



**GOVERNMENT OF MALAWI
MINISTRY OF FINANCE AND ECONOMIC AFFAIRS
REGIONAL CLIMATE RESILIENCE PROGRAMME
(RCRP-2)**

THE GRIEVANCE REDRESS MECHANISM HANDBOOK

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FOREWORD

Over the past few decades, Malawi has experienced more than 19 major floods. Recent cases are more pronounced in urban areas which traditionally have not been considered in national disaster risk management efforts. In response to the increasing frequency and severity of climate-related shocks, the Government of Malawi is implementing the Regional Climate Resilience Programme (RCRP-2) aimed at ensuring that countries better prepare for and manage the increasing frequency, intensity, and impact of climate-related shocks on people, livelihoods, infrastructure, and ecosystems.

To successfully implement all interventions, RCRP-2 has developed a Grievance Redress Mechanism Handbook to facilitate the handling of all grievances that might emanate as a result of the programme. In addition, the handbook provides a guiding framework for preventing, reporting and responding to all programme-related grievances. Most program-related grievances concern human rights of stakeholders and beneficiaries. The Bill of Rights of the Republic of Malawi Constitution promotes the attainment of human rights and freedom for all Malawians. In particular, Section 13 of the Constitution recognizes and promotes gender equality, conservation of the environment, enhancing the quality of rural life, rights of children and most importantly, peaceful resolution of disputes. The Constitution, therefore, promotes government entities to develop policies and guidelines that facilitate the attainment of human rights, welfare and development of the people of Malawi. The Government of Malawi enacted a number of legal frameworks and policies which include the Environmental Management Act, 2017; Gender Equality Act, 2013; Child Care, Protection and Justice Act, 2010; The Land Acquisition and Compensation Act, 1997; Employment Act, 2000 and Labor Relations Act, 2000 among others. These frameworks informed the development of this handbook.

Furthermore, the Malawi 2063 blueprint enabler 2: Effective Governance Systems and Institutions aims to have effective governance mechanisms and structures that have full capacity to keep and promote the rule of law and social justice. This can only be assured if there is an environment and space for citizens to articulate their interests, claim and exercise their rights, meet their obligations and mediate their differences. As such, grievances arising as a result of the implementation of the RCRP-2, if not properly prevented and managed, can be a threat to the achievement of effective governance systems and institutions. A functional and operational Grievance Redress Mechanism is a prerequisite for the smooth implementation of the programme. Implementation of this handbook will, therefore, contribute towards achieving RCRP-2 Project Development Objective.

I, therefore, call upon all stakeholders to be committed to creating an environment where RCRP-2 implementation-related grievances are effectively identified, reported and resolved.

Patrick Zimpita

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PREFACE

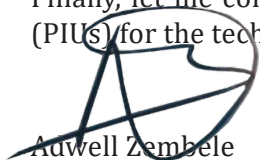
The Government of Malawi, through the Ministry of Finance and Economic Affairs (MoFEA), is implementing a five-year (2024-2028) Regional Climate Resilience Programme (RCRP-2) in Malawi. The Programme Development Objective (PDO) is to improve the resilience to water-related climate shocks through five components namely: (1) Risk Management and Climate Financing, (2) Infrastructure Investments and Sustainable Asset Management for Climate Resilience, (3) Adaptive Climate Services for Resilient Communities, (4) Project Management, and (5) Contingent Emergency Response Component.

Through the implementation of various interventions, RCRP-2 might generate concerns, queries and grievances. To address these issues, and as part of the requirement for implementation of Environmental and Social Management Framework (ESMF) for managing safeguards; Environmental, Social, including GBV/SEA/SH and child labour issues, among others, the programme has developed a Grievance Redress Mechanism (GRM) Handbook.

The GRM Handbook provides guidelines for proactively managing all safeguarding issues, without which it would be costly to implement the programme. These guidelines do not in any way replace legal processes or institutions that provide redress to safeguarding issues that are criminal in nature. Rather, the Handbook complements such legal processes and institutions.

Let me thank all those who worked tirelessly in developing the Handbook as the process was participatory and highly consultative. All implementing Ministries, Departments and Agencies; the Ministry of Labour and Manpower Development, the Ministry of Gender, Community Development and Social Welfare (MoGCDSW), the Ministry of Local Government Unity and Culture (MoLGUC), including local councils and community structures, were involved and consulted.

Finally, let me commend the RCRP-2 Project Coordinating Unit (PCU) and the Project Implementing Units (PIUs) for the technical support during the development of this Grievance Redress Mechanism Handbook.



Adwell Zembele

PROGRAMME COORDINATOR

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ABBREVIATIONS & ACRONYMS

ADC	Area development Committee
AGRMC	Area Grievance Redress Mechanism Committee
AIDS	Acquired Immune - Deficiency Syndrome
CAG	Community Action Group
CAT	Convention against Torture
CEDAW	Convention for the Elimination of Discrimination against Women
CERC	Contingent Emergency Response Component
CGRMC	Community Grievance Redress Mechanism Committee
CRC	Convention on Rights of the Child
CSO	Civil Society Organizations
CVSU	Community Victim Support Unit
DCCMS	Department of Climate Change and Meteorological Services
DEC	District Executive Committee
DGO	District Gender Officer
DGRMC	District Grievance Redress Management Committee
DODMA	Department of Disaster Risk and Management Affairs
DPD	Director of Planning and Development
DRMO	Disaster Risk Management Officer
DSWO	District Social Welfare Officer
DWR	Department of Water Resources
E&S	Environmental and Social
EAD	Environmental Affairs Department
ESS	Environmental and Social Safeguards
GBV	Gender Based Violence
GRM	Grievance Redress Mechanism
GRMC	Grievance Redress Mechanism Committee

HIV	Human Immuno-deficiency Virus
ILO	International Labor Organization
MEPA	Malawi Environment Protection Authority
MoF	Ministry of Finance
MOFEA	Ministry of Finance and Economic Affairs
MoGCDSW	Ministry of Gender, community Development and Social Welfare
MoL	Ministry of Labour
MoTPW	Ministry of Transport and Public Works
NGO	Non – Governmental Organizations
NGRMC	National Grievance Redress Mechanism Committee
NLGFC	National Local Government Finance Committee
PAPs	Project affected persons
PCU	Project Coordinating Committee
PIU	Project Implementation Unit
PSC	Project Steering Committee
PTC	Project Technical Committee
RA	Roads Authority
RCRP-2	Regional Climate Resilience Programme
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
SRH	Sexual and Reproductive Health
STIs	Sexually Transmitted Diseases
UEC	Urban Executive Committee
VAC	Violence against Children
VAWG	Violence Against Women and Girls
VDC	Village Development Committee
WFP	World Food Programme
WGRMC	Workers Grievance Redress Mechanism Committee

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INTRODUCTION



Figure 1: Community consultation meeting on the development of the handbook, Nchalo Chikwawa District

