

GRIEVANCE REDRESS MECHANISM

MYA: GREATER MEKONG SUBREGION
HEALTH SECURITY PROJECT (L-3466)

MYANMAR

ABBREVIATION

ADB	-	Asian Development Bank
AP	-	Affected Person
CDC	-	Communicable Disease Control
EGDP	-	Ethnic Group Development Plan
GMS	-	Greater Mekong Subregion
GRC	-	Grievance Redress Committee
GRM	-	Grievance Redress Mechanism
IEE	-	Initial Environmental Examination
MEV	-	Migrants and mobile populations, ethnic minorities and other vulnerable groups
MOHS	-	Ministry of Health and Sport
NGO	-	Non-Governmental Organization

TABLE OF CONTENTS

ABBREVIATION.....	2
What is GRM?	4
Definition of Terms: ¹	4
Why Does a Project Need GRM?	4
GRM Principles	5
Description of the Project ³	6
Potential grievances	6
Objectives of GRM.....	7
Grievance Redress Mechanism Process.....	7
Who can complaints?.....	7
When can complaints?.....	7
How can complaints?.....	8
Complaint registration procedure	8
Categorizing the Grievance ⁶	9
Grievance Redress Committee (GRC).....	11
Role and Responsibilities	12
Feedback Provision.....	13
Disclosure of the Grievance Redress Mechanism.....	13
Monitoring and Reporting	13
ANNEX	14
Annex1 GRM Form	14
Annex 2 GRM Log	15
Reference.....	15

What is GRM?

Asian Development Bank (ADB) assisted projects ensures a forum for people adversely affected to voice their concern and seek solutions to their problems. The ministry of Health and Sport (MOHS) has to create enabling environment/system to accommodate any unanticipated environmental or social risk and impact arise during the implementation in line with the Loan Covenants. Therefore, the Grievance redress mechanisms (GRM) has to be established within the project ambit.

Definition of Terms:¹

Grievance may refer to any complaint, concern, injustice, wrongdoing, accusation related to the project implementation. It also includes queries, suggestions and comments.

Grievance Redress Mechanism (GRM) is a set of specified procedures for revealing, assessing, methodically addressing grievances or complaints and resolving disputes and monitoring. It is a mechanism whereby queries or clarification about a project are responded to systematically, problems that arise out of implementation are resolved and grievances are addressed efficiently and effectively.

Why Does a Project Need GRM?

A GRM provides a predictable, transparent and credible process to all parties, resulting in outcomes that are seen as fair, effective and lasting.²

A well-functioning GRM can provide benefits to both the project and the Affected Persons (AP)

BOX 1: BENEFITS OF A GRIEVANCE REDRESS MECHANISM	
<i>Benefits to Projects</i>	<i>Benefits to AP and other stakeholders</i>
<ul style="list-style-type: none">• Provides information about project implementation• Provides an avenue to comply with government policies• Provides a forum for resolving Grievances and disputes at the lowest level• Resolves disputes relatively quickly before they escalate to an unmanageable level• Help win the trust and confidence of community members in the project and	<ul style="list-style-type: none">• Provides a cost-effective method to report their grievances and complaints• Establishes a forum and a structure to report their grievances with dignity and access to a fair hearing and remedy• Provides access to negotiate and influence decisions and policies of the project that might adversely affect them• Facilitates access to information

BOX 1: BENEFITS OF A GRIEVANCE REDRESS MECHANISM

<i>Benefits to Projects</i>	<i>Benefits to AP and other stakeholders</i>
<p>creates productive relationships between parties</p> <ul style="list-style-type: none">• Ensure equitable and fair distribution of benefits, costs and risks• Mitigates or prevents adverse impacts of the project on communities and produces appropriate corrective or preventative action• Helps avoid project delays and cost increases, and improves quality of work	

GRM Principles

In accordance with ADB' Safeguard Policies, the proposed GRM covered the following principles:

- **Accessibility**
 - The GRM will be accessible to everyone affected by the project. It should be available and provide assistance to those who face barriers such as language, literacy, awareness, cost, or fear of reprisal.
- **Predictability**
 - The GRM will offer clear procedures with time frames for each stage and clarity on the types of results it can and cannot deliver.
- **Transparency**
 - The GRM will operate in such a way that it is easy for others to see what actions are being performed. This will be undertaken through disclosure of all information to the public and affected people.
- **Credibility**
 - The performance of the GRM will enable affected people to accept and believe that the mechanism works, delivers results and is honest.
- **Fairness**
 - The GRM procedures will be perceived as fair, especially in terms of access to information, and opportunities for meaningful participation in the final decision. Its outcomes should be consistent with applicable to national standards and should not restrict access to other redress mechanisms
- **Feedback**
 - The GRM will serve as a means to channel citizen feedback to improve project outcomes for the people

Description of the Project³

The objective of the Project is to improve GMS public health security system.

