

# **Design elements of effective grievance redress mechanism in KGZ: lessons learned and recommendations**

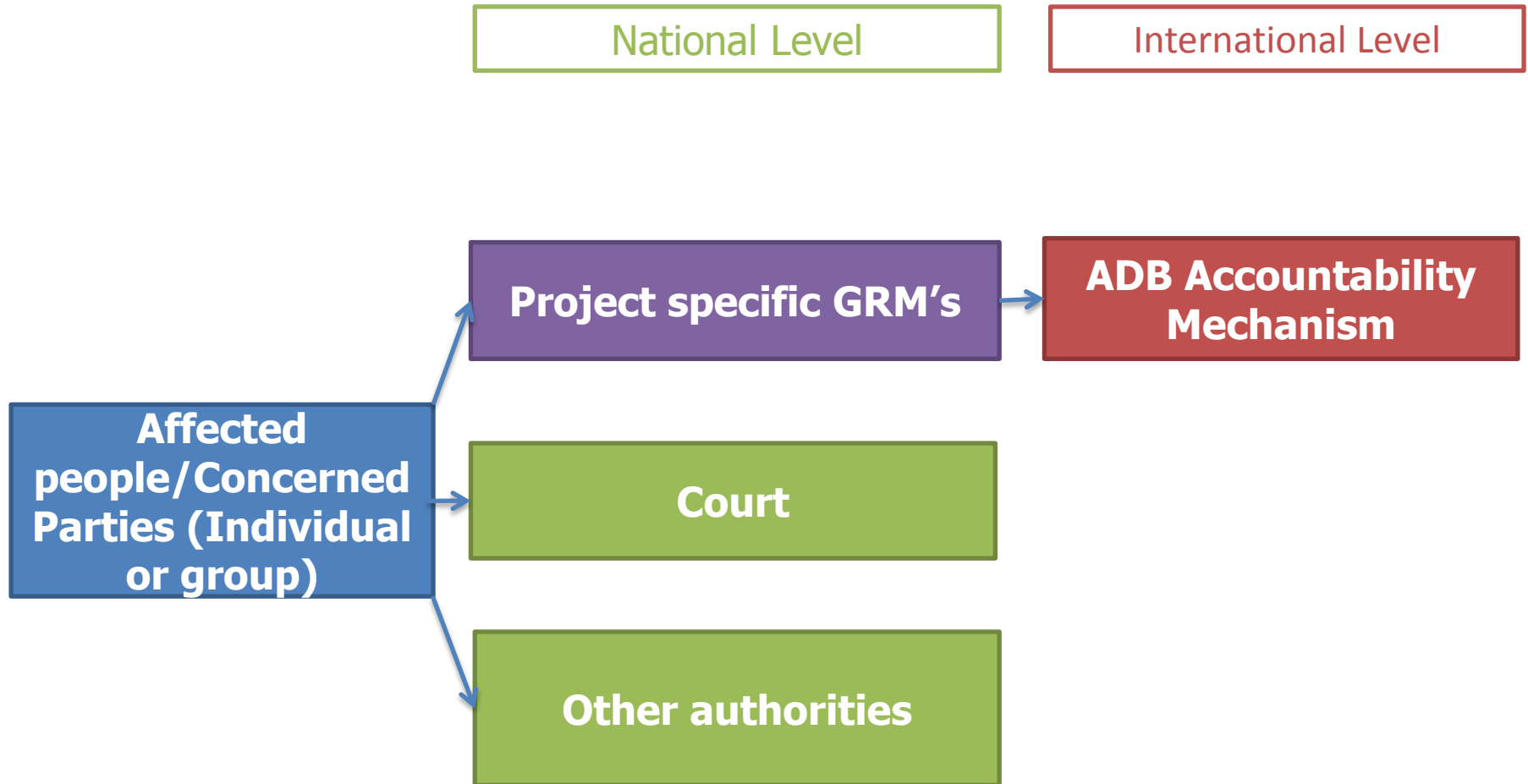
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# **Outline of presentation**

- Grievance Redress Process in KGZ
- Special steps during project stage
- Composition and function Grievance Redress Group (Committee)

