potential impact on the well-being of an individual or group.
- Potential impact on the project, and
- Public profile of the issue.

Assessing the severity of a complaint will require additional data collection through field visits to the sites, discussions and interviews with complainants and other relevant persons or groups in the community, and cross-checking the information already provided.

6. Formulate a Response

Having completed the complaint assessment, a response can be formulated on how to proceed with the complaint. This response should be communicated to the complainant. The response should include the following elements:

- Acceptance or rejection of the complaint.
- Reasons for acceptance or rejection.
- Next steps; where to forward the complaint.
- A time frame; and
- Further documents or evidence required. e.g., field Investigations.

7. Select a Resolution Approach

GRMs should always present multiple approaches for grievance redress. Approaches that are difficult or culturally and socially alien to APs should be avoided as much as possible. People should be able to participate in the grievance redress process comfortably and without any fear of intimidation. The grievance redress approaches should also create

adequate space for the active participation of the APs, including vulnerable groups. Possible approaches to grievance redress include;

- Mediation through local and traditional institutions such as village elders, temple priests, or community-based organizations that have a close understanding of the issues affecting their community members; these local institutions can be integrated into the formal GRMs,
- Facilitation of settlements through mediation boards (Samatha Mandala) or third party,
- Direct negotiations and dialogue between the APs and the relevant agency or agencies,
- Investigation of a complaint through review of documents, field investigation, assessments from technical agencies, and/or interviews of different parties;
- Refer to other judicial and administrative processes.

8. Implement the Approach

The following are important aspects to be considered in the implementation of a project-based GRM:

- Creating a conducive environment for the APs to relate their grievances without fear and intimidation;
- Allowing the APs (if necessary) to be accompanied by a third party, e.g., a family member or a fellow villager with whom they feel comfortable to present their grievances;
- Undertaking field inspections (if necessary) to assess and verify the grievances reported;
- Referring the complaints for technical assessments (if necessary) to validate and establish the real causes of the grievances.
- Minimizing investigative processes and unnecessary referrals to other parties;
- Avoiding delays,
- Referring to the relevant laws, rules, and regulations that bind the decision-making processes,
- Inviting other relevant agencies or persons, e.g., Grama Niladharis, Technical Officers, to provide additional information required;
- Creating opportunities for negotiation and exchange;

- Setting clear and objective criteria for decision making, e.g., different compensation rates for people living in different evacuation zones.
- Assuring the APs that decision-making processes are independent and fair.
- Documenting the grievance redress process and its outcome; and
- Communicating the grievance redress outcome to the AP and the relevant agencies.

9. Settle the Issues

Project-based GRMs may propose a variety of strategies to settle grievances, including;

- Requesting the relevant agencies responsible for the grievance to take appropriate measures to remove the cause of grievance, e.g., contractors to clear access roads or provide alternative roads, clear canals and other irrigation systems, de-silt paddy fields, and/or remove garbage.
- Determining reasonable compensation for property damage, loss of livelihood, temporary evacuations, resettlement, etc. either from the project executing agency (i.e. RDA) or from contractors;
- Signing agreements between APs and the project for solutions mutually agreed upon;
- Assuring the APs to address their grievances at the end of completing the project-related work, e.g., repairing the houses; the assurance letters are issued by the contractors or the project executing agency in both English and Tamil or Sinhala.
- Initiating a monitoring process (after addressing the causes of the problem or paying compensation) to assess any further impacts of project-related work on the properties and livelihoods of the APs.

10. Track, Document and Evaluate the Process and Results

The GRMs have the responsibility for tracking and monitoring the process of grievance redress and the implementation of the decisions made and of seeing that redress is granted to APs in a timely and efficient manner. They also have the responsibility for giving regular feedback to the complainants about the progress of the grievance redress process. The monitoring should include the progress of implementation of grievance resolutions and the timeliness of grievance redress, follow up grievances to be sure they are attended to, and document details of complaints received and the progress in solving them. Grievances provide information to project managers about project implementation and actual and potential problems.

An evaluation system should assess the overall effectiveness and the impact of the **GRM**. Such evaluations can take place either annually or biannually, and their results should contribute to improving the performance of the GRM and provide valuable feedback to project management. The following questions can be addressed in such evaluations:

- How many complaints have been raised?
- What types of complaints have been raised?
- What is the status of the complaints (rejected or not eligible, under assessment, action agreed upon, and action being implemented or resolved)?
- How long did it take to solve the problem?
- How many APs have used the grievance redress procedure?
- What were the outcomes?
- Is the GRM effective in realizing the stated goals, objectives, and principles?
- Is the GRM capable of responding to the range of grievances specified in their scope?
- Is the GRM equipped with an adequate and diverse set of resolution approaches?
- Has the GRM adopted measures to improve the resolution approaches, e.g., capacity building, consultation, with technical experts, etc.
- Was the GRM effectively integrated into overall project management?

