



KIRIBATI OUTER ISLANDS RESILIENCE AND ADAPTATION PROJECT

GRIEVANCE REDRESS MECHANISM

MINISTRY OF CULTURE AND INTERNAL AFFAIRS

Glossary of terms

Term	Description
# of Complaints/ Feedback	Number of Complaints/Feedback received and registered with a case number in the GRM Register.
Address	Address shall refer to either the physical address and/or contact/s of the complainant to facilitate flow of information to and from complainant and vice-versa
Closed	This shall refer to the case declared closed as being resolved by GRM system or closed without further actions required as nature of case falls outside jurisdiction of GRM to resolve.
Efficiency & Effectiveness	Efficiency and Effectiveness shall refer to how the system works in terms of handling and solving the grievances and at the same time managing the flow of complaints received, registered and managed for resolution. As the GRM system entails it shall provide the mechanism to prosper and promote project efficiency and effectiveness through team building with community and key stakeholders ensuring grievances are mitigated to the lowest possible effect. Given community issues/grievances may be sensitive, the GRM system shall provide an avenue to bridge and harmonise complaints effectively and timely response.
Geo- Reference (GPS)	Where relevant, this refers to the geo-reference point of or associated with the complaint/feedback for mapping purposes.
Grievance Status	Grievance status shall refer to levels (1 and 2) and stages at which the grievances are received, recorded and resolved with defined procedures and steps taken for resolution with activation of decision whether or not the grievance may be resolved at the higher level for resolution. The date shows the start-date for each level.
Impact location	Impact location shall refer to the point/locality at which the cause of impact takes place and may vary depending on the project site and type of project to be implemented. It may include the geo-reference point of the site, surrounding area, type of community existing, type of vulnerable groups, type of office(s), youth and society, type of traffic movement and others alike. Where complaints are anonymous, the complaint/impact location becomes very important.
Medium	Medium shall refer to type of device used through which grievances/feedback may be received, recorded and registered for resolution as part of GRM system, e.g., phone, email, SMS, letter/drop-box, social media and/or in-person.
Name of Complainant	As noted, and anonymous complaints/feedback shall be noted as "Anon".
Nature of complaint/feedback	The nature of a complaint shall refer to how the complaint is framed and shall fall within the scope of the GRM system relating to project activities posing environmental and social threats and risks due to lack of compliance by the contractor. The complaint nature shall fall within levels/stages of procedures and steps taken for any resolution and that may warrant decision to solve and close the case, close to be referred to next level and/or close without required actions as nature of complaint falls outside jurisdiction of GRM system.
Ongoing	This shall refer to continuing and/or outstanding cases that require referral to outside institutions for legal proceedings.
Others	Others shall refer to formal legal proceedings when all avenues within the GRM and Grievance Redress Service (GRS) system of WB has been exhausted, and the complaint remains unresolved without further actions to take. The date use shall indicate the date the case leaves the GRM system.
Pending	This shall refer to progressing cases under review by panel engaged at any level of GRM system yet to be resolved. The cases may change status depending on the complexity of nature of complaint that would determine higher levels of handling. This shall also refer to cases as they are under investigation requiring further information from relevant institutions or relevant stakeholders, require further consultations with complaints or evidence-based information to reach conclusion/resolution.
Remarks/Progress	Narrative of the decisions and actions taken to address the complaint/feedback, and should include the extent of the complainant's satisfaction.
Responsible Person (Receiver)	Refers to the person responsible for the intake and management of the GRM case to point of entry to resolution/close.

Type of complaint	<p>Type of complaint shall refer to difference categories as</p> <ul style="list-style-type: none">• queries, comments and suggestions,• allegation of violation of rights and inequitable decisions/benefit sharing, or non-performance/poor• allegation of fraud or corruption. <p>However, the complaint(s) shall be reported as either an environmental or social concern needing redress by the project through GRM system. These may include; complaints against ground water pollution, noise and dust, oil spill, damage to property, workers behaviour, harassment, quality of works, social safety issues and others alike that are evidence based.</p>
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1 GRIEVANCE REDRESS MECHANISM FRAMEWORK

