

# STAKEHOLDER ENGAGEMENT PLAN

**CARIBBEAN REGIONAL AIR TRANSPORT CONNECTIVITY PROJECT  
(P171224)**

**Commonwealth of Dominica  
Ministry of Finance and Office of the Prime Minister**

## Table of Contents

1. INTRODUCTION .....	3
2. PROJECT BACKGROUND.....	3
3. PROJECT DESCRIPTION .....	4
4. STAKEHOLDER IDENTIFICATION.....	5
4.1 Governmental Ministries, Departments and Agencies .....	5
4.2 Civil Society and Non-Governmental Organizations (NGOs).....	7
4.3 Kalinago community.....	8
5. STAKEHOLDER ENGAGEMENT PROGRAM .....	9
5.1 Proposed Strategy for Information Disclosure.....	9
5.2 Proposed Strategy for Consultation .....	9
5.3 Stakeholder Feedback .....	10
5.4 Future activities of Project .....	11
5.5 Implementing Stakeholder Engagement Activities .....	11
5.5.1 Roles and Responsibilities.....	11
5.5.2 Budget.....	12
6. GRIEVANCE REDRESS MECHANISM (GRM) .....	13
6.1 First Level of Redress .....	13
6.1.1 Mode of Receipt and Recording of Complaints .....	13
6.2 Second Level of Redress.....	14
6.3 Third Level of Redress .....	14
6.5 GRM Budget.....	15
6.6 Building GRM Awareness .....	15
7. MONITORING AND REPORTING.....	16
ANNEX 1 GRIEVANCE REGISTER .....	17
ANNEX 2 ACKNOWLEDGEMENT COMPLAINT RECEIPT .....	18
ANNEX 3 GRIEVANCE REPORT.....	19

## STAKEHOLDER ENGAGEMENT PLAN (SEP)

---

### 1. INTRODUCTION

The purpose of this document, the Stakeholder Engagement Plan (SEP), is to establish the timing and methods of engagement with stakeholders throughout the Caribbean Regional Air Transport Connectivity (CATCOP) project life cycle. The SEP supports the development of strong, constructive and responsible relationships with project stakeholders that are important and integral for successful management of the project's environmental and social risks.

The Government of the Commonwealth of Dominica (GoCD) and the World Bank value stakeholder engagement and input in all stages of its projects. Stakeholder engagement is a vital element in the national development strategy and approaches of the government as a tool of social inclusion, reducing disparities and inequalities in the society. The GoCD is an avid proponent of the Sustainable Development Goals (SDGs) and applying the principle of "leave no one behind" and recognizes the role of effective stakeholder engagement in ensuring equity and non-discrimination across all programming areas.

The scope of this Stakeholder Engagement Plan seeks to be proportionate to the nature and scale of the project and its potential risks and impacts. The SEP will be updated as necessary throughout the project's life cycle.

### 2. PROJECT BACKGROUND

Since 2015, the Government of the Commonwealth of Dominica has been engaging key stakeholders regarding the safety and resilience of existing airports (Douglas Charles and Canefield) and the development of a new international airport. Key stakeholders that had been consulted included, but are not limited to, Government ministries and agencies (Dominica Air and Sea Port Authority, Ministry of Housing and Lands, Ministry of Public Works, Discover Dominica Authority), regional and international entities (Caribbean Development Bank, Caribbean Tourism Association), civil society, and the neighboring or potentially affected communities within the sphere of influence of the existing airports and proposed site for the new international airport. Consultation meetings were held in 2016 with Marigot residents and parliamentary representatives from Wesley and Marigot to discuss solutions to the excessive wave action that threatens to flood and damage the eastern end of the runway at the Douglas Charles airport. Additionally, consultation meetings were also held with Immigration and Customs and Dominica Air and Sea Port Authority to discuss the equipment upgrades at the tower and the need to enhance security at the airport.

Further discussions were held with World Bank and as a result a specific project with World Bank was developed, the CATCOP project. The project is described briefly in section 3 of this Stakeholder Engagement Plan (SEP), and details are provided in the preliminary Environmental and Social Assessment (ESA). These documents are being disclosed to the public and other stakeholders to seek input through consultations. Additional stakeholder engagement and consultations will be conducted prior to project effectiveness and implemented throughout project execution, as described further in this SEP.