The Project comprises the following outputs:

Output 1. Improved GMS cooperation and CDC in border areas: Strengthening **(a)** regional, cross-border, and inter-sectoral information sharing and coordination of outbreak control among GMS countries, **(b)** regional capacity for evidence-based CDC, **(c)** development of better disease control strategies for MEVs in border areas, and **(d)** improved CDC services for MEVs in hotspots along economic corridors in targeted border areas, through support for information exchange, inter-sectoral collaboration, simulation exercises. joint outbreak control, strategic planning for MEV disease control strategies in border areas, outreach to MEVs, and improving access of MEVs to CDC.

Output 2. Strengthened national disease surveillance and outbreak response systems: Supporting **(a)** syndromic reporting at community level, **(b)** web-based reporting, **(c)** linking of disease surveillance systems. including linking clinical and laboratory surveillance, **(d)** improving capacity for risk analysis. risk communication, and community preparedness. **(e)** improving capacity of outbreak response teams including transport and equipment. and **(f)** improving screening and quarantine capacity at border points of entry and quarantine centers, through providing expertise for system design, capacity building, information technology equipment. vehicles, and equipment for screening and outbreak control.

Output 3. Improved laboratory services and hospital infection prevention and control: Carrying out **(a)** staff training for district and township hospitals for internal quality improvement. **(b)** preparing standard operating procedures, **(c)** providing basic equipment, supplies and minor repairs for laboratories and schools, **(d)** setting up external quality assurance and audit system for compliance with national biosafety and quality guidelines, and **(e)** setting up laboratory networks.

Potential grievances

According to Initial Environmental Examination (IEE), The project is categorized B for environment, as it involves laboratory biohazards and hospital solid and liquid waste management. Based on the findings of the Environmental Assessment, it is concluded that the project will have only minor or non-significant environment impacts. If any affected person (AP) does not agree with the renovations or any mitigation measures proposed, they could advise the village authorities who will then report to the project owner, the provincial or district level Health Office. If the environmental management and monitoring agency and the local administration fail to resolve the dispute, the parties may take the matters to a People Court to adjudicate, in compliance with the relevant laws.⁴

In Ethnic Group Development Plan (EGDP), the project is categorized B for indigenous peoples. Ethnic minorities in the proposed project areas will be positively affected given the type of project activities. Ethnic minority groups constitute about 30% of the population in the targeted border provinces and 50% in the targeted border districts in four countries, more so in Myanmar. Regular meetings and consultation will seek to minimize dissatisfaction among project-affected people. Local stakeholders' opinions and concerns will be part of the project planning and implementation. The participatory approach will encourage people to raise any concerns before conflicts may appear. In cases where APs do not have the writing skills or are unable to express their grievances verbally, APs are allowed to seek assistance from any recognized local group, NGO, family member, village heads or community chiefs to have their complaints or grievances written for them. Throughout the grievance redress process, the responsible committee will ensure that the concerned APs are provided with copies of complaints and decisions or resolutions reached.⁵

Objectives of GRM

The fundamental objectives of GRM are

- ❖ to resolve any social and environmental related grievances locally in consultation with the aggrieved party to facilitate smooth implementation of the project
- ❖ to democratize the development process at the local level and
- ❖ to establish accountability to the stakeholders.

Grievance Redress Mechanism Process

The grievance redress process includes the following four major steps:

- (1) Registration
- (2) Sorting
- (3) Processing and
- (4) Feedback/reporting

Who can complaints?

Any person/group affected by projected implementation.

When can complaints?

Whenever the AP feels the grievance even before starting of project to 2 years after end of the project.

How can complaints?

The beneficiaries can address their concerns through

1. Voice messages on hotline phone/Project Implementation focal' phone
2. Email
3. Social Media account (Viber) of hotline phone
4. Postal with GRM form (signature and authorized persons (applicable) and
5. Complaint/Feedback Box

Whichever channel is conveyed the grievance or complaint, the following is standardized to be included:

- Name: individual or Group (at least 2) confidentiality
- Contact: Address & Phone number
- Brief history of complaint/feedback/ specifically date, time
- Proposed action to be taken

In case of incomplete contact information as the AP would like to confidential and unknown, PMU level will consider it as the anonymous complaint. In such cases, the printed response will be posted at the information board of the respective Project Implementation Office, as well as at the information board/website of the GMS-HS Myanmar, so as the complaining party can approach and get familiarized with the feedback.