1.1. INTRODUCTION

- 1 The Kiribati Outer Islands Resilience and Adaptation Project (KOIRAP) is being implemented by the Ministry of Culture and Internal Affairs (MCIA) and is supported with funding from the World Bank. The KOIRAP's objectives are to strengthen the
 - a. capabilities of Island Councils with respect to their risk-informed land development planning decision-making and basic infrastructure and service delivery; and
 - b. climate resilience of vulnerable communities.
- 2 This objectives will be achieved through:
 - a. the expansion of basic infrastructure and services on outer islands which includes local government-community partnerships for water, sanitation and hygiene (WASH) improvements, and local government investments for resilient infrastructure and services;
 - b. strengthening risk-informed spatial planning and asset management, and
 - c. project management and monitoring.
- 3 The KOIRAP consists of a number of different activities and/or investments; referred to as subprojects.
- 4 Potential environmental impacts and risks are expected to be mostly very limited spatially and temporally and moreover, highly predictable, low in magnitude and easily managed through the implementation of a project level environmental and social instruments prepared consistent with the World Bank Environmental and Social Framework and subproject specific instruments. There is the potential for longer term impacts resulting from groundwater overextraction such as salinisation or, more generally, depletion of groundwater aquifers. Appropriate mitigation measures are included in the KOIRAP Environmental and Social Code of Practice. Implementation of the mitigation measures that aim to avoid negative impacts.
- 5 Potential social impacts and risks for the infrastructure investments include labour, community health and safety, and land usage/access risks during minor civil works. Further, potential social impacts and risks include insufficient stakeholder engagement and exclusion of vulnerable groups (youth, women, persons with disability) in the selection, design and implementation of interventions. The civil works impacts are expected to receive broad public endorsement; given the impacts and risks will be minor and the impacts and risks can be adequately managed. The KOIRAP may require small scale land use and/or access; however, this will be planned on government land and/or communal land to be leased by the Government through a voluntary negotiated agreement, avoiding any physical or economic displacement. At least seven (7) days' notice will be given to communities in relation to any land use and/or access restrictions.

2 KIRIBATI JUDICIARY LEVEL GRIEVANCES

- 6 This Grievance Redress Mechanism (GRM) will be utilised for all subprojects funded under the KOIRAP. The GRM will not impede affected persons access to the Kiribati legal system outside the GRM. At any time, a complainant may take the matter to the appropriate legal (Police) or judicial authority as per the laws of Kiribati. These matters may include where an alleged crime had occurred such as illegal use of drugs, child labour, and any other relevant issue. MCIA will not interfere with any formal legal process relating to a complaint.
- 7 The GRM will still determine if disciplinary action will be taken against a contractor, worker, and/or any other person involved in a KOIRAP funded subproject alongside any legal remedies that the complainant may pursue. All parties involved under the KOIRAP funded subprojects must act immediately to comply with this GRM rather than waiting for any legal proceedings to be finalised.

3 GRIEVANCE REDRESS MECHANISM

3.1. INTRODUCTION

- 8 During the planning, construction and implementation phases of any KOIRAP subproject, a person and/or group of people can be adversely affected, directly or indirectly due to the KOIRAP activities. The grievances that may arise may be related to social issues such as eligibility criteria and entitlements, disruption of services, dissatisfaction regarding land and/or asset disturbance, entitlements or valuation, temporary or permanent loss of livelihoods and other social and cultural issues.

- 9 Grievances may also be related to environmental issues such as excessive dust or noise generation, damages to infrastructure due to construction related vibrations or transportation of raw material, noise, traffic congestions, changes to land and property access and associated issues.
- 10 Should such a situation/s and/or issues arise, there must be a mechanism through which affected parties can raise such issues for resolution in a cordial manner, without fear of retaliation or cost, with the KOIRAP Project Management Unit (PMU) personnel in an efficient, unbiased, transparent, and timely manner.
- 11 To achieve this objective, this GRM has been developed for the preconstruction, construction and operational phases of the KOIRAP subprojects.
- 12 Any subproject under the KOIRAP allows those that have a complaint and/or those feel aggrieved by the subprojects to be able to communicate their concerns and/or grievances through an appropriate process. The GRM set out below is to be used as part of the KOIRAP and will provide an accessible, rapid, fair and effective response to concerned stakeholders, especially any vulnerable individual and/or group who often lack access to formal legal regimes, such as survivors of sexual exploitation, abuse and harassment (SEA/SH).