### 3. PROJECT DESCRIPTION

Dominica is serviced by two airports, Douglas-Charles and Canefield. The Douglas Charles Airport (Airport Code: DOM), formerly known as Melville Hall Airport, is an airport located on the northeast coast of Dominica, 2 mi (3.2 km) northwest of Marigot. It is about one hour away from the second largest city Portsmouth and the capital city Roseau. The Canefield Airport (Airport Code: DCF) is located on the west coast and is 3 miles (5 km) north of Roseau, the capital. The location of both airports near the coast and alongside rivers makes their operations vulnerable to extreme weather events, such as strong wave action and flooding. In 2017, Hurricane Maria affected large sections of the runway at Douglas Charles Airport. The airports' economic importance and vulnerability to extreme weather events has highlighted the need to enhance civil aviation safety and airport infrastructure resilience to natural disasters, support sound decision-making related to the planned new airport, and promote regional safety and security agenda for air transport in the Dominica.

The proposed Project comprises four components:

- Component 1: Improvement of safety and resilience at the two existing airports
- Component 2: Capacity Building and Project Management
- Component 3: Technical Assistance and Capacity Building
- Component 4: Contingency Emergency Response Component

The main project's activities are:

- 1) Installation of an Instrument Landing System (ILS) at Douglas Charles Airport (DOM);
- 2) Installation of Automatic Dependent Surveillance - Broadcast (ADS-B surveillance system) for all of Dominica by installing two ground stations (receiver antenna) in Dominica and equipping the control towers of DOM and Canefield Airport (DCF) with a monitor, and training air traffic controllers;
- 3) Repairs and renewal of crash and rescue equipment at DOM as parts of the electrical system of the airport are still not operational as a consequence of the 2017 hurricanes; and,
- 4) Technical support that will facilitate the development of the new international airport.

The environmental and social risk classification of the project is Moderate under the World Bank Environmental and Social Framework based on the nature and scale of the project intervention. The main environmental and social risks and impacts associated with the above-mentioned activities are described in the ESA. It may be noted that given the limited scope of physical works and their locations within existing airports and communications towers, the potential impacts are considered to be minor or negligible.

## 4. STAKEHOLDER IDENTIFICATION

The identification of stakeholders is the first step to foster the development of strong, constructive and responsive relationships that are important for successful management of a project's environmental and social risks. The participation of the identified stakeholders is aimed at improving the environmental and social sustainability of the project, enhance project acceptance, and make a significant contribution to successful project design and implementation. From this standpoint, the criteria used to define the stakeholders are:

- a) project-affected parties: Those, who because of their circumstances, may be disadvantaged or vulnerable.
- b) other interested parties: local communities, national and local authorities, neighbouring projects, and nongovernmental organizations.

According to the preliminary Environmental and Social Assessment (ESA) prepared for the project, the proposed project activities are very minor types of civil works that will not result in negative impacts on persons (for example through the involuntary acquisition of lands, or being exposed to environmental impacts) and therefore there are no "project-affected parties" as defined under item (a) above. The preliminary identified stakeholders discussed below fall into category (b) of "other interested parties".

One group includes those participating in the implementation and decision-making process of the project, as follows:

- a) Government workers and officials; and,
- b) Dominica Association of Industry & Commerce (DAIC).

Another group are those who may have different interests, concerns and priorities about project and/or may simply want to be informed. Some of these actors are generators of opinions and can play a positive role in fostering ownership around project results and benefit. These include:

- c) Organization of the Civil Society (Universities, ONGs);
- d) Other projects present in the Project area of influence, such as the Emergency Agricultural Livelihoods and Climate Resilience Project (EALCRP), an EU-funded Energy Audit (EA) and Solar photovoltaic (PV) assessment for Douglas-Charles Airport, and Housing Recovery Project (HRP);
- e) The public who will make use of airport transportation services; and,
- f) Residents of nearby communities.