Complaint registration procedure

In project, Safeguard Specialist was nominated to be GRM receiving focal. At implementation level, the project focal will receive the complaints mainly through complaint boxes and phones. All the complaint methods were received and record as follow:

- Check all the methods every Friday- 3 PM
- Register the complaints into log including registration no, date of entry, types of GRM (Annex: 1)
- Response the confirmed messages with registration number to AP whether received, eligible/not or ongoing on next Monday before 4 PM
- The ongoing and refer cases will be updated every 2 weeks after response

Categorizing the Grievance⁶

Received complaints were reviewed within 3 working days by GRM focal and will be categorized as follows. All the complaints have to be registered into the grievance database:

Type A: queries, comments, and suggestions.

This type is non-contentious and merely requires clarification or a response. This may be answered at the point of intake by the project focal at the implementation level and the GRM focal after PMU concurrence.

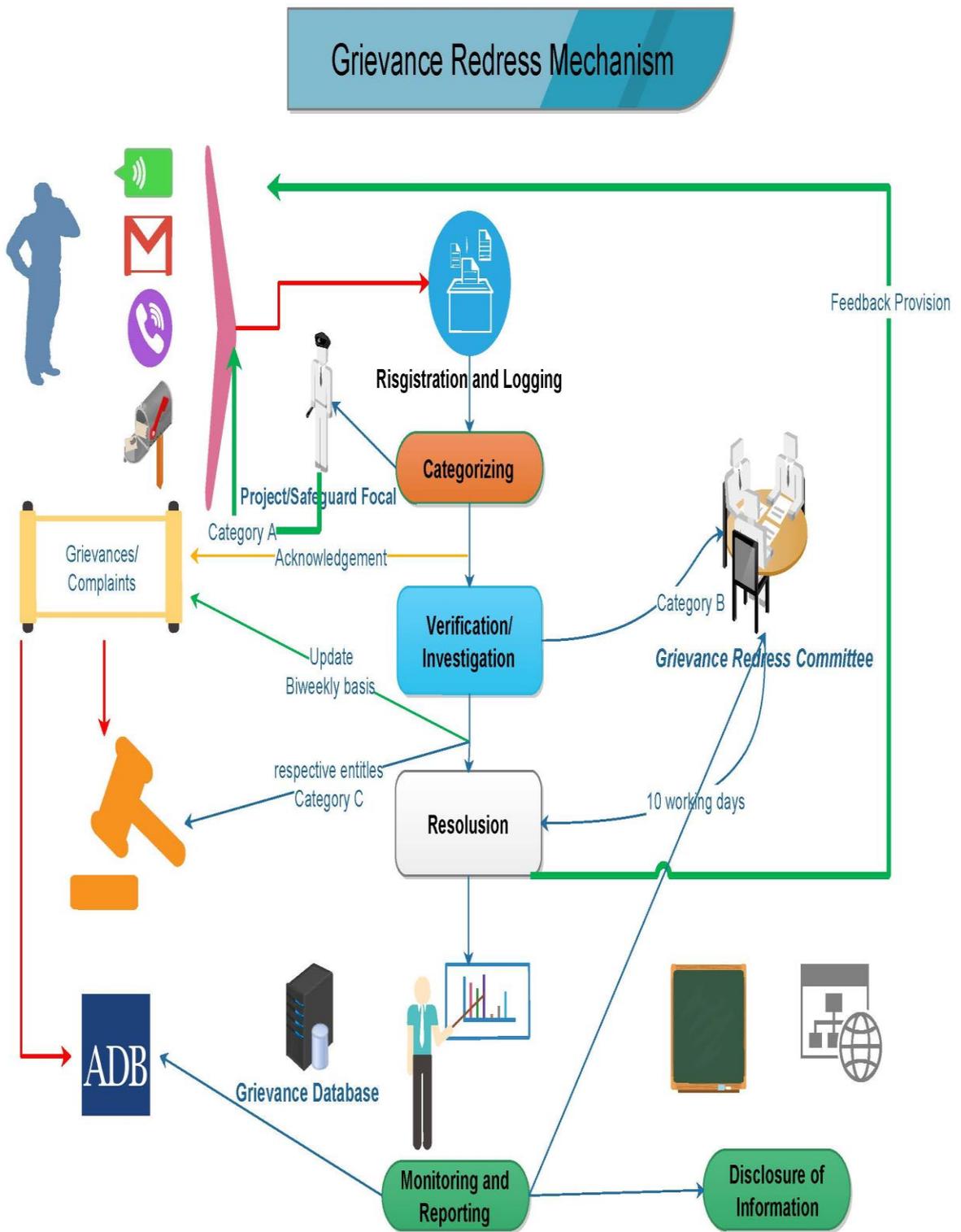
Type B: allegation of violation of rights or non-performance/poor performance of obligations against consultants, contractors or dispute.