3.2. GOAL OF THE GRIEVANCE REDRESS MECHANISM

- 13 Forming part of the KOIRAP's operation as per defined in the Project Operations Manual (POM), this GRM provides affected people with avenues for making a complaint/feedback and/or resolving any dispute that may arise during the course of the implementation of the KOIRAP and to ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants.
- 14 The KOIRAP GRM allows members of the public to submit complaints and/or feedback regarding the way the activities of the subprojects will/are being conducted and how the activities affect them. As highlighted above in paragraphs 4 and 9, complaints/feedback may relate, for example, to excessive noise, damage to plants or property, pollution concerns, workers behaviour, harassment, quality of the works or other concerns.
- 15 The establishment of this GRM aims to avoid the need to resort to judicial proceedings that may incur cost on the complainants. However, it is also a policy of the KOIRAP to respect the choice of the complainants to use any avenue and/or mechanism they trust and are comfortable with. This may include existing legal system within Kiribati including the Office of Peoples' Lawyer (OPL).
- 16 This GRM serves as a platform to receive, register, review, and resolve grievances and address feedback from the public in the most efficient, effective, transparent and timely manner during the implementation of the KOIRAP. It is also a mechanism to inform the Government of Kiribati through the PMU of the MICA of design and implementation impacts and risks that can be used to improve the KOIRAP.
- 17 The GRM will provide an important quality control function for the KOIRAP to continually improve its operations and implementation through engaged community and the public and best practice in resolving the complaints.
- 18 The Communications Strategy including Frontline SMS, Hotline and Help Desk will also assist in providing regular feedback from stakeholders to KOIRAP PMU.

3.3. PRINCIPLES OF THE GRIEVANCE REDRESS MECHANISM

- 19 The broad principles of the GRM include
 - **legitimate:** enabling trust from stakeholders and being accountable for the fair conduct of grievance processes. Accountability for ensuring that the parties to a grievance process cannot interfere with its fair conduct, is typically one important factor in building stakeholder trust.
 - **accessible:** being known to all stakeholders and providing adequate assistance for those who may face particular barriers to access. Barriers to access may include but are not limited to a lack of awareness of the mechanism, language, literacy, costs, physical location and fears of comeback.
 - **predictable:** providing a clear and known procedure with indicative timeframes for each stage, and clarity on the types of process and outcome available and means of monitoring implementation. In order for a mechanism to be trusted and used, it provides public information about the procedure it offers.
 - **equitable:** the GRM will ensure that any complainant has reasonable access to sources of information, advice and expertise necessary to engage in the process on fair, informed and respectful terms. Where any imbalance is not redressed, perceived inequity can undermine both the perception of a fair process and the GRM's ability to arrive at sustainable solution.

- **transparent:** keeping parties to a complaint informed about its progress. Providing transparency about the GRM to wider stakeholders is critically important to demonstrate the GRM's legitimacy and retain broad trust. At the same time, confidentiality of the dialogue between parties and of individuals' identities will be provided where necessary.
- **rights compatible:** are consistent with applicable Kiribati national recognised rights and customs.
- **enabling continuous learning:** drawing on relevant measures to identify lessons for improving the GRM and more importantly, preventing future grievances and harm.
- based on **engagement and dialogue:** consulting stakeholders and focusing on dialogue as the means to address and resolve grievances is critically important
- **consistency:** that all complaints, irrespective of their nature and/or who makes them are treated the equally.
- **capable:** engaging the necessary technical team to address any grievances in a timely manner.

3.4. ELIGIBILITY CRITERIA

20 The following steps provide information on the eligibility criteria for the GRM

- while recognising that many complaints may be resolved immediately, the Complaints Register (CR) and GRM set out below encourages mutually acceptable resolution of issues as they arise. The CR and GRM has been designed to:
- be a legitimate process that allows for trust to be built between stakeholder groups and assures stakeholders that their concerns will be assessed in a fair and transparent manner;
- allow simple and streamlined access to the CR and GRM for all stakeholders and provides adequate assistance for those that may have faced barriers in the past to be able to raise their concerns;
- provide clear and known procedures for each stage of the GRM process, and provides clarity on the types of outcomes available to individuals and groups;
- ensure equitable treatment to all concerned and aggrieved individuals and groups through a consistent, formal approach that, is fair, informed and respectful to a complaint and/or concern;
- provide a transparent approach, by keeping any aggrieved individual/group informed of the progress of their complaint, the information that was used when assessing their complaint and information about the mechanisms that will be used to address it; and
- enable continuous learning and improvements to the GRM. Through continued assessment, the learnings may reduce potential complaints and grievances.