This information is important for project management to see trends of complaints, detect flaws in implementation, take timely corrective action, and make strategic changes where needed. It also provides valuable feedback about APs' satisfaction with the project and thus contributes to a good reputation for the implementing and executing agencies.

Terms of Reference for Grievance Redress Committees

ToR – Step 1 GRC

- Documenting the grievance redressed process and its outcomes.
- Immediately on receipt of a Grievance or complain, the concerned Office (focal point) shall send a written communication to the complainant (Acknowledgment) promising necessary action will be taken within three weeks from the date of receipt of the Grievance.
- The name, address, email, ID and Phone numbers of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office) to be provided to the complainant by **Step 1 GRC**.
- Name/s of responsible officer/s, address, e-mail, and Phone numbers of **Step 2 GRC** to be provided to the complainant by Step 1 GRC to which the Complainant could escalate the matter if his/her Grievance is not redressed within the specified timeframe or if he/she is not satisfied with the action taken under Step 1 GRC.
- If the decision is unanimous, the complainant should be informed of the decision and also of the fact that in case the complainant is not satisfied with the decision of the **Step 1 GRC** it should be forwarded for the reconsideration of this Grievance to **Step 2 GRC** with a full report.
- The decision of the **Step 1 GRC** shall be by consensus. If there is no unanimity on the decision, the Committee members shall record their assenting and dissenting views on the Grievance and escalate the Grievance to **Step 2 GRC**.
- The GRC will deal promptly with any issue relating to compensation for damaged property or livelihood (among other environmental and social issues). However, the GRC shall not entertain any grievance or complain related to the valuation of assets or compensation for land acquisition.
- For complex issues, the GRC will make all efforts to see that these are also resolved within four (4) weeks. The GRC will take decisions on the basis of a majority vote. The GRC can seek assistance of any outside person, if required.
- The GRC has no authority to deal with cases pending in a court of law.
- The decisions of the GRC will be conveyed to APs in writing. Three copies of the decisions to be provided: one for the AP, second copy for the Project office and the third copy for the Chairman Step 1 GRC.
- Communicating the Grievance redress outcome to the APs and relevant agencies.

- The chairman of **Step 1 GRC** is requested to convey GRC meetings.
- The secretary of **Step 1 GRC** is requested to document the grievance redressed process and its outcomes and communicate **Step 2 GRC** where necessary.
- All GRC members are expected to share their views, knowledge, and experience independently to the committee for decision making in order to avoid adverse impacts on APs.

FUNCTIONS OF THE CHAIRMAN OF STEP 1 GRC

1. Maintain excellent communication with the Secretary and other committee members.
2. Decision making with the consultation of committee members on complaints.
3. To maintain the environment where APs should be free to present their grievances without any fear or pressure from any authorities. They can present their grievances verbally. They can also present their grievances in writing, for which assistance should be provided if so required.
4. The GRC will take decisions on the basis of a majority vote. The chairman of the GRC is authorized casting an additional vote if required.
5. Reports to be submitted to relevant authorities in relation to grievance process where necessary.

ToR – Step 2 GRC

- On receipt of a Grievance, from **Step 1 GRC**, should send a written communication to the Chairman **Step 1 GRC** (Acknowledgment) with a copy to the complainant.
- Grievances referred by **Step 1 GRC** to be taken into consideration in policy point of view.
- APs could be invited for further clarifications.
- Relevant expertise could be invited for their assistance.
- **Step 2 GRC** is given four (4) weeks time to take a decision and immediately convey the decision to relevant authorities and APs.
- **Step 2 GRC** is requested to maintain records in relation to grievances, reports and its decisions.
- The GRC has no authority to deal with cases pending in a court of law.
- Documenting the grievance redress process and its outcomes.

- Communicating the Grievance redress outcome to the APs and relevant agencies.
- The chairman of **Step 2 GRC** is requested to convey GRC meetings.
- The secretary of **Step 2 GRC** is requested to document the grievance redressed process and its outcomes and communicate **Step 1 GRC** where necessary.
- All GRC members are expected to share their views, knowledge, and experience independently to the committee for decision making in order to avoid adverse impacts on APs.
- Chairman **Step 2 GRC** has no casting vote since he/she is the independent body in national level for policy decisions.