1.1 PROGRAMME DESCRIPTION

The Government of Malawi, through the Ministry of Finance and Economic Affairs (MoFEA), is implementing a five-year (2024-2028) Regional Climate Resilient Programme for Southern and Eastern Africa (RCRP) series of projects 2 in Malawi. The programme is being supported with a grant from the World Bank to the tune of US\$250 million, of which US\$240 million is for Malawi, while US\$ 10 million is for the African Union (AU). The project activities are taking place at the national level, in all 28 districts of the country, and some activities are focusing on the Shire River Basin and the Central and Southern parts of Malawi. The programme is being coordinated and managed by the Project Coordination Unit (PCU) within the Department of Economic Planning and Development (EPD) under the MoFEA, other

Implementers under PCU (DODMA, DCCMS, Department of Forestry, National Water Resources Authority, Department of land resources, Department of Water Resource Services, Blantyre City Council, and Zomba City Council) and two Project Implementation Units (PIUs), one within the Roads Authority (RAs) under the Ministry of Transport and Public Works (MoTPW) and the other within the National Local Government Finance Commission Committee (NLGFC) under the Ministry of Local Government (MoLG). The total programme cost is US\$ 250 million. The Project Development Objective (PDO) of RCRP-2 is to improve the resilience to water-related climate shocks in Malawi and the Eastern and Southern African regions. The scope of the project consists of five related components that will contribute to the achievement of the program development objective described as follows:



COMPONENT 1: RISK MANAGEMENT AND CLIMATE FINANCING

The objective of this component is to build regional and national institutional capacity in watershed and catchment management and to strengthen cooperation on climate and related disaster risk management, and facilitate integration to climate financing.



COMPONENT 2: INFRASTRUCTURE INVESTMENTS AND SUSTAINABLE ASSET MANAGEMENT FOR CLIMATE RESILIENCE

This component will address the immediate reconstruction needs in areas affected by Tropical Cyclone Freddy and the long-term catchment management and resilient infrastructure needs. The component also builds resilience at the district level to cushion the exacerbated climate-related shocks. Through the AU, the component purports to strengthen flood and drought risk vulnerability analysis.



COMPONENT 3: ADAPTIVE CLIMATE SERVICES FOR RESILIENT COMMUNITIES

This component will enhance community preparedness in urban areas and engagement in planning of community level risk reduction plans to help mainstream climate dimensions in social protection policy design and operations. The component will focus on customizing the social registry in urban areas, targeting Zomba and Blantyre. In addition, the component will pilot implementation of public works programs in urban areas with the underlying aim of enhancing resilience.



COMPONENT 4: PROJECT MANAGEMENT

This component is financing project management activities, equipment and materials, and Technical Assistance to ensure that the project is compliant with World Bank fiduciary and environmental and social (E&S) risk management procedures and standards. In addition, the component is

supporting the implementation, supervision, monitoring and evaluation (M&E) and reporting activities.



COMPONENT 5: CONTINGENT EMERGENCY RESPONSE COMPONENT

This component is activated in the event of an eligible emergency. On Saturday, 23rd of March 2025, a state of disaster was declared in 23 out of the 28 districts affected by El Nino conditions citing inadequate rains, floods and prolonged dry spells that severely damaged crops and food production because of climate change, this activated the US\$5 Million allocation, with WFP spearheading the procurement and distribution relief items.

During the implementation of the programme activities across the components, stakeholders may be adversely impacted directly or indirectly. The grievances that may arise might relate to social or environmental issues. Should such situations arise, there must be a mechanism through which concerns from affected parties are handled in an efficient, unbiased, transparent, timely and cost-effective manner. The programme will therefore institutionalize a grievance Redress Mechanism to address concerns and grievances that may arise in connection with the programme activities.

1.2 THE GRIEVANCE REDRESS MECHANISM (GRM)

1.2.1 Definition

GRMs refer to organizational systems and strategies purposely established by the project to receive and address disputes, concerns and feedback arising from the implementation of the project. The input handled through these systems and procedures may be called “grievances,” “complaints,” “feedback,” or another functionally equivalent term. The GRMs also measure efficiency and effectiveness of the project, as GRMs provide feedback on the operations and impacts of the project ¹.

GRMs are intended to be accessible, participatory,

¹ Good Practice Note: Addressing Grievances for project affected communities, World Bank

expeditious, and effective in resolving concerns, disputes or conflicts. They are generally designed to be the “first line” of responding to stakeholder concerns. GRMs are meant to complement, and not to replace or substitute for, formal legal or administrative systems (e.g. the formal judicial systems, organizational audit mechanisms, etc.).

1.2.2 Rationale of the RCRP-2 GRM

The implementation of the RCRP-2 may generate several complaints and grievances. Some examples of possible complaints may include Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment, corruption cases, low wages, delayed wages, objections to use of someone’s land, encroachment on private land, theft of properties, delayed, rejected or differed payment to service providers etc. Furthermore, there would be some grievances which may include the quality of assets created, loss of land and property, etc. Such grievances are likely to crop up in one way or another in the implementation of the programme.

The GRM shall contribute a lot to the efficient running of the programme as it shall assist to scrutinize complaints and bring up a much clear version of the complaint at a much earlier time possible, provide a fair and speedy means of dealing with complaints, prevent minor disagreements from developing into more serious disputes, thereby, providing a simple, speedy and cost-effective mechanism of re-installing satisfaction to the ones that were affected.

Negotiation and agreement by consensus between the GRMCs, programme implementing teams and affected persons will provide the first avenue to resolve grievances expressed by the individuals on various issues and at different levels.. However, the Project Management Units for RCRP-2 shall offer technical support and facilitate the establishment or strengthening of already existing Grievance Management Committees at Community/Ward, Site/Worker, Area (Traditional Authority or Sub Traditional Authority), District/City and National Levels to assist in the redress process.

1.2.3 Objectives of Grievance Redress Mechanism

The main objectives of the Grievance Redress Mechanism are:

- 1 To build stakeholders’ trust and constructive engagement at all levels
- 2 To promote inclusion and stakeholder ownership, and sustainability of the program
- 3 To safeguard the rights of the marginalized and vulnerable groups
- 4 To identify grievances related to the implementation of the program
- 5 To ensure that disputes related to the implementation of this program are treated separately and on priority
- 6 To ensure that program implementation timelines and overall schedules are not compromised due to delays in resolving grievances, and finally
- 7 To help cut down on lengthy and expensive litigation that program-affected persons (PAPs) might have to indulge in otherwise.

1.2.4 Methodological Approach for Preparing this RCRP-2 GRM Handbook

The development of this RCRP-2 GRM Handbook followed participatory approaches. The process involved a systematic review of the literature, including Harmonized Grievance Redress Mechanism Handbook, RCRP-2 Project documents, RCRP-2 ESMF and SEP, consultations with stakeholders at all stages of programme implementation and review sessions with key Ministries and Government Departments and Agencies and then a validation workshop. The table below summarizes the list of stakeholders consulted during the preparation stage of the handbook.