21 Local communities and other interested stakeholders may raise a grievance/complaint at any time to the traditional leaders, Island Councils, government elected officials, and making a complaint directly to the complaints officer based in the PMU which manages all KOIRAP subprojects. Affected local communities should be informed about the provisions of the KOIRAP, including its GRM and how to make a complaint. Specific awareness will be conducted with women and youth in local communities associated with any subproject under the KOIRAP on the process of lodging a grievance complaint; such as justice, health, counselling, safe accommodation etc.

22 Eligibility criteria for the GRM include:

- perceived negative economic, social or environmental impact on an individual and/or group, or concern about the potential to cause an impact;
- clearly specified kind of impact that has occurred or has the potential to occur; and explanation of how the project caused or may cause such impact; and
- individual and/or group filing of a complaint and/or grievance is impacted, or at risk of being impacted; or the individual and/or group filing a complaint and/or grievance demonstrates that it has authority from an individual and or group that have been or may potentially be impacted on to represent their interest.

23 Local communities and other interested stakeholders may raise a grievance/complaint at any time through the Kiribati Supreme Court and/or the Ombudsman. Affected local communities should be informed about the programme's provisions, including its GRM and how to make a complaint.

3.5. CONFIDENTIALITY

- 24 Complaints may be made anonymously and confidentiality and complainants will be kept confidential in all instances, including when the person making the complaint is known. For this reason, multiple channels (email, phone, web based etc) to make a complaint will be established and conflicts of interest avoided. Specific procedures for Gender Based Violence/Sexual Exploitation and Abuse (GBV/SEA) including confidential reporting with safe and ethical documentation of GBV/SEA cases should be handled by a neutral person/committee designed outside the GRM system.

3.6. GRIEVANCE REDRESS MECHANISM PATHWAYS AND PROCESSES

- 25 The GRM has been designed to be problem-solving mechanism with voluntary good-faith efforts. The GRM is not a substitute for the Kiribati legal process. The GRM will as far as practicable, try to resolve complaints and/or grievances on terms that are mutually acceptable to all parties. When making a complaint and/or grievance, all parties must act at all times, in good faith and should not attempt to delay and/or hinder any mutually acceptable resolution. However, the GRM also recognises that for some complaints, person making the complaint will likely face multiple barriers to making a complaint and access required support. Where such barriers exist, this is not construed as deliberate attempts to delay or hinder the resolution process.
- 26 The process for the GRM is as follows:
- the Aggrieved Party (AP) takes their grievance to the complaints officer based in the PMU, contractor or contact the Chief Executive Officer through the MICA website or email. If the grievance is taken to the contractor, the contractor must notify the complaints officer based in the PMU about the grievance and provide full details. In the pre-construction period, there will be no contractor and as such the complaints officer based in the PMU. Once construction commences, the contractor and/or the complaints officer based in the PMU becomes the initial focal point for information and/or grievance/complaint.
 - during both pre- and post-construction periods, the complaints officer based on the PMU on behalf of the MICA will endeavour to resolve any complaint/issue as soon as practical. Where the AP is not satisfied, the complaints officer based in the PMU will refer the AP to the KOIRAP Project Manager and where deemed necessary to the Chief Executive Officer of the MICA s. For complaints that were satisfactorily resolved the incident and resultant resolution will be logged and reported to the complaints officer based in the PMU;
 - the complaints officer based in the PMU endeavours to address and resolve the complaint and inform the AP. For complaints that were satisfactorily resolved by the complaints officer based in the PMU, the incident and resultant resolution will be logged by complaints officer based in the PMU. Where the complaint has not been resolved, the complaints officer based in the PMU notifies the Chief Executive Officer of the MICA for his/her action/resolution;
 - if the matter remains unresolved, or the AP is not satisfied with the outcome, the Chief Executive Officer of the MICA refers the matter to the Project Steering Committee (PSC) for a resolution. The complaints officer based in the PMU will log details of the issue and resultant resolution status; and
 - if it remains unresolved or the complainant is dissatisfied with the outcome proposed by the PSC, the AP may refer the matter to the appropriate legal or judicial authority. A decision of the Court will be final.
- 27 Where the matter is referred to the complaints officer based in the PMU, a resolution should be sought within two (2) weeks. If unsuccessful and the matter is referred to the PSC, this should occur within a month.
- 28 Each record is to be allocated a unique number, reflecting year and sequence of received complaint (for example 2025-01, 2025-02 etc.). Complaint records (letter, email, record of conversation) should be stored together, electronically or in hard copy.
- 29 These steps should be undertaken immediately. The complain shall be acknowledged within forty eight (48) hours. Where the matter is referred to the KOIRAP Project Manager, a resolution should be sought within two (2) weeks. If unsuccessful and the matter is referred to the Project Steering Committee and/or the CEO of the MICA, this should occur within a month.
- 30 Any grievance related to corruption or any other criminal offence, needs to be managed confidentially through the following process.
- the AP/ies take their grievance to the relevant National Police and notifies the complaints officer based in the PMU;
 - the complaints officer based in the PMU notifies the Chief Executive Officer of the MICA;
 - if the grievance includes an alleged crime, the complaints officer based in the PMU will notify the national legal offices (e.g., Police or Department of Justice) and report the incidence.
 - resolution of these grievances will be the responsibility of the legal system. In these cases, the programme's GRM will ensure the above due diligence is enacted and due process is documented with the grievance given a complaint number and recorded. Confidentiality associated with all criminal cases must be compliant and follow Kiribati laws