### 4.1 Governmental Ministries, Departments and Agencies

Government ministries, departments and agencies are integral to the overall success of the project in all stages. They are crucial to the establishment of the physical, technical, legal and regulatory framework of the project as well as providing the human resources for enhancing Dominica's civil aviation safety and airport infrastructure resilience to natural disasters and harmonizing and implementing safety and security infrastructure. Collaborations and inter-and intra-agency cooperation will be essential for the implementation of the project and activities. Whilst all the agencies and departments are expected to be part of the process there are some agencies which will lead the process and others which will participate at various stages or sub-activities. The main governmental department and agencies are as follows:

- **Office of the Prime Minister**

This will be the location of the PIU. It functions as the centre for direction and control for the Government and is also the current location for the new International Airport project.

- **Ministry of Public Works and the Digital Economy (MOPDE)**

The Ministry of Public Works and the Digital Economy is the arm of the Government responsible for the national infrastructure namely; road network management, coastal management, irrigation and drainage. The State-owned Public Works Corporation (PWC) is directed by a board appointed by the Minister.

- **Ministry of Environment, Rural Modernization and Kalinago Affairs**

The Ministry of Environment, Rural Modernization and Kalinago Affairs is responsible for, among areas, managing, monitoring and protecting the natural resources, enhancing climate resilience, monitoring climate conditions and coordinates disaster management programs across Dominica.

- **Meteorological Office**

The “Met Office” Monitors climate conditions across Dominica and will provide information relating to the hydrological features of the vicinity of Douglas-Charles. This info could be useful in determining the type and location of mitigation measures. The Met Office is located in the Ministry of National Security and Home Affairs.

- **Office of Disaster Management (ODM)**

The ODM and National Emergency Planning Organization (NEPO) coordinates the overall Disaster Management programme based upon the principles of prevention, mitigation, preparedness, response and recovery. The ODM is located in the Ministry of National Security and Home Affairs.

- **Forestry Division**

The Forestry, Wildlife and Parks Division is responsible for enforcing several pieces of legislation and their accompanying regulations as they pertain to the protection and management of our (terrestrial) natural resources. These include the Forestry and Wildlife Act (PDF 438KB) (Chap. 60:02 of the Revised Laws of Dominica) and Regulations, the Forests Act (PDF 861KB) (Chap. 60:01) and Regulations, and the National Parks and Protected Areas Act (PDF 524KB) (Chap. 42:02) and Regulations. The Division is also legally mandated to carry out some law enforcement functions under the Water and Sewage Act (PDF 22.4KB) as these pertain to the protection of water catchments on forest reserves and elsewhere. The Division is located in the Ministry of Environment, Rural Modernizations and Kalinago Affairs.

- **Project Coordination Unit, Disaster Vulnerability Reduction Project (DVRP)**

The main objective of the project is to reduce vulnerability to natural hazards and climate change impacts in Dominica through investments in resilient infrastructure and improved hazard data collection and monitoring systems.

- **Ministry of Finance, Economic Affairs, Investment and Planning**

This Ministry is central to the development strategy of the Government. The Dominica which we envisage is one where all citizens share in and enjoy the benefits of development. It is a vision where all have access to basic goods and services including adequate food, shelter, clothing, education, health, employment. The Ministry is also responsible for the orderly and progressive development of land and for the grant of permissions to develop land and for other powers of control over the use of land.

- **Ministry of Tourism, International Transport and Maritime Initiatives**

The Ministry of Tourism, International Transport and Maritime Initiatives has the responsibility for the sustainable development of tourism with special emphasis on the promotion and marketing of Eco-tourism and the development of products and services in keeping with that emphasis. As part of the marketing and development of the sector the Discover Dominica Authority has been established. The Tourism Sector Development Programme has been setup to assist with infrastructural development technical assistance, community development, as well as destination and service marketing. It also has the responsibility for maritime services and port development and services. The Ministry is therefore responsible for planning, designing, implementing, monitoring and coordinating development activities in air and sea ports, maritime, and civil aviation.

- **Ministry of Housing and Urban Development**

The mandate of the Ministry of Housing and Urban Development is governed by various legal instruments including the State Lands Act, Chapter 53:01 (PDF, 764 KB) and Land Acquisition Act, Chapter 53:02 of the 1990 Revised Laws of Dominica among others. It is the machinery of Government with responsibility for monitoring and coordinating activities with respect to housing, land settlements and water resource management. The Ministry also plays a critical role in facilitating major development projects for economic growth and private sector development.