TABLE 3-1: A SUMMARY OF STAKEHOLDERS CONSULTED AND INVOLVED IN THE PREPARATION OF THE HANDBOOK

SN	LEVEL OF PROGRAMME IMPLEMENTATION	STAKEHOLDERS CONSULTED IN THE PREPARATION OF THE HANDBOOK.
1	National level	- MDAs implementing the programme: Forestry, Ministry of Agriculture, DCCMS, DWRS, DWSS, RA, NLGFC, EAD, MoFEA, DoDMA. - Line ministries and departments: MoL, MoGCDSW, MEPA - Members of the PTC - Members of the PSC
2	Local Authority level (all targeted districts and cities)	Director of Planning and Development (DPDs), Disaster Risk Management Officer (DRMO), Social Welfare Officer (DSWO), Gender Officer, Labour Officer, Police, Judiciary, Lands Officer, Civil Society etc.
3	Community level (selected communities)	Community leaders, relevant extension workers, CBOs, community policing, members from the community disaster risk management committee members, women-led community structures, faith leaders, etc.

1.2.5 Users of the RCPR-2 GRM handbook

The users of the GRM Handbook include the following:

National Level

The Government Ministries, Departments and Agencies (MDAs) including the implementing partners such as Ministry of Finance and Economic Affairs (MoFEA), Ministry of Gender, Community Development and Social Welfare (MoGCDSW), Ministry of Local Government, Unity & Culture (MoLGUC), Ministry of Transport and Public Works (MoTPW), Ministry of Labour (MoL), National Local Government Finance Committee (NLGFC), Roads Authority (RA), Department of Disaster Management Affairs (DoDMA), Environmental Affairs Department (EAD), Department of Climate Change and Meteorological Services (DCCMS), Department of Water Resources and Supply (DWRS), Ministry of Agriculture, Department of Forestry, Malawi Environment Protection Authority (MEPA), Judiciary, Police, suppliers of goods and services, PCU and PIUs.

Local Authority Level (City & District Councils)

All the members of the DGRM/CGRM committee, consultants, Urban Executive Committee (UEC), District Executive Committee (DEC), suppliers of goods and services and CSOs.

Community Level

All community-level structures relevant to the program such as community leaders, Ward Committee, ADCs, VDCs, contractors, artisans, community members, relevant extension workers and other construction workers, among others.

1.2.6 Principles of RCRP-2 GRM

The following principles will guide the effectiveness of the RCRP-2 GRM;

Human dignity: This principle recognizes the inherent dignity and the equal and inalienable human rights of all individuals.

Non-discrimination: This principle ascribes to the notion that no one should be subject to discrimination of any sort or on any basis such as sex, age, health status, marital status, religion, race, political affiliation or tribe.

Equity and justice: This principle recognizes that the equality between individuals may require acknowledging differences between individuals, and taking positive action, including empowerment, to promote equal rights and access to productive resources and benefits for all, including women, youth and vulnerable and marginalized groups.

Gender equality and women empowerment: This principle compels the program to ensure that men, women and young people have equal participation, access to and control of productive resources and the benefits that accrue. This includes, specifically, putting in place strategies that promote the building capacities of women and young people to be able to achieve the desired program gender outcomes.

Accountability: This principle holds individuals, leaders and decision makers/duty bearers responsible for their actions and decisions according to the principles of the rule of law.

Accessibility: This principle guarantees that the GRM will be accessible to everybody who would like to submit a complaint and will provide assistance to those who face barriers such as language, illiteracy, lack of awareness, cost, or fear of reprisal. The GRM has been designed in such a way that it is readily available and closest to the program affected persons (PAPs) or Aggrieved Party to ensure that their concerns, disputes or conflicts are managed with speed.

Predictability: This principle ensures that the GRM offers a clear procedure with time frames for each stage and also clarity on the types of results it can and cannot deliver.

Fairness: This principle ensures GRM procedures that are as impartial, objective or unbiased as possible, especially in terms of access to information and opportunities for meaningful participation in the final decision.

Legitimacy: This Principle ensures that the outcomes of the GRM are consistent with the Malawi Constitution, laws and international standards on human rights. This GRM does not

restrict access to other redress mechanisms that the aggrieved parties may have access to.

Transparency: This principle guarantees that the GRM's procedures and outcomes will be widely publicized and available in applicable languages and formats accessible to and understood by all.

Capability: This principle compels the program to build appropriate capacities in the areas of technical knowledge and skills, human resources and financial resources to be able to manage an effective GRM that achieves the intended purpose.

Feedback. This principle recognizes the importance of individuals, communities and stakeholders providing feedback on programme-related issues to improve project delivery and outcome for the benefit of Malawians.

1.2.7 Managing an Effective GRM

Managing effective GRM demands that the GRM is well understood by potential users and implementers of the GRM. There has to be good coordination of the GRM, and the GRM has to be well-resourced. To ensure effective management of the RCRP-2 GRM, the following processes will be undertaken.

a. Public awareness of the RCRP 2 GRM

The GRM will occupy a central place in the Program Communication strategy to create public awareness of the GRM. The information, education and communication activities to publicize the GRM will include TV/Radio advertisements, public sensitization meetings at national, district and community levels, and distribution of Programme GRM brochures that will be translated in Chichewa to be placed in public places. Part of the public awareness to make the GRM accessible will involve translating the English version of the GRM handbook and the accompanying forms into major local languages, mainly Chichewa. The documents will also be available online through the programme's website (www.rcrp.gov.mw) and the link will be disclosed.

b. Resourcing for the RCRP-2 GRMCs

The Programme is committed to implementing an effective Program GRM that serves the purpose. For this reason, the Programme will provide adequate resources for the GRM processes, namely: Grievance Log Forms/ book which will be made available at each GRC level (National, District/City, Area/ward and Community). The Committees will also be mandated to provide the PCU with copies of the completed Grievance Log and Resolution Forms, incident reporting forms and case registers as indicated in the the reporting channel under section 3.0.

c. Capacity Building

The GRM Committees will be trained on the GRM processes and steps to ensure that they perform their roles effectively and with speed to the satisfaction of the aggrieved parties and project expectations.

d. GRM Progress Monitoring

It is recognized that the Program has a robust M & E system, which will track progress and outcomes of the GRM as part of the broader M & E framework for the program. However, on a routine basis, it will be the responsibility of the Social Safeguards Specialists for the RCRP-2 to monitor the performance of the GRM. This will be achieved in two ways. The first way is for the Committees to submit to PCU or the PIUs copies of the Grievance Log and Resolution Forms, case registers and incident reporting forms. The second way is for the Aggrieved Party to provide direct feedback to the PCU or the PIUs regarding the progress of their grievances, especially where the progress is slow. For the SEA/SH cases, the GBV service provider will be engaged while the Third Party Monitoring (TPM) firm will assist with compliance monitoring.

e. Coordinating the GRM

The Social Safeguards Specialists working

through the RCRP-2 Programme Coordinator will coordinate the implementation of the GRM. The roles and responsibilities of the Social Safeguards Specialists shall be at two different levels as follows:

i. PCU

- Capacity building of implementing partners in the implementation of GRM system. This includes GRM procedures, documentation, and response mechanisms
- Monitoring the functionality and operations of the GRM
- Facilitate the formation of GRMCs at different levels of program implementation
- Promotion of accountability and transparency throughout the process
- Facilitate establishment and operations of the NGRMCs
- Consolidating the national data base for grievance from various sub-projects under the program
- Consolidating monthly GRM reports and follow up with partners on the implementation of resolutions.