- 31 Any grievance related to corruption or any unethical practice should be referred immediately to the Ombudsman of the Kiribati Supreme Court.

3.7. COMPLAINT'S PROCESS

- 32 For a complaints or grievances, complaints will be entered into an assigned database that tracks progress of each complaint/grievance. Complaints records (letter, email, record of conversation etc.) are stored both electronically and in hard copy. Each record has a unique number reflecting year and sequence of received complaint (i.e., 2025-01, 2025-02 etc.).
- 33 If the complaint/grievance relates to a contractor's activity, the project will ensure the contractor remedies any damage, pays compensation for damage or loss, etc.
- 34 Use of community leaders and customary methods of conflict resolution is encouraged and utilised if and when appropriate; on a case-by-case basis.
- 35 If an issue/complaint cannot be resolved on site, it is elevated to the complaints officer based in the PMU for resolution (with support from the Programme Lead). If the complaints officer based in the PMU cannot resolve the issue, it is referred to the Chief Executive Officer of the MICA and PSC if the issue is not resolved then it is forward to the ad hoc Grievance Committee.
- 36 If a resolution cannot be found through the Grievance Committee, the next course of action is the national courts of Kiribati or an independent mediator.
- 37 All complaints and grievances must aim to be closed out within fourteen (14) days.
- 38 All complainants have the right to use the courts of Kiribati at any time to seek resolution, if and when required.
- 39 The complaints officer based in the PMU will make adjustments to consultations, the GRM, community engagement, project implementation and other aspects as necessary to avoid future complaints and grievances if and when required.
- 40 The GRM complaints process is shown in Figure 1.