# Systems and Institutions for Grievance Redress Available to Affected Persons



# **The GRM does not review the grievances:**

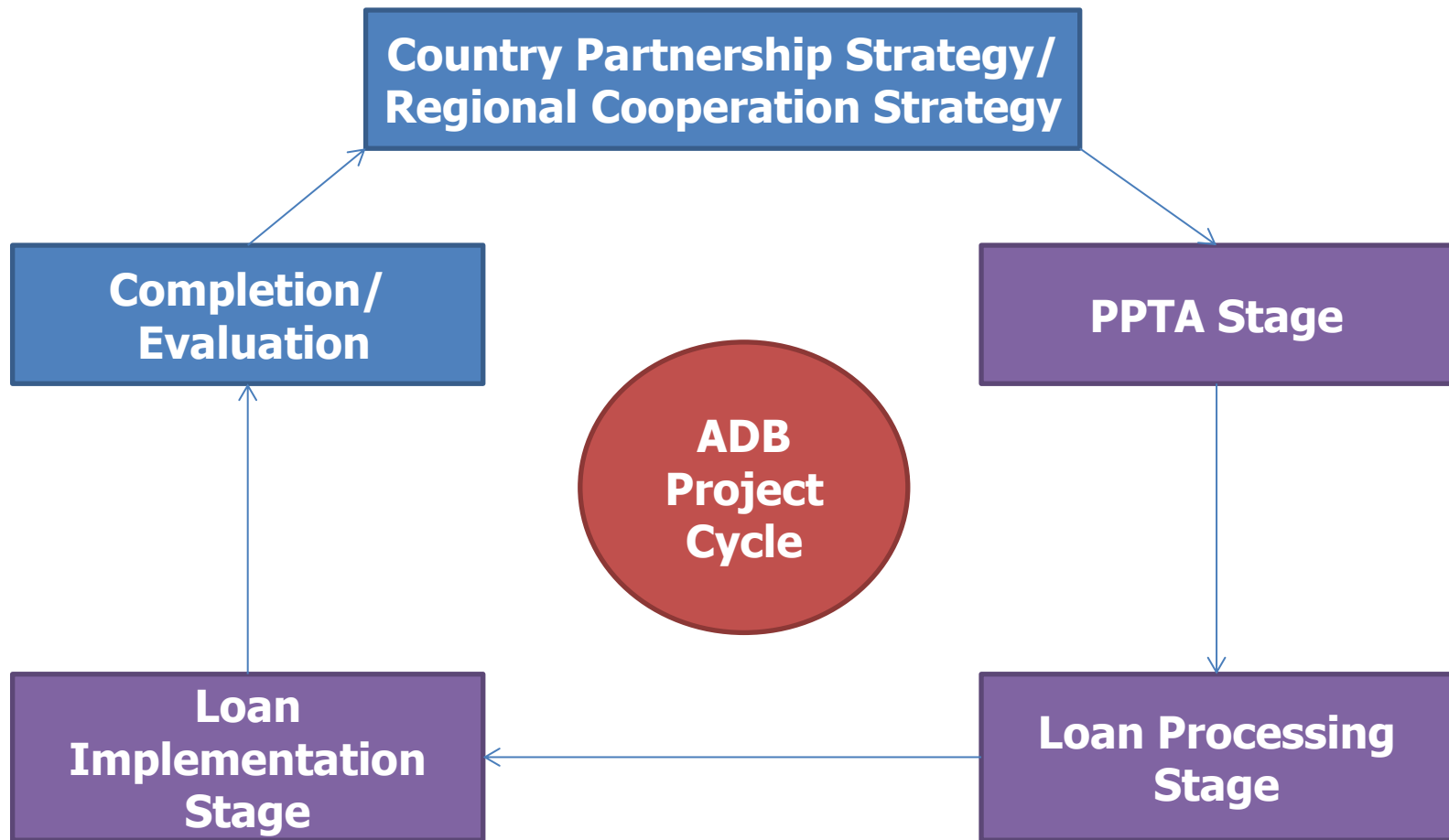
- that are not related to the project;
- that are reviewable under separate, more appropriate procedures;
- the nature of which is beyond the official mandate of the GRM;
- for which the complainant has no standing.