ii. PIUs (RA and NLGFC)

- Capacity building of district level structures to ensure functionality and operationalization of the GRMCs in their respective sub-projects
- Conduct monitoring activities on GRM implementation in their respective sub projects
- Managing the database for grievance from the sub-projects
- Follow up on the resolutions of reported grievances from the sub-projects
- Establishment/strengthen or revamp GRMCs at district level

- Providing monthly reports to the PCU. This includes grievances reported and their resolution status

1.2.8 Anticipated Grievances under RCRP-2

The implementation of RCRP-2 may generate several grievances, such as the following:

- Land and property loss, restrictions on land use
- Unfair treatment of communities by the program
- Disruption of access to paths
- Fraud and corrupt practices,
- Human rights violations,
- Gender based Violence (Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), physical, economic and psychological violence)
- Labour related (e.g. Wages, poor working conditions)
- Substandard works
- Delays in completion of works
- Child labour
- Air, water, noise, vibrations and land pollution
- Political interference
- Poor infrastructure designs
- Theft and crimes
- OHS related

TABLE 3-2: THE ANTICIPATED GRIEVANCES AND THEIR DESCRIPTIONS

SN	TYPE/SOURCE	EXAMPLE	DESCRIPTION
1	Land & property loss	Land and community property disputes	• The construction works under components 1, 2 and 3 might encroach on private land, leading to land-related grievances. • Restriction of access to certain areas within the construction sites • Delays in compensation. some land ownership related issues might require to be referred to land tribunals; undervaluing of the compensations. Valuation to be done by Ministry of lands
2	Gender based Violence (GBV)	Sexual Exploitation Abuse (SEA), Sexual Harassment (SH), physical (Intimate Partner Violence), psychological and economical violence Violence Against women and girls (VAWG)	• Demands made for sexual favours from the contractors/workers in return for piece work, or any other stakeholder (or vice versa) • The workers at the construction site engaging in transactional sexual affairs with the community members • Sexual relationship with minor, defilement, rape, fondling of one's private parts or any behaviour that maybe classified as sexual harassment. • Unwelcome sexual remarks or advances that offend the project beneficiary • Physical assault by spouse or other household member for participating in RCRP-2 project activities • Discrimination against the RCRP-2 beneficiary on the basis of their gender in work allocation or participation in the program • Any act of gender-based violence that results in, or is likely to result in, physical, sexual, or psychological harm or suffering by women or girls, including threats of such acts, coercion, or the arbitrary deprivation of liberty, occurring in the implementation of programme.

SN	TYPE/SOURCE	EXAMPLE	DESCRIPTION
3	Labor related	Allocation of workload	• Unequal distribution of labour on the basis of gender. For instance, women mostly doing the unskilled labour. • Discrimination in the distribution of public works among the project beneficiaries.
		Forced labour	• Individuals compelled against their will to provide work or service through the use of force, fraud, or coercion,
		Breaching of labour related laws	• Delayed and low wages not in line with the minimum wage • Inconsistent working hours, long and odd hours • Workers given short term contracts e.g. on monthly basis
		Occupation Health and Safety	• Injuries due to participation in program activities • Lack of Personal Protective Equipment on the construction site • Lack of provision of sanitary facilities at the construction site • No compensation after injury at the construction site • Major accidents at a project site • Deaths
4	Child related	Violence Against Children (VAC)	• Child sexual abuse (defilements, forced and early marriages) • Physical assaults against children • Deprivation of children's rights for instance killing of play fields for a project activity • Neglecting children due to the programme activities
		Child labour	• Use of children to work on behalf of adults and employing under aged persons on the construction sites • Use of children in the public works related activities
5	Fraud and corruption	Mis-procurements and theft	• Demanding bribes or taking kick-backs from potential suppliers of materials • Theft at the construction materials by both workers and community members • Forcing beneficiaries to share the benefits with non-beneficiaries' households Maintaining or having ghost beneficiaries for the interventions especially under the public works
6	Violation of human rights	Inhumane treatment of any persons based on their participation on the project	• Abusive treatment of RCRP-2 project beneficiaries by a MoF/PCU/ PIUs Staff, field worker, service provider or any other stakeholder during project activities • Use of offensive language • Beatings/any physical assaults targeting workers and project beneficiaries • Any threats to the project beneficiaries

SN	TYPE/SOURCE	EXAMPLE	DESCRIPTION
7	Environmental issues	Air, water, noise, vibrations and land pollution	• Generation of dust, poor disposal of wastes, and generation of noise by construction equipment, siltation of water bodies, chemical contamination General complaints about unhygienic practices by construction workers • Wildlife poaching and charcoal making, wanton cutting of trees • Loss of biodiversity as a result of project activities • Introduction of aversive and alien plants to the communities targeted for the project activities • Endangered species • Unregulated waste disposal • Illegal sand mining for the construction works • Spillages that may lead to contaminations
8	Community health and safety	Accidents, injuries and any other health complications as a result of the project implementation	• Accidents, injuries and health complications by community workers because Person Protective Equipment (PPE) tool box talks were not provided to the workers • Accidents and injuries because of non-compliance of a contractor to health and safety measures such as speed limits and placement of barriers among others • Health complications such as transmission of HIV/AIDS/STIs, early and unwanted pregnancies because of sexual relationships • Disease outbreaks such as cholera, malaria and COVID 19 among others
9	Political interference		• Political leaders may take project activities as a campaign tool in some cases influencing decisions on the construction site and the public
10	Designs of infrastructures		• Some designs worsen the conditions of the disasters, for instance, poor designs of bridges. The culverts are not accommodating enough water, leading to flooding

TABLE 3-2: THE ANTICIPATED GRIEVANCES AND THEIR DESCRIPTIONS

SN	ITEM	DESCRIPTION
1	International instruments	• International Declaration of Human Rights 1948 • International Covenant on Civil and Political Rights of 1966 • Convention against Torture and Other Forms of Cruel, Inhuman or Degrading Treatment or Punishment 1984 (CAT) • Convention for the Elimination of Discrimination Against Women (CEDAW) • United Nations Convention on human and peoples' rights, on the Rights of the Child (CRC) • United Nations Convention on human and people's rights, on the rights of women in Africa. (The Maputo protocol) • The 1992 United Nations Framework Convention on Climate Change • The 1992 United Nations Convention on Biological Diversity • The Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal • ILO 182 Worst Forms of Child Labor Convention (1999). • ILO Convention 029 on Forced Labor • ILO Convention 100 on Equal Remuneration • ILO Convention 111 on Discrimination
2	National Legislations	• The Constitution of the Republic of Malawi (especially the Bill of Rights and section 24, among others), • Prevention of Domestic Violence Act of 2006 (amendment 2022) • Gender Equality Act of 2013 (Amendment 2022) • Trafficking in Persons Act of 2015 • Child Care, Protection and Justice Act 2010 • Marriage, Divorce and Family Relations Act of 2015 • Environment Management Act (2017): • The Land Act (2016 and Amendment Act 2022) • The Lands Acquisition (Amendment) and Compensation Act (2022): • Customary Land Act (2022) • Occupational Safety, Health and Welfare Act (2014): • Physical Planning Act (2016) • The Employment Act (2010) (amendment 2021) • Workers Compensation Act (2000). • The Labor Relations Act (1997)(amendment 2021)
3	National Policies	• National Gender Policy 2015 (priority area 7) • National Disaster Risk Management Policy (2015) • National Land Policy (2002) • National HIV and AIDS Policy (2016) • Land Resources Management (2000) • National E-waste Policy (2024) • National Climate Change Policy (2016)