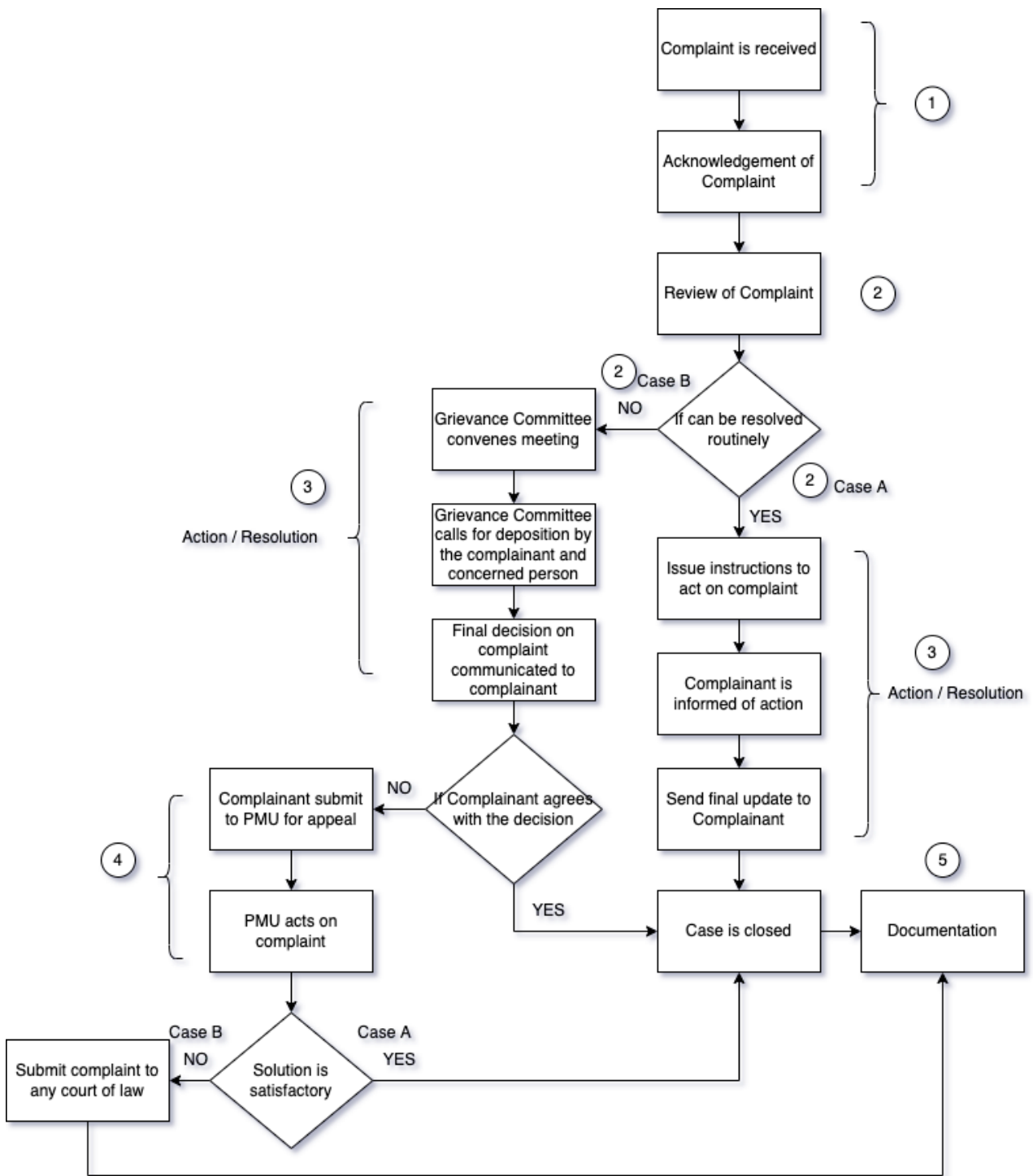


Figure 1 KOIRAP GRM complaint's process

3.8. HOW TO GET IN TOUCH WITH THE KOIRAP PMU

- 41 Anyone can ask for information on the project, express a concern, make a complaint (grievance) or get in touch with the PMU for any reason. Complaints/concerns can be anonymous, treated confidentially and the various ways to get in touch are provided in Table 1.

Table 1 Project Contacts

Medium	Description
Frontline SMS.	Smartphone short messaging services will be used as a complaints/feedback system to facilitate the lodging of grievances. This SMS system will immediately advise the project team of the content of the complaint/feedback. The SMS number is: (686) 73046712.
Emails.	Complaints/feedback can be sent to the following email address: koirapgrievances@gmail.com .
Telephone.	Complaints/feedback can be made through the telephone to the designated officer who will immediately record the complaints/feedback in the <i>GRM Register</i> as an acknowledgement of receipt of the complaint/feedback and to provide the complainant with a number allocated to that particular complaint/feedback. The Complaint Number will be the reference used by all parties to follow through on each grievance/feedback. The telephone numbers to report grievances/feedback is: (686) 73046712.
Social media	Online project website, Facebook and other social media platforms (to use for complaints communication): Website: www.koirap.com.ki , Facebook: KOIRAP.
Drop-box/letter	Dedicated drop-boxes for written complaints/feedback are located at the project office and per Island Council Offices (in care of the Island Development Officers (IDOs), for ready and easy access for the public. The boxes will be secure and will allow for anonymous complaints/feedback to be received. At any intake source, a person may exercise/request anonymity, and further, the case processing will be treated with the highest confidence with disclosure of personal information (e.g., name and address) only by consent of the individual or party.
In-person.	Complainants can approach any personnel of the Project or its focal point on the outer islands to convey their complaints/feedback. They can also visit the PMU office at the MICA, Bairiki Tarawa and lodge their complaint/feedback in person. An "Entry" in the Complaint Register will be completed immediately to provide the complainant with a Complaint Number for appropriate actions and follow-up purposes.