- **Dominica Air & Sea Ports Authority (DASPA)**

The authority responsible for integrating and coordinating all systems of air and sea ports and their services. DASPA is located within the Ministry of Tourism, International Transport and Maritime Initiatives.

## 4.2 Civil Society and Non-Governmental Organizations (NGOs)

Dominica civil society consists of a number of organizations, enterprises and entities. Among civil society bodies are the private sector which consists of businesses and enterprises, small and medium sized businesses, Non-Governmental Organizations (NGOs), Universities and representative groups, and others. These organizations may be interested in the enhancement of civil aviation safety and airport infrastructure. They are especially important as they also may represent the end users of the airports.

### **Civil Society and Non-Governmental Organizations (NGOs)**

Dominica's civil society consists of a number of organizations, enterprises and entities. Among civil society bodies are the private sector which consists of businesses and enterprises, small and medium sized businesses, Non-Governmental Organizations (NGOs), Community Based Organizations (CBOs), Commodity Representative Bodies such as the Dominica Association of Industry & Commerce (DAIC), Women NGOs and representative groups, universities, legal fraternities and societies, and others. These organizations may also be interested in the project and contribute to its successful outcome. The main

civil society actors are as follows: Dominica Association of Industry and Commerce, Dominica Hotel and Tourism Association, Women's Bureau, Association of People with Disabilities, Bar Association, Dominica Manufacturers Association, Dominica Business Trust, and the Builders and Construction Association of Dominica.

### 4.3 Kalinago community

The Kalinago are not considered as vulnerable parties, but rather could be parties interested in accessing information, as well as participating in public meetings related to the project.

In the general population of Dominica, there are some vulnerable groups mainly the indigenous people, the Kalinago. Presently approximately 3,000 Kalinagos live in a collectively owned 3,700 acre territory, spread over eight hamlets, on the north-eastern coast of Dominica. Together, these villages are called the Kalinago Territory. The Kalinago live a simple communal life, carrying on the many traditions of their ancestors. Even though they will not be specifically affected by the project, they as part of the Dominica Community will remain informed and enabled to participate. A representative from the Kalinago Territory will be invited to serve as appoint of contact and to participate in the participatory processes of the project cycle: meetings, assembles, monitoring activities, among others.

## 5. STAKEHOLDER ENGAGEMENT PROGRAM

The project will adopt a multi-stakeholder engagement process which will be done through two approaches: information disclosure, and public consultation throughout the project's life cycle (design, implementation and closure).

### 5.1 Proposed Strategy for Information Disclosure

Information will be disclosed to stakeholder groups in various formats (e.g. newspapers, posters, radio, television, government information centres, brochures, leaflets, posters, nontechnical project summary documents and reports, community meetings, project website, social media, etc.) to ensure maximum coverage and awareness of the project. The Grievance Redress Mechanism (GRM) will also be promoted and disseminated throughout the life of the project, example in meetings, public assemblies etc., as shown in the Table below.

Project Stage	Information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Responsibilities
Design	Project objectives, environmental and social commitment plan (ESCP), Stakeholder Engagement Plan (SEP), Environmental and Social Assessment (ESA) and benefits	Public Meeting(s) Radio news Poster on community bulletin board	Prior to commencement of project	Neighbouring communities, general public	Project Environmental and Social Specialist
Construction	Environmental and social management plan (ESMP), Grievance Redress Mechanism (GRM) and Traffic management plan	Public Meeting(s), nontechnical reports made available to the public	Prior to commencement of project construction activities	Neighbouring communities, general public	Project Environmental and Social Specialist
Commissioning / Operational	Project activities completed and benefits	Public Meeting(s), Radio news, Project leaflet posted on community bulletin board and distributed	On completion of project activities	Neighbouring communities, general public	Project Environmental and Social Specialist

### 5.2 Proposed Strategy for Consultation

The project will consult with each of the stakeholder groups identified and utilise the following approaches, which may vary according to target audience, for example:

- Interviews with stakeholders and relevant organization

- Surveys, polls, and questionnaires
- Public meetings, workshops, and/or focus groups on specific topic
- Participatory methods
- Other traditional mechanisms for consultation and decision making.