SN	ITEM	DESCRIPTION
4	National Strategy	• National Action Plan to Combat Gender Based Violence (2016–2021) • Biodiversity Strategy and Action Plan (2015-2026) • National Waste management Strategy

2

RCRP-2 GRM INSTITUTIONAL ARRANGEMENT AND PROCEDURES

2.1 GRIEVANCE REDRESS MECHANISM PROCESSES

The RCRP-2 Grievance Redress Mechanism Committees shall be established at four levels as indicated below:

- a. **Community/Ward Grievance Redress Management Committees (CGRMCs/Ward GRMCs²):** This shall be established at community level/ within the catchment area of the sub-project. If the community already has a CGRMC/WGRMC (GVH-GRMC established under the local councils), the project will revamp or strengthen the already existing committee to ensure that it has the required capacities to handle cases related to the project.
- b. **Resettlement Committees:** These will be established in construction related projects that shall involve resettlement and land acquisitions.
- c. **Workers Grievance Redress Management Committees (WGRMC):** This will be established at the construction site level. In linear projects the GRMCs will be established at every site.
- d. **Area Grievance Redress Management Committee (AGRMC) ³:** This shall operate at the TA level with the catchment area of the sub-project. If the community already has an AGRMC, the project will revamp or strengthen the already existing committee to ensure that it has the required capacities to handle cases related to the project
- e. **District/City Grievance Redress Management**

Committees (DGRMCs/City GRMCs): This will be established at district level. If the district has a similar structure for other projects, RCRP-2 will revamp or strengthen the structure to ensure that it has all the required capacities to handle cases related to the project.

- f. **National Grievance Redress Management Committee (NGRMC):** This will establish a national and project management level.

2.2 TERMS OF REFERENCE FOR COMMUNITY GRIEVANCE REDRESS MANAGEMENT COMMITTEE (CGRMCs)

The Community Grievance Redress Management Committee (CGRMC) is the committee that will be instituted within the community where project activities will be implemented. It will be at the village or Group Village level, depending on the nature and scope of the activities. Chiefs or politicians should not be members of this committee. The local leaders (chiefs) shall play an oversight and advisory role but should not be members of the committee. The committee should update the local leaders on the grievances they are handling to ensure support. The maximum grievance redress period at the community level is 14 days.

2.2.1 Membership Composition for Community Grievance Redress Mechanism Committee

The committee shall consist of bona fide members of the community, including relevant extension

² This will only operate under city councils

³ This only operate under district councils and not in cities

worker (s) to the project, working within the vicinity, as well as representatives of village committees. The committee shall select one community member as Chairperson. Secretary shall be any government extension worker in the committee. The selected community members should be trustworthy and reputable. Women should be included in the committee, with at least 40% representation. Other expertise will be co-opted by the committee on a need basis. The AGRMC shall facilitate the election of a chairperson and secretary for the CGRMC from the community among the CGRMC members, who shall serve in that capacity for the period of project implementation.

The following is the membership of CGRMC:

1. Representative of the persons(s) directly impacted by the project
2. Government Extension Worker of the area (relevant to the project)-Secretary
3. Faith-Based Representative
4. Representative of the Area/Ward Disaster Risk Management Committee
5. Representation of persons with disability
6. Youth representative (from any youth group or organization within the community)
7. Women representative (from any women's groups or organizations within the community)
8. Village Development Committee Representative-Chairperson
9. Representative of the Civil Society Organization (including CBOs)
10. Representative from Community Policing
11. Representative of sub-catchment management committee
12. Representative of the Community Land

Tribunal/Land Clerks

2.2.2 Roles and Responsibilities of the Community Grievance Redress Management Committee / Ward Grievance Redress Management Committee

The CGRMC acts as an entry point for all grievances arising from RCRP-2 related projects and interventions. It shall have the following duties:

- Conducts community GRM sensitization meetings in liaison with the AGRMC/DGRMC/City GRMC;
- Receives and records all grievances as submitted to them by the PAPs;
- Reviews and screens all received grievances;
- Investigating and facilitating the grievance resolution process;
- Hears and determines all cases;
- Documenting the status of the complaint and its resolution;
- Refers unresolved grievances to AGRMC/DGRMC/City GRMC for action;
- Refers GBV/SEA/SH and other criminal-related cases to relevant institutions for further action;
- Provides feedback on grievance to PAPs
- Submits monthly reports to DGRMCs/City GRMCs and updates the local chiefs.

2.2.3 Meeting Schedule

The committee shall meet every month wherever RCRP-2 activities are being implemented such as the sites or communities.

The committee may change the frequency as deemed appropriate depending on the nature of grievance received. Some grievances shall need immediate attention of the committee without

⁴ For committees under the city councils

necessarily waiting for regular meetings. These types of cases shall include GBV/SEA/SH and other criminal cases.

2.2.4 Meeting Procedures

- The chairperson of the committee shall preside over and maintain due and proper conduct of meetings and ensure that the rules and regulations that the committee sets for its operation are properly administered at all times. In the absence of the chairperson, an interim chairperson will preside over the meeting.
- The committee secretary will be responsible for calling meetings, taking minutes, circulating the duly signed copy of such minutes and filing the minutes.
- The quorum at any meeting of the committee shall be 50% of the members of the committee eligible to attend the meeting.
- The committee shall enforce transparency and accountability at all times in the conduct of its affairs. A standardised reporting template shall be provided to the GRCs to ensure uniformity.
- Depending on the nature of the case, project affected persons (PAPs) with grievances shall be requested to attend hearing sessions. However, he/she may be exempted in some consultations. GBV/SEA/SH shall be referred and handled by the GBV services provider.

2.2.5 Venue for Meetings

- The committee shall meet at any place that is near and convenient to its members, but within the community where the construction works or intervention is being implemented.
- The committee will travel to project sites when the need arises.

2.2.6 Dissemination of Resolutions

The committee shall communicate its resolution on any received grievance to the PAP within seven working days of the committee's decision.

2.2.7 Reporting Requirements

- The committee shall report to AGRMC/DGRMC/City GRMC.
- The committee will work hand-in-hand with AGRMC/DGRMC/City GRMC on all matters arising and progress of reported cases.
- The committee shall also be in contact with programme-specific committees and offices where necessary.