FUNCTIONS OF THE CHAIRMAN OF STEP 2 GRC

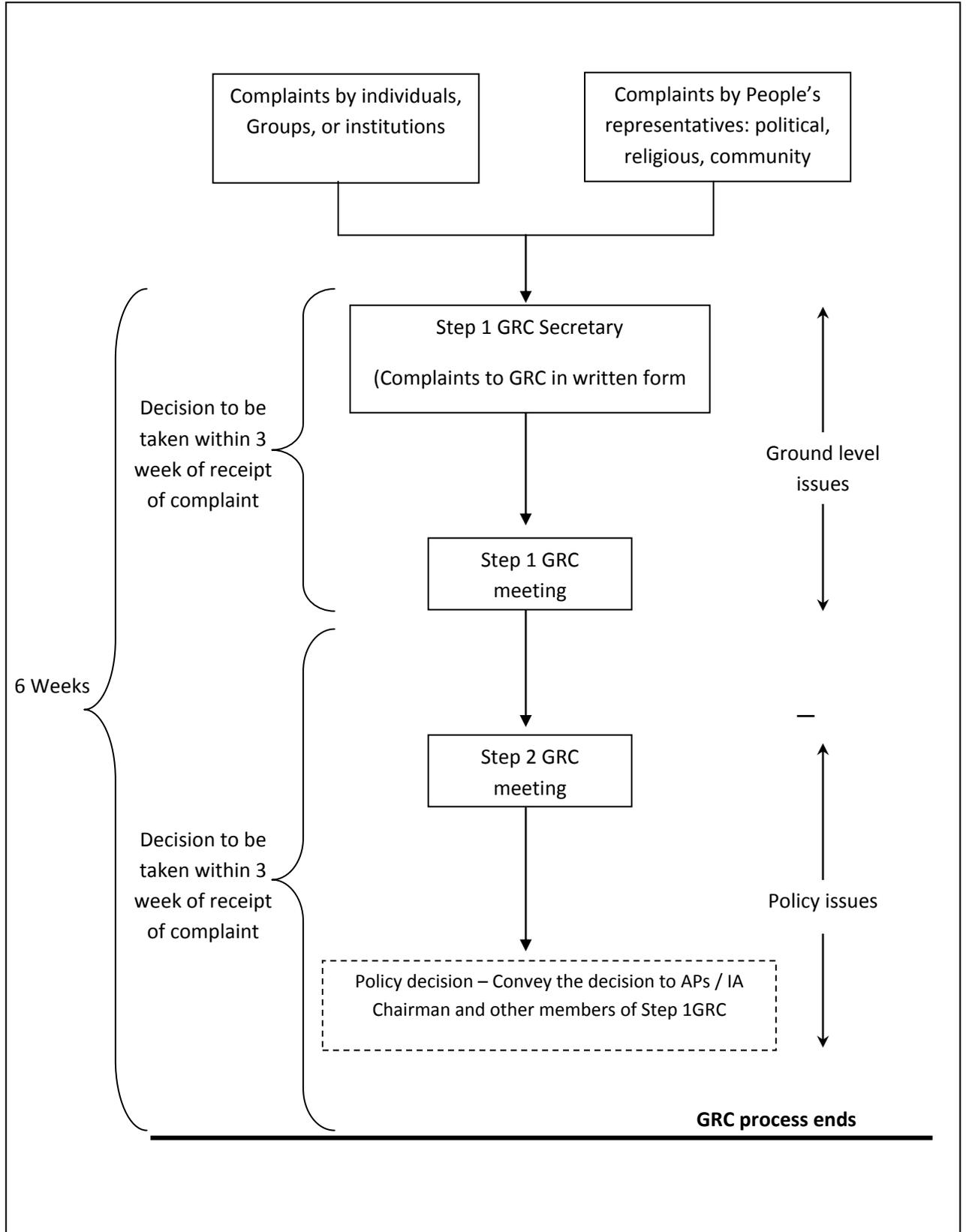
1. Maintain excellent communication with the Secretary and other committee members.
2. Decision making with the consultation of committee members on complaints.
3. To maintain the environment where APs should be free to present their grievances without any fear or pressure from any authorities. They can present their grievances verbally. They can also present their grievances in writing, for which assistance should be provided if so required.
4. Remedial actions to be taken on grievances if compliance is not achieved.
5. Considering the facts related to grievances, policy measures to be taken to avoid adverse impacts on APs with the consultation of relevant parties.
6. Reports to be submitted to relevant authorities in relation to grievance process where necessary.

GENERAL

- ❖ Chairmen of all GRCs are responsible to convey GRC meetings, decision making with the consultation of other members and communicate with **Step 1/ Step 2 GRCs**.
- ❖ Secretaries of all GRCs are requested to keep records, minutes of GRC meetings and communicate with relevant governmental and non- governmental organizations and **Step 1/Step 2 GRCs**.
- ❖ The Chairman of **Step 1 GRC** is requested to submit monthly report to **PIU**. If there are no issues '**NIL**' report to be submitted.
- ❖ The maximum processing time of resolving issues is limited to 6 weeks.