# **Requirements of ADB SPS 2009**

## **Effective Grievance Redress Mechanism should be:**

- 1) scaled to risks & adverse impacts anticipated in project
- 2) readily accessible to APs with no costs & without retribution
- 3) efficient and understandable to the affected parties
- 4) transparent & impartial
- 5) culturally appropriate, sensitive to gender & vulnerable groups

# Grievance Redress Mechanism in ADB Project Cycle



# Special Steps during

Steps/Stage	PPTA Stage	Loan (Tranche) Processing Period	Loan (Tranche) Implementation Stage
GRM Requirements in Bidding and Other Documents	NO	YES	NO
Capacity Building of GRG Members, consultants, contractors	YES	YES	YES
Conducting Meaningful Public Consultations	YES	YES	YES
Designing GRM	YES	NO	NO
Establishment of GRM	YES	NO	NO
Implementation of GRM	YES	YES	YES
Filing Documentation	YES	YES	YES
Monitoring and Reporting on GRM Implementation	YES	YES	YES

# **Complaint Resolution Process at all Project Stages**

4 major steps to resolve complaint include:

1. Screening the complaint for eligibility
2. Registering a complaint
3. Reviewing the complaint
4. Solving the complaint and closing the case



# Composition of the Local GRG

## Members

Land use department representative  
Supervision consultant deputy resident engineer  
Supervision consultant quality control engineer

Head of Ayil-Aymak  
Land Management Specialist of Ayil-Aymak  
Representative of the Road Maintenance Unit  
Supervision consultant resettlement specialist  
Supervision consultant environmental specialist  
2 Representatives of APs  
Representative of an NGO  
Representative of Public Supervisory Board of the MOTC  
Ombudsman of the Oblast  
Representative of the MOTC  
IPIG Social safeguard specialist

## Position

LPC  
GRG chair person  
Assistant to chair person  
  
Member  
Focal point  
Member  
Member  
Member  
Subject to agreement  
Subject to agreement  
Subject to agreement  
  
