



Grievance Redress Mechanism

10-12 May 2023 | Islamabad, Pakistan



The views expressed in this presentation are the views of the author/s and do not necessarily reflect the views or policies of the Asian Development Bank, or its Board of Governors, or the governments they represent. ADB does not guarantee the accuracy of the data included in this presentation and accepts no responsibility for any consequence of their use. The countries listed in this presentation do not imply any view on ADB's part as to sovereignty or independent status or necessarily conform to ADB's terminology.

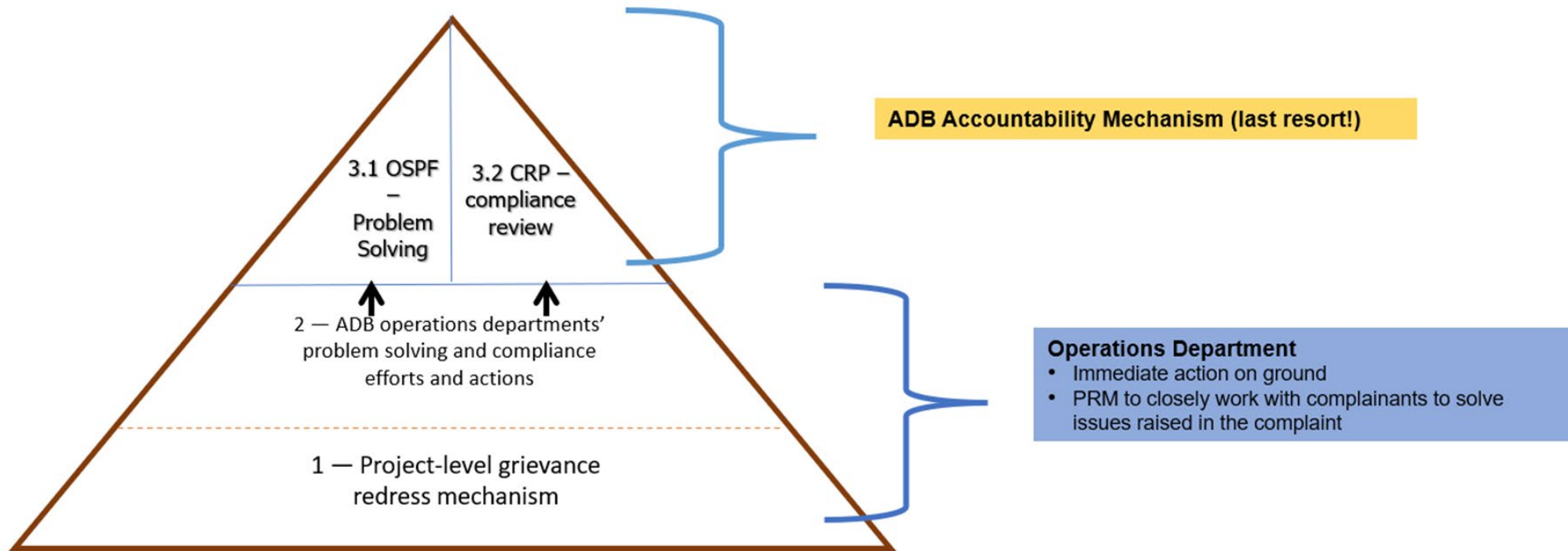


Grievance Redress Mechanism

- ADB's Safeguard Policy Statement (2009) requires project-based grievance redress mechanism (GRM) to be established and maintained to receive and facilitate affected peoples' concerns and grievances about the project's environmental and social performance.
- ADB has an Accountability Mechanism (AM) Policy designed to address grievances of people affected by ADB-financed projects and ensure compliance with operational policies and procedures. The AM is intended to be a last resort for resolving complaints/concerns from APs and other stakeholders.
- ADB AM has two functions: Facilitation (OSPF) and Compliance Review (CRP)

Grievance Redress Mechanism

ADB Problem Solving and Compliance Framework



Grievance Redress Mechanism



Project level grievance redress mechanism

ADB operations departments/Resident Mission

ADB's Accountability Mechanism



Grievance Redress Mechanism

Characteristics of a Good GRM

- ✓ Known to the public and APs
- ✓ Has systematic way of recording and monitoring progress of resolution
- ✓ Includes participation, representation, and consultation of APs in its design, planning, and operation processes
- ✓ Provides security to APs (without fear of intimidation and retribution)
- ✓ Has different levels to allow appeals
- ✓ With reasonable timeframe
- ✓ With professional and technically competent staff

What the public needs to know?

- What is the mechanism about?
- Who can be approached about a complaint?
- Where will I go to complain?
- When is the best time to communicate my complaint?
- How do I go about complaining?

Grievance Redress Mechanism

Discussion on the GRM established in projects

- Is the GRM in place?
- How were APs and other stakeholders informed about the GRM?
- What is the structure/mechanism for the GRM? The same for environment and social? What about complaints from workers?

Grievance Redress Mechanism

- Complaints received by OSPF (2020-2023)
on Pakistan projects = 16
 - deemed ineligible for OSPF facilitation = 9
 - deemed eligible for OSPF facilitation = 4
 - complaints received in 2023 = 3



Grievance Redress Mechanism

→ Initial observations from the GRM review

- The GRM established as part of most projects has a three-tier structure (field level, district and PMU/government agency) and have been notified.
- Most projects have a functioning GRM and grievances are reported in the safeguards monitoring reports. However, response/action times varies
- Where design and/or scope of activities is not finalized, the GRMs are yet to be established.
- In projects that are about to close and consultants involved in GRM have demobilized, there is uncertainty on how to ensure continuity of GRM
- GRM by the contractor is internal in most cases. More info needed.
- A few projects also report on labor-related complaints. However, a more systematic, effective and consistent approach is needed.



Grievance Redress Mechanism

→ Points for Action

- GRMs need to be established early, preferably starting from the design to provide opportunity for APs and stakeholders to express their concerns/complaints
- For projects that are nearing completion, GRMs need to be maintained even after the demobilization of supervision consultants at least until 2 years from completion
- Review and monitoring of contractors' GRM is needed to ensure effective implementation and reporting, including labor-related concerns