3.9. ROLES AND RESPONSIBILITIES

- 42 The following are persons involved in the complaints process and their supporting roles and responsibilities. All parties are expected to disclose conflicts of interest or potential conflicts of interest as new complaints arise and recuse themselves accordingly. Should there be a conflict of interest with anyone in the following list, that individual will be placed with a designated alternative
- Focal Point for managing the complaints process: complaints officer based in the PMU - the Environment and Social Risk Management Officer (ESRMO)
 - Person who will manage the database and record keeping: complaints officer based in the PMU - ESRMO
 - Person who will answer simple queries and manage simple complaints: complaints officer based in the PMU - ESRMO
 - Person who will manage difficult complaints or grievances: Grievance Committee
 - Person/organisation who will prepare report/s for World Bank reporting: ESRMO
- 43 The Grievance Committee will be formed on an ad hoc basis for complex or significant grievance management. This will be made up of appropriate senior officials from the following:
- ESRMO based in the PMU.
 - Senior officials (Deputy Chief Executive level or above) or designee from:

- Programme Lead with support from complaints officer based in the PMU;
- Chief Executive of the MICA
- Department of Justice
- Representative of the employer of the alleged perpetrator

3.10. REPORTING AND EVALUATION

- 44 Complaints shall be reported (except for gender-based violence and SEA/SH) in the regular project reporting to the World Bank. It should contain:
- total number of complaints/grievances received.
 - total number resolved.
 - total number under investigation/not yet resolved.
 - total number not yet resolved and also exceeds the recommended close out time of fourteen (14) days.
- 45 Short paragraph on any significant grievances currently not yet resolved and any risks to project implementation.
- 46 If there are patterns or frequency of complaints/grievances recorded, the complaints officer based in the PMU may decide to investigate any patterns or repetition of issues that need addressing. The complaints officer based in the PMU may decide to get an independent consultant to review and provide advice.
- 47 In the case of third-party complaints, if there is a substantial number of consistent third-party complaints registered in relation to a specific incident or an alleged perpetrator or survivor the complaints officer based in the PMU may decide to investigate but this must be done in a way that ensure the safety and confidentiality of the survivor.
- 48 Where there is a complaint concerning gender-based violence and SEA/SH, specific details of the matter should not be reported and the complaint will be referred via the gender-based violence referral pathway.

3.10.1. Complaints Register

- 49 A complaints register will be established as part of the programme to record any concerns raised by the community during programme implementation. Any serious complaint will be advised to the World Bank and PMU within 48 hours of receiving the complaint. The complaint will be screened. Following the screening, complaints regarding corrupt practices will be referred to the World Bank for commentary and/or advice along with the Ombudsman.
- 50 Wherever possible, the complaints officer based in the PMU will seek to resolve the complaint as soon as possible, and thus avoid escalation of issues. However, where a complaint cannot be readily resolved, then it must be escalated.
- 51 A summary list of complaints received, and their disposition, along with key statistics on the number of complaints and duration taken to close out, must be published in a report produced every six months by the complaints officer based in the PMU for reporting to the World Bank by the Chief Executive Officer of the MICA.

3.11. WORLD BANK COMPLAINTS FRAMEWORK

- 52 In addition to the KOIRAP GRM, complainants have the option to access the World Bank's Grievance Redress Service, with both compliance and grievance functions. The World Bank Integrity Vice Presidency and Grievance Redress Service investigates allegations that World Bank's Standards, screening procedure or other World Bank social and environmental commitments are not being implemented adequately, and that harm may result to people or the environment. A compliance review is available to any community or individual with concerns about the impacts of a World Bank program or project. The Grievance Redress Service is mandated to independently and impartially investigate valid requests from locally impacted people, and to report its findings and recommendations publicly.
- 53 The Grievance Redress Service offers locally affected people an opportunity to work with other stakeholders to resolve concerns about the social and environmental impacts of a World Bank project. The Grievance Redress Service is intended to supplement the proactive stakeholder engagement that is required of World Bank and its Implementing Partners throughout the project cycle. Communities and individuals may request a Grievance Redress Service process when they have used standard channels for project management and quality assurance and are not satisfied with the response (in this case the project level grievance redress mechanism). When a valid Grievance Redress Service request is submitted, World Bank focal points at country, regional and headquarters levels will work with concerned stakeholders and Implementing Partners to address and resolve the concerns. Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Information

can be found at <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service> for more details. For information on how to submit complaints to the World Bank Inspection Panel, visit www.inspectionpanel.org.

