



Grievance Redress Mechanism

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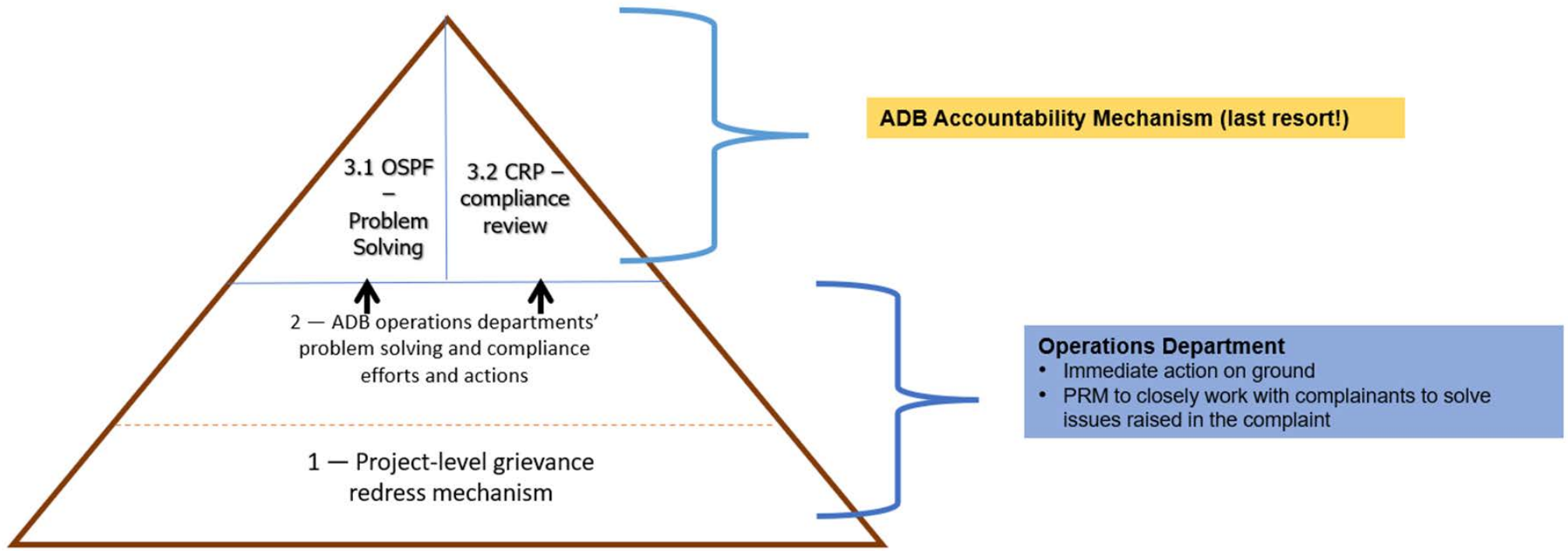
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Grievance Redress Mechanism

- 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)

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
- ✓ Provides quick response/actions to complaints received
- ✓ With reasonable timeframe for complaint resolution
- ✓ 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 Received by OSPF on Pakistan Projects (2018-2023)

- Complaints received by OSPF (2018-2023) on Pakistan projects = 18
 - deemed ineligible for OSPF facilitation (being resolved thru project GRM) = 13 (72%)
 - deemed eligible for OSPF facilitation = 5 (27%)
 - complaint resolved and closed = 8 (44%)

Possible Reasons for Increase in Complaints



Increased number
of ADB-assisted
projects and its
complexity



Ineffective GRM



Access to
information
and improved
technology



More active
NGOs/CSOs



Shorter
processing time

OSPF: Lessons from Complaints (2019)

- Intervention at an early stage gives higher chances of problem resolution, helps build trust and relationship with the communities
- Complaints can attract needed attention to significant issues
- Importance of including relevant assessments and appropriate mitigation for anticipated impacts during project processing
- Improved project supervision may have avoided the escalation of the complaint to the OSPF
- Improved due diligence/verification of land ownership documents during project processing
- Better and timely information disclosure on
 - a. land acquisition vs. voluntary donation
 - b. entitlements forgone in donating land



OSPF: Lessons from Complaints (2019)

- Obtaining all land transfers prior to construction in the case of land donation
- Ensuring a functioning grievance redress mechanism
- Capacity building for project staff
- Consultation, consultation, and more consultations with all stakeholders
- Compensation for project APs needs to be timely and based on sound valuation methodologies
- Active monitoring and supervision are necessary to effectively identify and resolve the problems
- A GRM needs to be accessible, reliable, and transparent



Observations from Recent GRM Review of Pakistan Projects

- 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.



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
- Quick response to concerns received (including those from regular government complaint receiving channels) and documentation of actions taken needs to be ensured to reduce risk of escalation.
- 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