Depending on the complexity of the complaint, this may require further data collection/investigation, facilitation or mediation. Cases will be referred to GRC at the regional level to attempt resolution.

Type C: allegation of fraud or corruption.

This type of complaint cannot be handled under the project's grievance redress mechanism. For such cases, the complainant should be referred to the appropriate state entity and also ADB to get information and support in lodging the grievance.

Flow of GRM



Depending on the nature of grievance, this step may include verification, investigation, negotiation, mediation or arbitration, coordination with appropriate agencies and decision-making.

The beneficiaries can address their concerns through their representative. The complaint will be assessed and negotiated into a solution between the project representative (focal point or IA) and local authorities, and then fed back to the communities as part of the participatory process and also disclosure at information board in project implementation office.

For the Type A categorized grievances directly to Central level by mail or social media, the responses will be relayed after confirmation with one of Deputy Project Directors. Suggestions and sensitive concerns will be incorporated in the mitigation and monitoring plans during project design and implementation.

Grievance Redress Committee (GRC)

For the cases needed verification and investigation, the Grievance Redress Committee (GRC) will be organized. The committee will be composed of Country Project Focal for chairperson and one of Deputy Project Directors, 2 members of PMU and representative from ADB. Safeguard Specialist will serve as secretary.

The GRC at central level will discuss the grievance case within ten working days and recommend its settlement to parties. Meetings of the GRC at the regional level will be held on a bi-monthly basis; however, special ad hoc meetings can be arranged in between of regular meetings as needed. The GRC coordinator at regional level will ensure that actions GRM Guideline and decisions are properly documented in order to demonstrate that the GRC at regional level is providing an appropriate attention to the grievance and is actively seeking ways to obtain resolution that could satisfy the parties.

If after the intervention and assistance from the GRCs at both project implementation and central levels, no solution has been reached, and if the grievance redress system fails to satisfy the complaining parties, the case will be referred to the court for resolution in accordance with legislation and ADB accountability mechanism. In the meantime, it should also be emphasized that these GRM Guideline do not limit the right of the complaining party to submit the case to the court of law or ADB accountability mechanism in the first stage of grievance process.

Role and Responsibilities

GRM focal at the PMU level (based in Naypyitaw) include:

- (i) Establish and maintain communication with 12 project implementation units aim of possible concerns or questions from residents related to the project;
- (ii) Collect grievances, sort them and record grievances in a logbook as well as
- (iii) complete Grievance Registration Form (Annex A);
- (iv) Acknowledge receipt of mailed, e-mailed or faxed complaints no later than 3 working days. Receipt of grievances lodged on the spot or via phone is confirmed immediately;
- (v) Arrange for GRC meetings at Central level to consider the grievance case and ensure that all appropriate materials are available to members of GRC not later than in 1 week. Following the meeting of GRC at the regional level, complete the Minutes of Grievance Consideration by GRC by the GRC, circulate to members and the complainant for confirmation (Annex B);
- (vi) Provide information on the status of resolution to the complaining party;
- (vii) Ensure that residents and affected communities are well aware of GRM, including contacts of grievance focal points at CCs, CSCs, members of GRC at as well as have access to GRM leaflets and brochures;
- (viii) (j) Report on grievance redress on a quarterly basis (including forms completed as well as grievance database) to cover the grievances received and status of their resolution for inclusion in the quarterly progress reports.