2.3 TERMS OF REFERENCE FOR RESETTLEMENT COMMITTEES

2.3.1 Membership same as (CGRMC). Include representatives of PAPs

The committee shall consist of bona fide members of the community, including relevant extension worker (s) to the project, working within the vicinity, as well as representatives of village committees. The committee shall select one community member as Chairperson. Secretary shall be any government extension worker in the committee. The selected community members should be trustworthy and reputable. Women should be included in the committee, with at least 40% representation. Other expertise will be co-opted by the committee on a need basis. The CGRMC shall facilitate the election of a chairperson and secretary for the Resettlement Committee from the community among the committee members, who shall serve in that capacity for the period of project implementation. The committee will meet whenever there is a need to do so.

The following is the membership of Resettlement Committee:

1. Representative of the persons(s) directly impacted by the project (PAPs)

2. Government Extension Worker of the area (relevant to the project)-Secretary
3. Faith-Based Representative
4. Representation of persons with disability
5. Youth representative (from any youth group or organization within the community)
6. Women representative (from any women's groups or organizations within the community)
7. Village Development Committee Representative
8. Representative of the Civil Society Organization (including CBOs)
9. Representative from Community Policing
10. Representative of the community Land Tribunal/Land Clerks

2.3.2 Roles and responsibilities

- Facilitating the implementation of resettlement plans
- Ensure fairness in compensating the affected persons
- Providing support during relocation
- Handling of complaints related to resettlements
- Reporting to relevant authority on any resettlement issue

2.3.3 Tenure office

Ends when all PAPs have been compensated and all resettlement issues have been resolved

2.4 TERMS OF REFERENCE FOR WORKERS GRIEVANCE REDRESS MANAGEMENT COMMITTEE (WGRMC)

The Workers Grievance Redress Management Committee (WGRMC) is an entry point for worker-

related grievances. These may include, but are not limited to labour labour-related concerns and community concerns regarding the works. Employee representatives shall be selected by fellow workers and there should be female representation too. The female representatives should be at least 40%. Workers' representatives should work without fear of reprisal. The committee shall appoint the chairperson from one of the worker representatives. The Consultant representative should be the Secretary. The maximum redress period at this level is 14 days. This committee shall be instituted and coordinated by the contractor/consultant in all the sites.

2.4.1 Membership of WGRMC

The membership of the committee shall include workers, consultants and construction engineers among others. The following shall constitute WGRMC membership.

1. The chairperson
2. The vice chairperson
3. The secretary
4. The vice secretary
5. Gender Officer from the council
6. Labour Officer from the council
7. Consultant/supervising engineer representative
8. Representative of female workers
9. Representative of male workers
10. Representative of workers with special needs

2.4.2 Roles and Responsibilities of Workers Grievance Redress Management Committee

The WGRMC shall act as an entry point for workers' related complaints and grievances. The following shall be the roles and responsibilities of the committee.

- Conducts grievance redress sensitization or awareness meetings for workers in liaison with the District Labour Office;
- Ensures that the grievance box is accessible to all workers in a secure manner;
- Opens grievance boxes every fortnight;
- Records all grievances as submitted to them by the complainant;
- Vets, reviews and assesses the grievance to filter those not related to the project;
- Ensures that there is transparency and accountability in the handling of the cases.
- Investigates and facilitates the grievance resolution process;
- Hears and determines all cases reported by workers;
- Ensures that safety standards, labour requirements, human rights, economic empowerment, gender, disability, environment and community health standards are adhered to during and after RCRP-2 implementation
- Documents status of the complaint and its resolution;
- Refers GBV/SEA/SH and other criminal cases to relevant institutions for action;
- Refers unresolved grievances and other grievances beyond their capacity to the relevant PIU/PCU;
- Provides feedback on grievance to the worker;
- Prepares grievance progress reports and presents them to PIU during monthly meetings.

2.4.3 Meeting Schedule

The committee shall meet monthly whenever RCRP-2 construction activities are being implemented. The committee may decide to change

the frequency of meetings, as deemed appropriate, depending upon the grievances received.

2.4.4 Meeting Procedures

The Consultant/council representative shall facilitate the election of a chairperson for the WGRMC from among the WGRMC members, who shall serve in that capacity for the project implementation period.

- The chairperson of the committee shall preside over, and maintain due and proper conduct of meetings and ensure that the rules and regulations of the committee are properly administered at all times. In the absence of the chairperson, an interim chairperson will be nominated and duly seconded to preside over the meeting.
- The committee secretary will be responsible for calling meetings, taking minutes, circulating the duly signed copy of such minutes and filing the minutes.
- The quorum at any meeting of the committee shall be 50% +1 of the members of the committee eligible to attend the meeting.
- The committee shall enforce transparency and accountability at all times in the conduct of its affairs.
- Ensures that safety standards, labour requirements, human rights, economic empowerment, gender, disability, environment, and community health standards are adhered to during and after RCRP-2 implementation.
- Depending on the nature of the case, PAPs with grievances shall be requested to attend hearing sessions. GBV/SEA/SH shall be referred and handled by the GBV services provider.

2.4.5 Venue for Meetings

The committee shall meet at a convenient place or project site where it shall also open grievance

boxes. If there are more than one project sites, the committee will travel to such specific sites.

2.4.6 Dissemination of Resolutions

The committee shall communicate its resolution on any grievance to the AGRMC/DGRMC/City GRMC and PAP within 7 working days of the committee's decision.

2.4.7 Reporting Requirements

- The committee shall report to consultant and consequently to the responsible PIU
- The committee shall work hand-in-hand with AGRMC/DGRMC/City GRMC on all matters arising and progress of reported cases.
- The committee shall also be in contact with programme-specific committees and offices where necessary.

2.4.8 Tenure of the Office

The members shall be in the office as long as the construction works are still being implemented.

2.5 TERMS OF REFERENCE FOR AREA GRIEVANCE REDRESS MANAGEMENT COMMITTEE⁵

The Area Grievance Redress Management Committee (AGRMC) is the committee that will be instituted at the TA/Ward level within the community where project activities will be implemented. Chiefs or politicians should not be members of this committee. The local leaders (chiefs) shall play an oversight and advisory role but should not be members of the committee. The committee should update the local leaders on the grievances they are handling to ensure support. The maximum grievance redress period at the community level is 14 days.

2.5.1 Composition of the Area Redress

Mechanism Committee

The committee shall consist of Bonafide members of the community, including relevant extension worker (s) to the project, working within the vicinity, as well as representatives of Group Village Committees. The committee shall select one Area Development Committee (ADC) member as Chairperson. Secretary shall be a government extension worker relevant to the project in the committee. The selected community members should be trustworthy and reputable. Women should be included in the committee, with at least 40% representation. Other expertise will be co-opted by the committee on a need basis. The DGRMC shall facilitate the election of a chairperson and secretary for the AGRMC from the community among the AGRMC members, who shall serve in that capacity for the period of project implementation.