- ❖ All GRCs should comply with the rates published by the relevant government authorities with regard to the compensation payments of cultivation/ trees. (Eg: For coconut cultivation – Coconut Development Board).
- ❖ All GRCs should adhere to the civil law in the country.
- ❖ All GRCs should adhere to the rules and regulations stipulated by the government authorities.
- ❖ Pending cases before the Mediation Board cannot be taken into consideration of GRCs.
- ❖ GRM administration cost (transportation for field inspections/payments for GRC members for committee meeting sittings/petty cash etc.) will be borne by the Implementing Agencies budget. GRCs should deal with grievances to assure its objectives and to take their decision through; verifying documents, conducting field inspections, listening to different parties involved and referring cases to independent agencies for technical assessment.
- ❖ This **GRM** is published with the concurrence of the Secretary, Ministry of Ports and Highways

STRUCTURE OF GRIEVANCE REDRESS COMMITTEE (NRCP - AF)



NORTHERN ROAD CONNECTIVITY PROJECT – ADDITIONAL FINANCING
PROPOSED GRIEVANCE REDRESS REGISTERING AND MONITORING FORM

Name of the Contract Package:

Complainant Information (Person Reporting)

1. Name:
2. Address:
3. National ID:
4. Gender: Male Female`
5. Telephone:
6. Email:
7. Fax:
8. Type of complainant:
 - Affected person/s
 - Intermediary (on behalf of the AP)
 - Civil organization
 - Service organization (e.g., local government institution)
 - Others (specify)
9. Registration (assigned):

Complaint Details

10. Mode of receiving the grievance:
 - Letter
 - Phone call
 - Fax
 - Email
 - Verbal complaint (walk-in)
 - Suggestion box
 - Others (specify)
11. Location of the problem/issue specified in the complaint:
 - District:
 - Divisional secretariat:
 - Grama Niladhari (GN) division:

12. Type of problem/grievance:

- Trace
- Land acquisition
- Compensation
- Construction
- Resettlement site
- Others (specify)

13. Short description of the problem:

14. Short description of the factors causing the problem:

15. Person/agency responsible for causing the problem: Project implementing agency Affected parties Service delivery agencies Local political agencies authority Civil organizations Funding agencies Others (specify):

16. Past action/s taken by the complainant (if any):

17. Details of the focal point that received the complaint:

Name of the person who received the complaint:

Position:

Name of the receiving office:

Date:

18. Actions taken by the Receiving Office

| Action 1 | Action 2 | Action 3 | Action 4 |
|---------------------------|---------------------------|---------------------------|---------------------------|
| Short Description | Short Description | Short Description | Short Description |
| Name of Action Officer | Name of Action Officer | Name of Action Officer | Name of Action Officer |
| Office | Office | Office | Office |
| Date | Date | Date | Date |

19. Final Resolution

Name of the person completing the form:

Signature:

Date:

Northern Road Connectivity Project – Additional Financing

**FORMAT FOR RECORDING THE PROCEEDINGS
OF GRIEVANCE REDRESS COMMITTEES**

Name of the Project Road:

1. Name of the complainant/s:
2. National identification number:
3. Address:
4. Date of the inquiry:
5. Time:
6. Whether complainant participated or not:
7. Grievance or issue (in summary):
8. Statement made by the complainant/s:
9. GRC recommendation:
10. Participants in the GRC:
11. Copies to:

FORMAT FOR REPORTING GRIEVANCE FROM FOCAL POINT TO STEP 1 GRC

NAME OF THE PROJECT ROAD:

1. Name of the complainant/s :

2. National Identity Card Number :

3. Address :

4. Date of the Complaint :

5. Time :

6. Grievance or Issue :

7. Statement Made By The Complainant :

8. Observations and Recommendations of DS/GN/SM :

9. Designation and Signature of the Officer :

ABBREVIATIONS

| | |
|----------------|--|
| NRCP | - <i>Northern Road Connectivity Project</i> |
| NRCP-AF | - <i>Northern Road Connectivity Project – Additional Financing</i> |
| MoPH | - <i>Ministry of Ports and Highways</i> |
| GRM | - <i>Grievance Redress Mechanism</i> |
| ADB | - <i>Asian Development Bank</i> |
| IDP | - <i>Internally Displaced Persons</i> |
| PIU | - <i>Project Implementation Unit</i> |
| GRC | - <i>Grievance Redress Committee</i> |
| IA | - <i>Implementing Agency</i> |
| ICB | - <i>International Competitive Bidding</i> |
| LCB | - <i>Local Competitive Bidding</i> |
| AP | - <i>Affected Persons</i> |
| DS | - <i>Divisional Secretary</i> |
| DSD | - <i>Divisional Secretariat Division</i> |
| ADS | - <i>Assistant Divisional Secretary</i> |
| GN | - <i>Grama Niladari</i> |