Vulnerable or disadvantaged groups (to be determined – who could be the vulnerable populations in relation to the project) will be identified throughout the consultation process and where necessary measures will be used to remove obstacles to participation. This may include separate mechanisms for disseminating information, consultation and grievances to ensure participation and allow access to project benefits.

Project updates, the Grievance Redress Mechanism (GRM), and other information will also be promoted and disseminated throughout the life of the project, example in meetings, public assemblies etc.

Project Stage	Topic of Consultation	Method Used	Timetable: Locations/ dates	Target stakeholders	Responsibilities
Design	Project Objective Environmental and Social Impact Assessment (ESIA)	Discussion with community leaders (leaders of nearby neighborhood) , Public meeting	Prior to commencement of project activities at Community centre	Community, general public, government ministries and agencies	Project Environmental and Social Specialist
Construction	Environmental and Social Management Plan	Public Meeting, Community Leaders	Prior to commencement of project construction activities	Community, general public, government ministries and agencies	Project Environmental and Social Specialist
	Grievance Redress Mechanism	Public Meeting, Community Leaders	Prior to commencement of project construction activities, during and after completion of activities	Community, general public	Project Environmental and Social Specialist
	Traffic Safety	Public meetings, Discussions with community schools, etc.	Prior to commencement of project construction activities, during and after completion of activities	Community, general public, parents and children in the community	Project Manager, Project Environmental and Social Specialist, and Transportation Engineer

### 5.3 Stakeholder Feedback

Stakeholder feedback will be solicited, recorded (meeting minutes) and monitored throughout the life cycle of the project, especially at all public meetings and workshops, where information will be provided

on the project. In addition, the Project Implementation Unit (PIU) through its Environmental and Social Specialist will receive and record stakeholders’ queries, concerns and complaints, as well as provide resolutions for project related issues. Specifically, comments will be gathered (written and oral comments) and reviewed and reported back to stakeholders on the final decision(s) or actions to be taken to address their concerns. The PIU will ensure that if decisions on public meetings, locations, and timing of meetings have not yet been made, provide specific information on how people will be made aware of forthcoming opportunities to review information and provide their views.

Additionally, stakeholders will have an opportunity to file complaints against the project, project related activities and staff through a Grievance Redress Mechanism.

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed to ensure privacy and confidentiality is maintained for all parties involved.

#### 5.4 Future activities of Project

The general public will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the SEP and GRM.

#### 5.5 Implementing Stakeholder Engagement Activities

##### 5.5.1 Roles and Responsibilities

The overarching implementation and monitoring of the project’s SEP will be the responsibility of the Project Implementation Unit (PIU). The direct day to day management of the SEP will be handled by an Environmental and Social Specialist, who will brief all PIU staff, the Dominica Air and Sea Port Authority, Ministry of Public Works and the Digital Economy, consultants and contractors, communities and other relevant stakeholders, on the procedures and formats to be used including reporting procedures and grievances.

The Environmental and Social Specialist will be devoted to managing and implementing the Stakeholder Engagement Plan, specifically documenting, tracking and managing (for example, stakeholder database, etc.), as well as provide contact information if people have comments or questions about the project or the consultation process; that is, phone number, address, e-mail address, title of responsible person(s).

Role/Position Title	Responsibilities
Project Manager	<ul style="list-style-type: none"> <li>• Manage and implement the Stakeholder Engagement Plan (SEP)</li> <li>• Dissemination of project information</li> </ul>
Environmental and Social Specialist	<ul style="list-style-type: none"> <li>• Interface with stakeholders and respond to comments or questions about the project or consultation process.</li> <li>• Provide contact information if stakeholders have questions or comments about the project or consultation process.</li> <li>• Document any interactions with external stakeholders.</li> </ul>

Role/Position Title	Responsibilities
	<ul style="list-style-type: none"> <li>• Maintain database, records for SEP</li> <li>• Coordinating public meetings, workshops, focus groups etc.</li> <li>• Makes sure the SEP is being adhered to and followed correctly.</li> <li>• Raise awareness of the SEP among project implementation unit, employees contracted firms and relevant external stakeholders.</li> </ul>

5.5.2 Budget

A preliminary budget for the SEP is provided below in cost per year.