The following is the membership of AGRMC:

1. Representative of the persons(s) directly impacted by the project in the area;
2. Government Extension Worker of the area (relevant to the project)-Secretary
3. Faith-Based Representative;
4. Representative of the Area/ Ward DRM Committee;
5. Representation of persons with disability;
6. Youth representative (from any youth group or organization within the community);
7. Women representative (from any women's groups or organizations within the community);
8. Village Development Committee Representative-chairperson;
9. Representative of the Community-Based Organization;
10. Representative from Community Policing;

⁵ This shall only operate under district councils

11. Representative of sub-catchment management committee;
12. Representative of the Area Land Tribunal
13. Representative of Civil Society Organization (including CBOs)

2.5.2 Roles and Responsibilities of the Area Grievance Redress Management Committee

The AGRMC acts as an entry as well referral point for CGRMC/WGRMCs for all grievances arising from RCRP-2 related projects and interventions within the area. It shall have the following duties:

- Conducts community GRM sensitization meetings in liaison with the DGRMC
- Receives and records all grievances as submitted to them by the PAPs;
- Reviews and screens all received grievances;
- Investigating and facilitating the grievance resolution process;
- Hears and determines all cases;
- Documenting the status of the complaint and its resolution;
- Receive referrals from CGRMC and provide resolutions and feedback;
- Refers unresolved grievances to DGRMC for action;
- Refers GBV/SEA/SH and other criminal-related cases to relevant institutions for further action;
- Provides feedback on grievance to PAP;
- Submits monthly reports to DGRMCs and updates the local chiefs.

2.5.3 Meeting Schedule

The committee shall meet every month wherever RCRP-2 activities are being implemented such as the sites or at the ADCs office.

The committee may change the frequency as deemed appropriate depending on the nature grievance received. Some grievances shall need immediate attention of the committee without necessarily waiting for regular meetings. These types of cases shall include GBV/SEA/SH and other criminal cases. The GBV/SEA/SH shall be reported to the GBV service provide and the Social Safeguard Specialists.

2.5.4 Meeting Procedures

- The chairperson of the committee shall preside over and maintain due and proper conduct of meetings and ensure that the rules and regulations that the committee sets for its operation are properly administered at all times. In the absence of the chairperson, an interim chairperson will preside over the meeting.
- The committee secretary will be responsible for calling meetings, taking minutes, circulating the duly signed copy of such minutes and filing the minutes.
- The quorum at any meeting of the committee shall be 50% +1 of the members of the committee eligible to attend the meeting.
- The committee shall enforce transparency and accountability at all times in the conduct of its affairs.
- Depending on the nature of the case, PAPs with grievances shall be requested to attend hearing sessions. However, he/she may be exempted in some consultations, especially criminal-related cases to ensure confidentiality, safety, dignity and respect of the survivor. GBV/SEA/SH shall be referred and handled by the GBV services provider.

2.5.5 Venue for Meetings

- The committee shall meet at any place that is near and convenient to its members, but within the community where the construction works or intervention is being implemented.

- The committee will travel to project sites when the need arises.
- Dissemination of Resolutions
- The committee shall communicate its resolution on any received grievance to the PAP within seven working days of the committee's decision.

2.5.6 Reporting Requirements

- The committee shall report to DGRMC.
- The committee will work hand-in-hand with DGRMC on all matters arising and progress of reported cases.
- The committee shall also be in contact with programme-specific committees and offices where necessary.

2.6 TERMS OF REFERENCE FOR DISTRICT GRIEVANCE REDRESS MANAGEMENT COMMITTEE (DGRMC) AND CITY GRIEVANCE REDRESS MANAGEMENT COMMITTEE

The District/City Grievances Redress Management Committee (DGRMC/City GRMC) shall handle cases submitted to it by PAPs and cases referred to it by the AGRMC, and CGRMC/Ward GRMC. Thus, the DGRMC/City GRMC acts as entry or appeal point for grievances arising from RCRP-2 activities. The maximum redress period for district level is 14 days. If the PAP is not satisfied, the case shall be referred to the National Grievances Redress Mechanism Committee (NGRMC).

2.6.1 Committee Membership at District level

The membership shall include:

1. Director of Planning and Development-Chairperson
2. Environmental District Officer
3. District Lands Officer

4. District Disaster Risk Management Officer-Secretary
5. District Community Development Officer
6. District Gender Officer
7. District Labour Officer
8. District Social Welfare Officer
9. District Information Officer
10. District Land Resources Conservation Officer
11. Police representative- victim support unit
12. NGO representative

2.6.2 Committee Membership at City/Urban level

The membership shall include:

1. Director of Planning and Development-Chairperson
2. Urban Environmental Officer-
3. Urban Lands Officer
4. Urban Disaster Risk Management Officer-Secretary
5. Urban Community Development Officer
6. Urban Gender Officer
7. Urban Social Welfare Officer
8. Police representative- victim support unit
9. NGO representative working within the city
10. Information Officer

2.6.3 Roles and Responsibilities of District and City Grievance Redress Mechanism Committee

The following shall be the roles and responsibilities of DGRMC/City GRMC:

- Facilitates establishment of AGRMC/ CGRMCs/ Ward GRMC;

- Facilitates GRM training and awareness meetings at the community level;
- Records all grievances as submitted to them by the complainant;
- Reviews all grievances referred by the AGRMC or CGRMC/Ward GRMC, and;
- Investigates and facilitates the grievance resolution process;
- Determines cases and provides feedback to the AGRMC or CGRMC/Ward GRMC, and the aggrieved persons;
- Ensures that there is transparency and accountability in the implementation of RCRP-2 interventions;
- Ensures that safety standards, labour requirements, human rights, economic empowerment, gender, disability, environment and community health standards are adhered to during and after RCRP-2 implementation;
- Periodically reviews (monthly) all grievances in the district;
- Refers unresolved grievances to Programme GRMC for action;
- Referring GBV/SEA/SH and other criminal cases to relevant service providers for further action;
- Prepares grievance handling progress reports and presents them to the District and Urban Executive Committee (DEC/UEC) during quarterly meetings and to the NGRMC;
- Supervises, monitors and evaluates AGRMC/CGRMCs/Ward GRMC ;
- Conducts quarterly field reviews to supervise the AGRMC/CGRMCs/Ward GRMC;
- Submits quarterly reports to the DEC/UEC and NGRMC on the operations of the GRMCs in the district/City;

- Monitors implementation of and compliance with resolutions made.

2.6.4 Meeting Schedule

The committee shall meet basis every quarter. The committee may decide to increase the frequency of meetings, as deemed appropriate upon receiving referrals from the CGRMCs.

2.6.5 Meeting Procedures

- DPD shall be the Chairperson, and the District/City Environmental Officer shall be the Secretary.
- The chairperson of the committee shall preside over and maintain due and proper conduct of meetings and ensure that the rules and regulations of the committee are properly administered at all times. In the absence of the chairperson, an interim chairperson will be nominated and duly seconded to preside over the meeting.
- The committee secretary will be responsible for taking minutes, circulating the duly signed copy of the minutes and filing the minutes.
- The quorum at any meeting of the committee shall be 50% of the members of the committee eligible to attend the meeting.
- The committee shall enforce transparency and accountability at all times in the conduct of its affairs.
- Depending on the nature of the case, PAPs with grievances may attend hearing sessions. GBV/SEA/SH shall be referred and handled by the GBV services provider.