GRC committee

- a) Review grievance details and appropriate background information, including notes / minutes of meeting of GRC at regional level with respect to the specific grievance case;
- b) Consider grievance, investigate the issue, facilitate and mediate resolution of grievance;
- c) Coordinate with and involve relevant entities to facilitate resolution of grievances;
- d) Document status of the grievance and its resolution;
- e) Provide feedback to complaining individual/party;
- f) If the complaint cannot be resolved by GRC at central level, recommend its resolution providing references to normative-legal act including justification why the grievance cannot be resolved through an informal process;
- g) Promote awareness and facilitate communication between various project parties, including administrative, municipal, civil society organizations and media
- h) Disseminate project related information (brochures, leaflets, etc.) to the state and local stakeholders.

Feedback Provision

The acknowledgement of grievance receipt will be confirmed to complaints not later than 3 working days by GMS focal through preferred mode of communication mentioned by complaint party. In the case of grievance not related to project activities, the feedback will response as not considered under this GRM guideline and to which entity (Administrative, anti-corruptive commission) has been forwarded.

For the ongoing or investigation process, the update will be provided biweekly basis until resolving the case.

After the cases will be resolved, the printed or scan copies of cases with decision and resolution will feedback to complainants.

If grievance was not resolved by the GRC at central level, appropriate information will be provided to the complaining party, including details why the case was not resolved, as well as recommendation to seek for resolution through legal or anti-corruptive commission.

If the cases will be anonymous, the outcomes resolution process, will be posted on the information board of relevant project area and GMS-HS website.

Disclosure of the Grievance Redress Mechanism

The grievance redress procedure for the project will be disseminated through information leaflets and brochures, and presented during the project related meetings and public consultations. It would be included that the informal GRM is aimed at quick and amicable resolution of complaints and does not substitute the legal process established under national legislation.

In the area populated by ethnic minority group meeting, the information leaflets shall be provided in linguistically appropriate manner.

Monitoring and Reporting

Applying the role and responsibility of GRM focal, the safeguard specialist will perform monitoring and reporting. All the grievance will be captured using Grievance Form and logbooks at Central level. Each member of the GRC will access to the grievance database through google excel sheet and biweekly GRM report will also be provided to them.

The copies of Grievance database shall be shared to PMU with monthly basis. In addition, it will be prepared safeguard porting on semi-annual for safeguard monitoring report and quarterly progress report to ADB.

ANNEX

Annex1 GRM Form

GRIEVANCE FORM			
Contact Information			
Name		Gender	Male <input type="checkbox"/> Female <input type="checkbox"/>
Address		Telephone:	
Preferred methods for feedback	Phone <input type="checkbox"/> Mail <input type="checkbox"/> Viber <input type="checkbox"/> postal <input type="checkbox"/> In person <input type="checkbox"/>		
Description of Grievance/Suggestion/Question			
Please provide detail (who, what, where, when)			
Please provide your suggested resolution or action to be taken			
Complainant (Postal)		Supported by: (applicable)	
Name:		Name:	
Signature:		Signature:	
Date:		Date:	
Grievance Registration Detail			
Registration Number:		Date of Entry	
Name of registrant		Type of grievance:	A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/>
How the grievance was lodge:	Phone <input type="checkbox"/> Mail <input type="checkbox"/> Viber <input type="checkbox"/> postal <input type="checkbox"/> In person <input type="checkbox"/>	Grievance is relevant to project	Yes <input type="checkbox"/> No <input type="checkbox"/>
		If No: forward to:	_____
Response and Resolution		Close Date:	

GRIEVANCE LOG

Registration Number	Name of complainant	Date of entry	Complaint township	Complaint types	Detail of Complaint	Person reported to	Sensitivity level	Action taken (escalation, resolution etc)	Complete Date
GRM-01									
GRM-02									
GRM-03									
GRM-04									

Reference

1. The Guidelines on the Community Liaison Group prepared for the ADB-funded projects in Zhambyl Oblast of CAREC Corridor 1 and endorsed in 2011
2. Office of the Compliance Advisor/Ombudsman for the International Finance Corporation (CAO). 2008. Advisory Note: A Guide to Designing and Implementing Grievance Mechanisms for Development Projects, Washington, D.C.
3. Loan Agreement for Greater Mekong Subregion Health Security Project, April 2017 Loan Number 3466-MYA(COL)
4. Initial Environmental Examination Report, Oct 2016, Greater Mekong Sub region Health Security Project RRP REG-48118-002
5. Ethnic Group Development Plan Report, Oct 2016, Greater Mekong Sub region Health Security Project RRP REG-48118-002
6. Guideline on grievance redress mechanism on environment and social safeguards for road sector projects, Ministry of Investments and Development, Republic of Kazakhstan, Aug 2014