KOIRAP COMPLAINT FORM

Name of Person Making the Complaint <i>(information is optional and always treated as confidential)</i>				
Address or contact information for Person Making the Complaint <i>(information is optional and confidential)</i> E-mail Phone Address				
Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> N/A <i>(for organisations or representatives of a community)</i>				
Location where complaint/problem occurred <i>(write in)</i>				
Category of Grievance:				
<input type="checkbox"/> Environmental safeguards, including waste, noise, dust and water runoff/pollution	<input type="checkbox"/> Social Safeguards including gender, labour, community health and safety (including traffic) and child safety	<input type="checkbox"/> Grievances regarding worker health and safety and behaviour of workers on-site	<input type="checkbox"/> Grievances regarding the misuse of funds/lack of transparency, or other financial management concerns	<input type="checkbox"/> Grievances regarding abuse of power/intervention by project or government officials
<input type="checkbox"/> Other (describe)				
Brief Description of Complaint <i>(provide as much detail and facts as possible attach additional pages if required)</i>				
Please include any other information that you consider relevant, other matters or facts, including supporting documents <i>(attach additional pages if required)</i>				
Do you request that identity be kept confidential? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Have you previously raised your complaint with the on-site Manager or others? <input type="checkbox"/> Yes <i>(if YES, please provide the following)</i> When, how and with whom the issues were raised Please describe any response received from and/or any actions taken by the NCU level grievance mechanism. Please also explain why the response or actions taken are not satisfactory				

No (if NO, why not?)

Complaint Recipient

(If Authorised Representatives are not complainants themselves, their names will be disclosed as needed, in order to ensure transparency)

Name	Position/Organisation	Contact number	E-mail address	Date

Signature of the person making the complaint

Signature

Date:

Please send the complaint to

Grievance Redress Mechanism
KOIRAP Project Management Unit
Ministry of Culture and Internal Affairs
Email koirapgrievances@gmail.com

Complaints may be submitted by e-mail and/or hand delivered

WORLD BANK COMPLAINT FORM

World Bank Grievance Redress Service (GRS)

Contact Information *This information must be provided. The GRS does not process anonymous complaints.*

Name	Click or tap here to enter text.
Phone Number (Country Code- Number)	Click or tap here to enter text.
Email Address	Click or tap here to enter text.
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/> N/A (for organisations or representatives of a community)

Are you a representative submitting this complaint on behalf of the complainant(s)? Yes No

If you selected **Yes**, please attach a copy of the representational authority signed by the complainant(s)/members of the community.

Do you consent to have your personal information shared with the Borrower(s) and/or relevant third parties (e.g., contractors or project implementing agency) of the project you are complaining about? Yes No

If you selected **No**, please elaborate: Click or tap here to enter text.

Do you fear retaliation for making this complaint? Yes No

If you selected **Yes**, please elaborate: Click or tap here to enter text.

Project Information

Project Name: Click or tap here to enter text.

Country: Click or tap here to enter text.

Project Location (Province, City, etc.): Click or tap here to enter text.

The Complaint

Please explain the type of harm you believe the World Bank-supported project has caused or is likely to cause you or your community.

Social Yes No Environmental Yes No Other Yes No

Comments: Click or tap here to enter text.

Efforts to Resolve the Complaint

Have you raised your complaint through the project-level grievance mechanism? Yes No

What action was taken by the project-level grievance mechanism to resolve the complaint?
Click or tap here to enter text.

How do you wish to see your complaint resolved?
Click or tap here to enter text.

Signature: *You may print the form and sign it. Alternatively, you may click in the box below and add a photo of your signature if you prefer.*

Date of complaint:

Please attach supporting documents, if available.

The GRS will process your personal data submitted in this form in accordance with the [GRS Personal Data Privacy Notice](#). The GRS will not disclose any information that may reveal your identity without your consent.

You may submit your complaint via email to grievances@worldbank.org, mail or hand delivery to the World Bank Headquarters or any World Bank Country Office. If you experience any difficulties in completing the form, please contact us at grievances@worldbank.org.

GRS contact information:

The World Bank
Grievance Redress Service (GRS)
MSN MC 10-1018
1818 H St NW
Washington, DC 20433, USA

Email: grievances@worldbank.org

Website: www.worldbank.org/grs