Observer  
Observer  
Observer

# Composition of Central GRG

## Members

Head of IPIG of MoTC

IPIG regional project coordinator

IPIG Environmental safeguard specialist

IPIG social safeguard specialist

Head of Department for road exploration

Ombudsman

Representative of Public Supervisory Board (ONS) of the MOTC

Representative of an NGO

## Position

Chairperson

Member

Member

Member

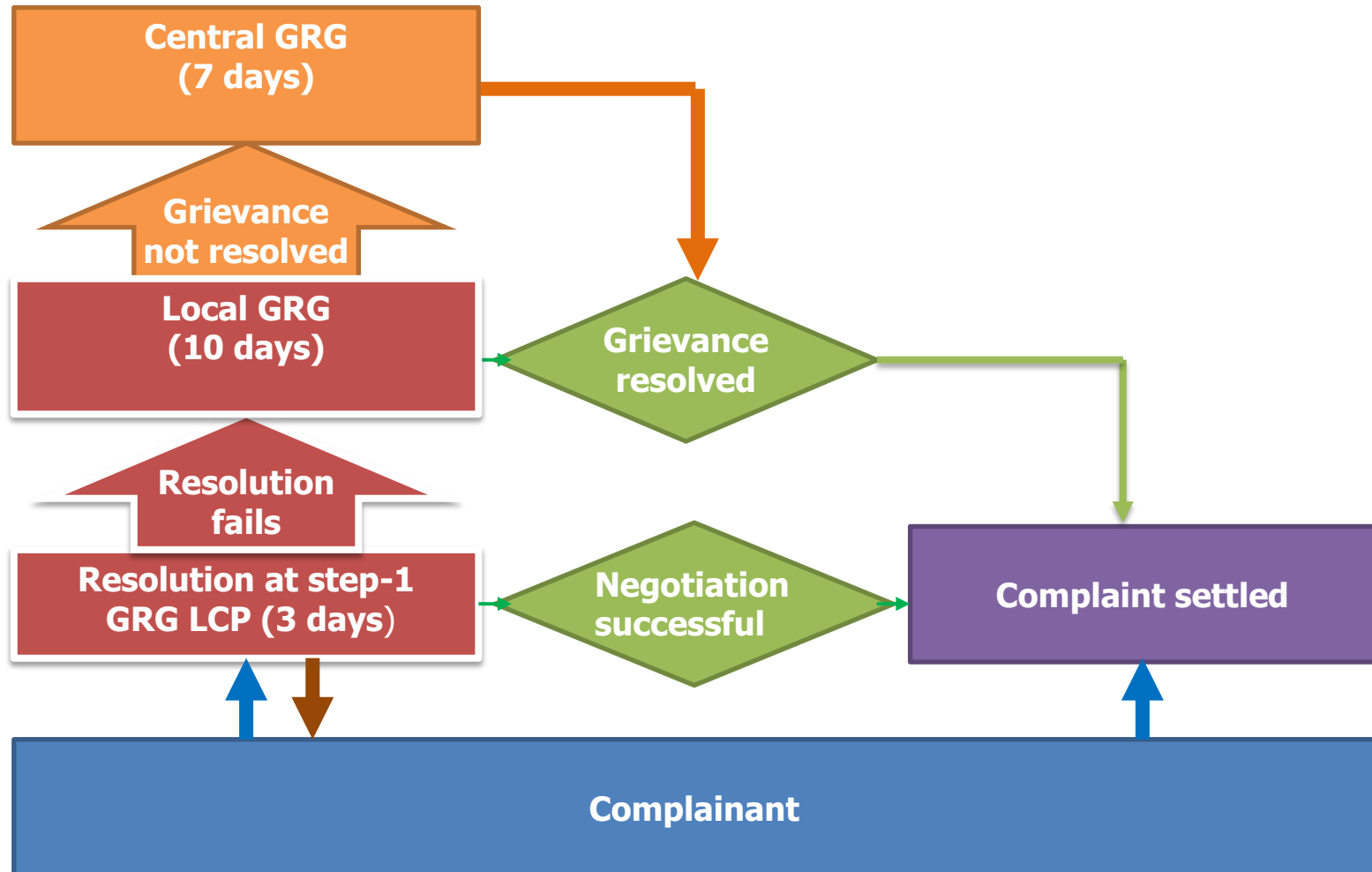
Member

Observer (subject to agreement)

Observer (subject to agreement)

Observer (subject to agreement)

# Grievance Redress Process



# **GRM for high/low risk projects**

## **BO Road, Phase 4 (high risk):**

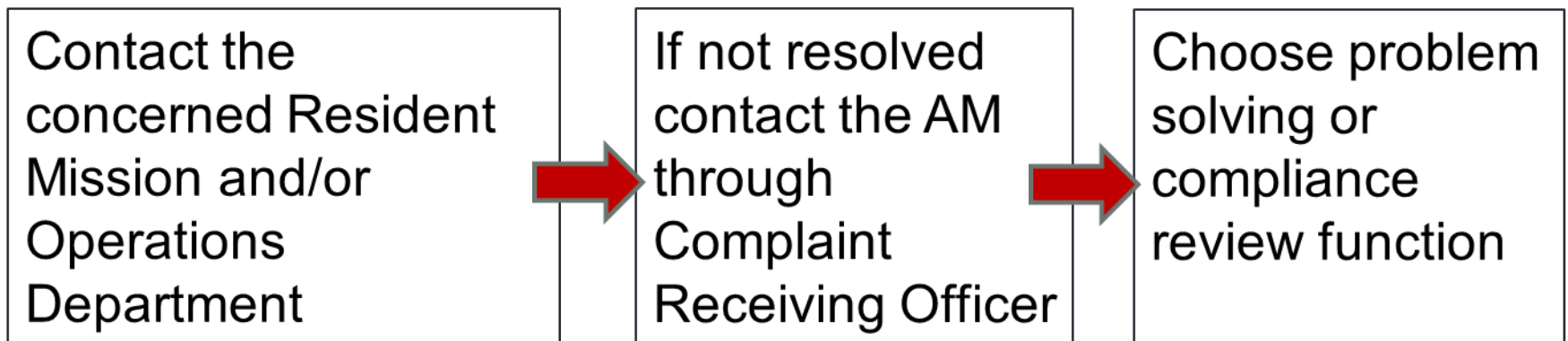
- Multiple entry points at each LG established
- Local Focal Points at each LG assigned
- GRM established at PPTA stage
- Training conducted for GRM members

## **BNT Project – 3 (low risk):**

- One entry point (where issues anticipated)
- One local focal point assigned
- GRM established at implementation stage

# The ADB Accountability Mechanism

- **Who can complain?** Two or more people harmed by ADB-assisted project
- **What can they complain about?** Harm caused by ADB-assisted project
- **When can they complain?** No more than 2 years after loan/grant closing date



Thank you!