

SGMP, SFFSP

Grievance Redress Mechanism

Project Implementing Unit

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Introduction

This document is prepared as a part of the Environmental and Social Commitment Plan (ESCP) to guide the stakeholder grievance redress processes during the implementation phase of the Strengthening Governance in Mongolia Project (SGMP) and Strengthening Fiscal and Financial Stability Project (SFFSP).

The main purpose of this Grievance Redress Mechanism (GRM) is to allow the stakeholder grievances, feedbacks and comments to be undertaken in a systematic manner that will allow the various stakeholders and beneficiaries to express their individual opinions and the SGMP and SFFSP to respond them appropriately. Furthermore, the Project GRM will serve as a conduit for soliciting inquiries, inviting suggestions, and increasing stakeholder's participation.

What is a Grievance Redress Mechanism?

GRM is a locally based, formalized way to accept, assess, and resolve community feedback or complaints.¹ In other words, a Grievance Redress Mechanism is a system by which queries or clarifications about the project are responded to, problems with implementation are resolved, and complaints and grievances are effectively addressed.

Grievance Redress Mechanism

As stated in the Environmental and Social Commitment Plan (ESCP) of SGMP and SFFSP, PIU shall establish and maintain a mechanism to receive and facilitate the resolution of affected peoples' concerns, complaints, and grievances about the project's performance, with emphasis on environmental impacts, social dimensions, and project activities.

Considering the fact that the nature and scope of the two projects are considerably uncomplicated than those projects, which involve development initiatives, local community, or high environmental and social impacts, the GRM must be simple and accessible in terms of procedures.

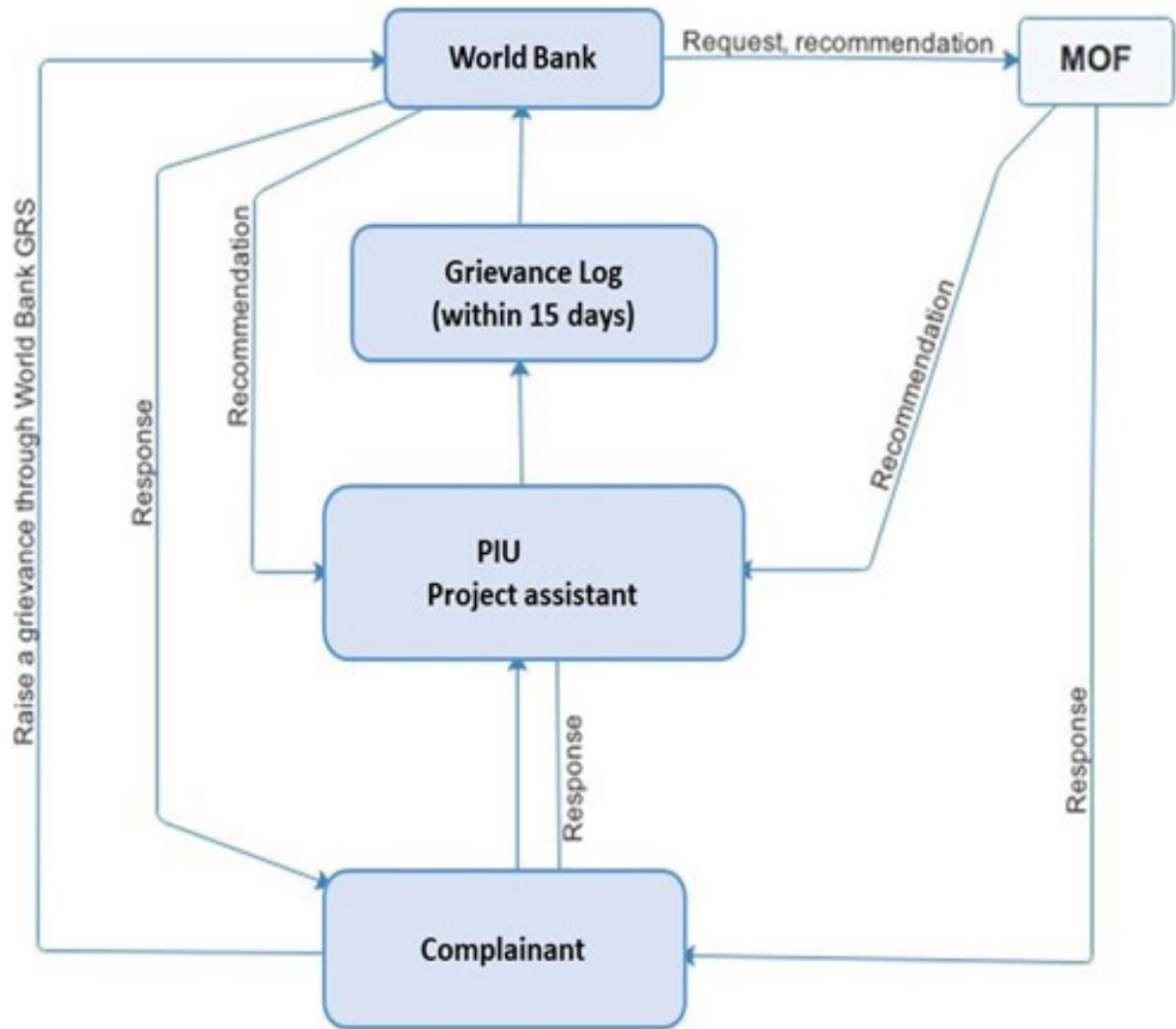
The GRM will address affected people's concerns and complaints promptly, using an understandable and transparent process that is gender-responsive, culturally appropriate, and readily accessible to all segments of the affected people at no costs and without retribution.