Item	Cost (US\$) per year
Environmental and Social Specialist	50,000
Staff Trips	5,000
Consultation processes, travel, venue rentals and other fees	10,000
Information Production and Dissemination	5,000

## 6. GRIEVANCE REDRESS MECHANISM (GRM)

In order to ensure the smooth implementation of the Project and timely and effectively addressing of any unexpected issues, questions, or problems that could be encountered during implementation, and to better prepare for any necessary actions of mitigation and avoidance, a three level Grievance Redress Mechanism (GRM) is planned to manage all complaints related to the project.

### 6.1 First Level of Redress

All complaints are received at the PIU. The PIU will inform stakeholders of various methods of making complaints, such as in writing, email, telephone or anonymously to the office of the Project Implementation Unit. The point of contact for receipt of complaints is as follows:

**The Project Implementation Unit Office**  
**Address: Office of the Prime Minister, Dr. G. Jean-Jacques**  
**Telephone: (767) 266-3755**  
**Email: [opm@dominica.gov.dm](mailto:opm@dominica.gov.dm)**

Any revisions or additions to contact information will be provided by the PIU before project effectiveness or prior to commencement of any project physical works.

The Project Manager and the Environmental and Social Specialist will collect the complaints and document them in a grievance register (Annex 1). This is followed by the Environmental and Social Specialist contacting the concerned people/person to redress the grievance. If the complaint cannot be resolved at this level it is taken to the next level.

#### 6.1.1 Mode of Receipt and Recording of Complaints

Complaints can be made in writing, verbally, over the phone, by fax, emails, text messages or any other media that will be available once the project is made effective. Complaints can be made anonymously. As soon as the Environmental and Social Specialist receives a complaint he/she will issue an acknowledgement in the format as given in Annex 2. The Environmental and Social Specialist should try to obtain relevant basic information regarding the grievance being filed by the complainant and will immediately prepare a Grievance Report (Annex 3) for the Project Manager.

After registering the complaint in the Grievance Register, the Environmental and Social Specialist will review the complaint made in detail. The Environmental and Social Specialist will meet with the affected persons /complainant in an attempt to find a solution to the problem and create plans to redress the grievance. The deliberations of the meetings and decisions taken are recorded.

The resolution at the first tier will normally be done within 10 working days and notified to the complainant through a disclosure form. Should the Grievance be not solved within this period, it would be referred to the next level of Grievance Redressal. However, if the Project Manager and Environmental and Social Specialist think that progress is being made towards a solution a decision may be taken to retain the issue at this first level. If the issue cannot be resolved within 15 working days, it will be transferred to the next level automatically. The complainant may also request that the issue be transferred to the next level, after the 15 days period, if he or she feels it is not being addressed.

## 6.2 Second Level of Redress

A Grievance Committee (GRC) will be formed that will consist of”:

1. The Project Manager
2. A member of the line ministry (ministry responsible for implementing the project)
3. The Environmental and Social Specialist

This committee will be chaired by the Project Manager. The terms of reference for the committee are as follows:

- i. Provide relief and support to the affected persons;
- ii. Prioritize grievances and resolve them at the earliest;
- iii. Provide information and advice to Project Manager and Environmental and Social Specialist on serious cases at the earliest;
- iv. Ensuring the complainant/affected person gets proper and timely information on the solution worked out for his/her grievance.

The Project Manager with assistance from Environmental and Social Specialist will coordinate the convening of the meetings of the GRC. He/she is also responsible for briefing the GRC on the deliberations of the first level of Redressal and on the views of both the parties (complainant and the Project).

The GRC will hold the necessary meetings with the affected party/complainant and the concerned officers and attempt to find a solution acceptable at all levels. GRC would record the minutes of the meeting. The decisions of the GRC are communicated to the complainant formally and the complainant’s acceptance is obtained on the disclosure format, if he/she accepts the resolutions. If the complainant does not accept the solution offered by the GRC, then the complaint is passed on to the next level, or the complainant can activate the next level. It is expected that the complaint will be resolved at this level in a maximum of 60 working days.

## 6.3 Third Level of Redress

If the affected party/complainant does not agree for the resolution at the 2nd level, or there is a time delay of more than 60 working days in solving the issue, the complainant can opt to consider taking it to the local courts or the World Bank Grievance Redress Service (GRS).

World Bank Procedures requires the complainant to express their grievances by writing to World Bank office in Washington DC. This [GRS complaint form](#) which can be found at the following URL link:

<http://pubdocs.worldbank.org/pubdocs/publicdoc/2015/3/743201426857500569/GRScomplaint-formMarch2015.docx>

Complaints will be accepted by email, fax, letter, and by hand delivery to the GRS at the World Bank Headquarters in Washington or World Bank Country Offices.

**Email: [grievances@worldbank.org](mailto:grievances@worldbank.org)**  
**Fax: +1-202-614-7313**

**By letter: The World Bank, Grievance Redress Service (GRS)  
MSN MC 10-1018 NW, Washington, DC 20433, USA**

## 6.5 GRM Budget

The budget for the GRM is estimated below. (The Environmental and Social Specialist would be the same person implementing the SEP and so this cost would not be repeated.)

<b>Item</b>	<b>Cost (US\$) per year</b>
Environmental and Social Specialist <sup>1</sup>	50,000.00
Miscellaneous (reproduction and distribution of documents)	10,000.00

## 6.6 Building GRM Awareness

The Environmental and Social Specialist will brief all the staff of the PIU, relevant government ministries and agencies, consultants and contractors, communities and community leaders on the Grievance Redressal Mechanism of the Project and explain to them the procedures and formats to be used including the reporting procedures.

---

<sup>1</sup> The Specialist will also contribute the other environmental and social risk management. This is the estimated salary of the specialist per year.

## **7. MONITORING AND REPORTING**

The Environmental and Social Specialist will prepare the Monthly and Quarterly Reports on the Grievance Redress issues of the project.

The PIU will report at least annually to stakeholders, but often will report more frequently during particularly active periods, when the public may experience more impacts or when phases are changing (for example, quarterly reports during construction, then annual reports during implementation).

**ANNEX 1      GRIEVANCE REGISTER**

<b>NO.</b>	<b>Name of Complainant</b>	<b>Date Received</b>	<b>Grievance Description</b>	<b>Requires Further Intervention</b>	<b>Action(s) to be taken by PIU</b>	<b>Resolution 'Accepted' or 'Not Accepted'.</b>
1.						
2.						
3.						
4.						
5.						
6.						
7.						

**ANNEX 2      ACKNOWLEDGEMENT COMPLAINT RECEIPT**

The PIU acknowledges receipt of your complaint and will be contacting you within 10 working days

<b>1. Date of Complaint (dd/mm/yyyy):</b>	
<b>2. Name of Complainant:</b>	
<b>3. Location/Address of Complainant:</b>	
<b>4. Summary of Complaint/Grievance:</b>	

**Name of Project Implementation Unit Staff:**

**Signature:**

**Date:**

**ANNEX 3 GRIEVANCE REPORT**

<b>Date Complaint Received</b>	
<b>Time Complaint Received</b>	
<b>Name of Complainant</b>	
<b>Complainant Contact Information</b>	Address: Tel: Email:
<b>Type of Complaint</b>	<input type="checkbox"/> Communication (e.g. information on the project or consultation related issues) <input type="checkbox"/> Project and Process (e.g. registration, eligibility, beneficiary selection, etc.) <input type="checkbox"/> Project Performance (e.g. failure to implement as promised or commitments) <input type="checkbox"/> Legal (e.g. non-compliance with Laws & Regulations) <input type="checkbox"/> Environment, Health, Safety, Social or Community
<b>PIU Action or measure to be taken</b>	
<b>Requires PIU Manager's Intervention</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO If yes, explain why:
<b>Requires Grievance Redress Committee Intervention</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO If yes, explain why:
<b>Grievance Resolution Offered</b>	<input type="checkbox"/> Accepted <input type="checkbox"/> Not Accepted:

**Name of Environmental and Social Specialist:** .....

**Signature:** .....

**Date:** .....