Who can raise a grievance

- An individual, project stakeholder, beneficiary or affected person who believes that the activities of the two projects have caused, or will cause adverse impact to their community or activity

¹ CAO Advisory Note "A Guide to Designing and Implementing Grievance Mechanisms for Development Projects."

Grievance Redress Mechanism scheme



Main steps for implementing grievance redress mechanism

A. Publicizing Grievance Redress Mechanism

Presenting the policy, principle and activity of grievance redress to stakeholders and beneficiaries is crucial for effective implementation of mechanism. Therefore, the two projects' grievance procedures should be publicized and explained to relevant stakeholders and beneficiaries groups about where to go and whom to talk, and what the process will be for handling their grievances. Stakeholders and beneficiaries should have a common understanding of where to lodge complaints, and how to get their complaints.

These pieces of information must be publicized through all available sources such as the official website of the Strengthening Fiscal Financial Stability Project (SFFSP)². Currently, a website for the SFFSP which has a contract info where affected individuals or groups may report issues related with the project.

² Strengthening Governance in Mongolia Project activities are implemented by Project Implementation Unit of Strengthening Fiscal and Financial Stability Project financed by World bank loan.

B. To receive, register a grievance and submit to World Bank:

1. An individual, project participants, or beneficiaries who affected by activities of the two projects shall raise their grievances through written letter, email, SFFSP website, in person at office, or directly to World Bank GRS.
2. All complaints received by PIU project assistant through SFFSP website should be registered in grievance log without sorting, and informed to Project coordinator. Furthermore, grievances raised by an individuals who believes that activities of the two projects have caused or will cause adverse impact to their environment in form of official letter, email, and personally will be sorted, registered to grievance log and informed to Project coordinator.
3. The Project Implementation Unit shall report information about the taken actions, referral of relevant authority and acknowledgement of received grievance to the individual and representative of business entity who submitted the complaint within 15 working days.
4. Furthermore, PIU project assistant will directly submit received grievances to World Bank within 15 working days including following documents:
 - a) Grievance registration sheet/Mongolian/
 - b) Unofficial translation of grievance registration sheet /English/
 - c) Copy of original grievance document
 - d) Unofficial translation of grievance document
 - e) PIU response to complainant /Mongolian/
 - f) Unofficial translation of PIU response to complainant /English/

Sample of grievance registration sheet

No.	Enquirer					Types of enquiry				Subject of the enquiry	Components referred to the Enquiry	Date of notice to the World bank TTL	Response taken	
	Last Name	Organization	Address	Phone	Email	Official letter		Electronic mail						Project website (www.sffs.mn)
						Letter date	Reference	Email date	Entry Date					Petition ID

C. Grievance redress action

1. The World Bank shall submit relevant recommendation and request to the Ministries of Finance/copy to Project Implementation Unit/ according to its own preference considering the scope of the grievance, the level of adverse impact, and the documentation of the received grievance.
2. The Ministry of Finance will take actions to resolve the grievance in accordance with recommendation of World Bank.
3. The Project Implementation Unit will be responsible for supporting the grievance redress actions taken by Ministry of Finance.

D. Implementation and evaluation of Grievance Redress Mechanism

The project assistant should analyze information and include GRM progress in the progress report of the two projects semi-annually. Following information shall be disclosed:

- Types of grievances received;
- Causes of or reasons for grievances;
- Number of grievances received;
- Profile of complainants;
- Number of complaints resolved or not resolved;
- Specific actions taken by the Project.

Conclusion

In conclusion, finding an appropriate way to handle grievances and complaints is part of good project management and it is crucial to address grievances effectively in a timely manner so as to ensure a good relationship with all stakeholders and beneficiaries.

The Projects values all types of comments, feedbacks, complaints, and grievances as a key to maintaining the continuous improvement of the Project performance.

The Projects should take following actions following actions in order to achieve effective implementation of GRM:

- Update and improve current grievance form of the SGMP and SFFSP /Complaint form included in Annex A/.

Annex A: Complaint form

COMPLAINT FORM

1. Complainant's Information *(This information must be provided. The identity of complainants will be kept confidential if they request so. Anonymous complaints will not be accepted.)*

Names and Titles:

(Dr., Mr., Ms., Mrs. *Please check one or*)

Positions/Organizations *(If any)*

Addresses:

Contact numbers:

E-mail addresses:

Please indicate how you prefer to be contacted (e-mail, mobile, etc.):

2. Do you request that identity be kept confidential? *Check Yes or No below*

Yes No

3. The Complaint

(a) What harm do you believe the SGMP/SFFSP caused or is likely to cause to you?

(b) Why do you believe that the alleged harm results directly from the SGMP/SFFSP?

(c) Please include any other information that you consider relevant.

(d) How do you wish to see the complaint resolved?

(e) Do you have any other matters or facts (including supporting documents) that you would like to share?

Signature of Complainant (if an Authorized Representative is submitting the complaint and has a separate letter providing authorization that has been signed by the Complainant, the Complainant is not required to sign below): *You may print the form and sign it. Alternatively, you may click in the box below and add a photo of your signature if you prefer.*

Signature of Authorized Representative: *You may print the form and sign it. Alternatively, you may click in the box below and add a photo of your signature if you prefer.*

Date:

Name of the person who completed this form if different from Complainant and/or Authorized Representative:

Please send the complaint to:

Grievance Redress Mechanism (GRM)

Office 205

UN street 8/2, 4th khoroo

Chingeltei district

Ulaanbaatar

Email: dbatmunkh@sffs.mn

Telephone: 70110587

Complaints may be submitted by telephone, mail, e-mail, or hand delivery to the Project Implementing Unit.