2.6.6 Venue for Meetings

The committee will meet within the premises of the District/City Council. The committee may undertake travel to the project sites whenever necessary.

2.6.7 Dissemination of Resolutions

The committee will communicate its resolution on any grievance to the PAP Ward GRMC, and CGRMC, within 7 working days of the committee's decision.

2.6.8 Reporting Requirements

The DGRMC/ City GRMC will be responsible for reporting on all matters arising and the progress of cases received to the DEC/UEC and PIUs

2.7 TERMS OF REFERENCE FOR NATIONAL GRIEVANCE REDRESS MANAGEMENT COMMITTEE (NGRMC)

The National Grievances Redress Management Committee (NGRMC) shall be at the national level. It shall hear cases submitted to it by PAPs and cases referred to it by the lower committees. The maximum redress period for the national level shall be 14 days. If the PAP is satisfied with the resolution, the case is closed. If the PAP is not satisfied and the case is not closed at NGRMC, the PAP shall be directed to seek justice or arbitration from any court of law or ombudsman, and the court shall make the final decision.

2.7.1 Membership of the Project Grievance Redress Management Committee

The committee shall consist of members from MDAs relevant to the project, PCU and PIUs staff, among others. The following is the membership of the NGRMC:

1. Project Coordinator- Chairperson
2. Project's Environmental Specialists (including those two PIUs; (RA and NLGFC)
3. Project's Social Safeguards Specialists - Secretary (including those two PIUs; RA and NLGFC)
4. Ministry of Land, Housing and Urban Development representative
5. Environmental Affairs Department representative

6. Department of Land Resources Conservation representative
7. Ministry of Labour, Skills and Innovation representative
8. Representative from the Ministry of Gender, Children, and Social Welfare
9. Project M&E Specialist
10. Project Communications Specialist
11. Judiciary
12. Ombudsman

2.7.2 Roles and Responsibilities of the National Grievance Redress Mechanism Committee

The following shall be the roles and responsibilities of NGRMC:

- Ensures that there is transparency and accountability in the implementation of RCRP-2 interventions;
- Records all grievances submitted to them by the PAPs;
- Reviews unresolved grievances referred by DGRMCs/City GRMCs;
- Investigates and facilitates the grievance resolution process;
- Refers unresolved grievances to court;
- Refers GBV/SEA/SH and other criminal cases to relevant service providers for action;
- Provides feedback to DGRMCs on referred cases;
- Carries out quarterly reviews of all grievances from the districts and provides appropriate policy guidance to the Councils and other stakeholders;
- Prepares periodic national-level grievance handling progress reports and presents

them to the relevant agencies and stakeholders;

- Supports the capacity building of DGRMCs/ City GRMCs;
- Supervises, monitors and evaluates the effectiveness of GRMCs;
- Monitors implementation of and compliance with resolutions made.

2.7.3 Meeting Schedule

The committee shall meet quarterly, but may increase the frequency upon receiving complaints or appeals or referrals from DGRMCs/City GRMCs.

2.7.4 Meeting Procedures

- The chairperson of the committee shall preside over and maintain due and proper conduct of meetings and ensure that the rules and regulations of the committee are properly administered at all times. In the absence of the chairperson, an interim chairperson will be nominated and duly seconded to preside over the meeting.
- The committee secretary will be responsible for taking minutes, circulating the duly signed copy of the minutes and filing the minutes.
- The quorum at any meeting of the committee shall be 50% +1 of the total members of the committee eligible to attend the meeting.
- The committee shall enforce transparency and accountability at all times in the

conduct of its affairs.

- Complainants or their representatives shall always attend hearing sessions of their cases, but may be excused during other consultation meetings, as the committee deems necessary.

2.7.5 Venue for Meetings

The NGRMC shall hold its meetings at the PCU. However, the committee may, through consensus, decide to hold its meetings elsewhere if deemed necessary. Virtual meetings shall also be held in situations where physical meetings will not be possible. The committee may also undertake travel to the District Councils and project sites where necessary.

2.7.6 Dissemination of Resolutions

The committee will communicate its resolution on any grievance to the PAP and the DGRMC or any claimant within 7 working days of the committee's decision.

2.7.7 Reporting Requirements

The NGRMC will be responsible for reporting on all matters arising and the progress of cases received to the Project Technical Committee and other key stakeholders.

2.7.8 Tenure of the Office

The committee will be valid throughout the RCRP-2 implementation period.

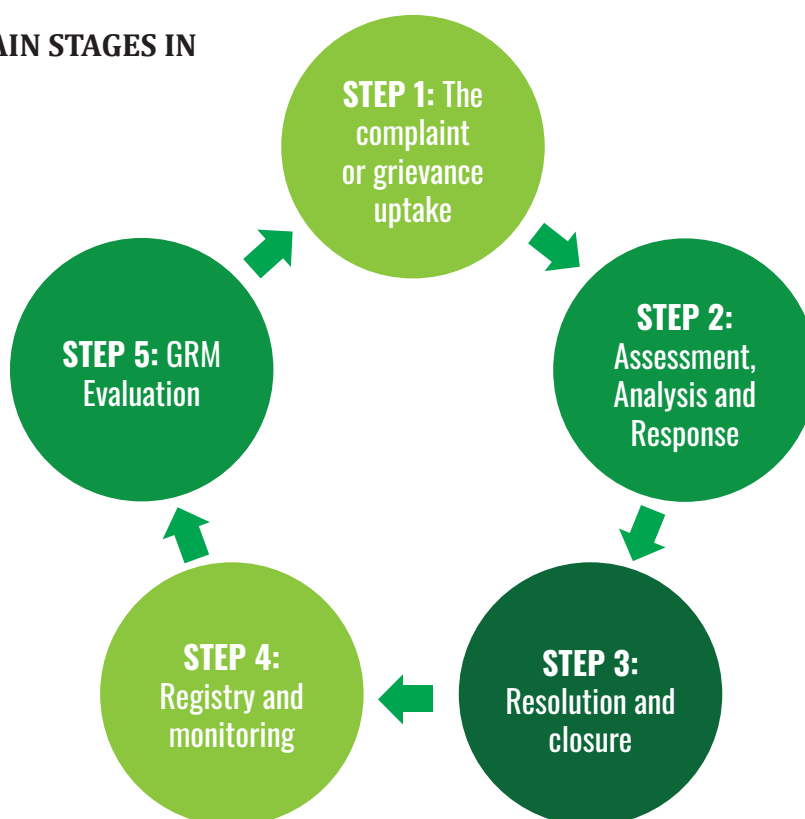
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STAGES IN THE GRM PROCESS

The GRM process involves five stages. These stages include: (i) the complaint or grievance uptake, (ii) Assessment, analysis and response,

(iii) Resolution and closure, (iv) Registry and monitoring, (v) GRM Evaluation.

FIGURE 2: FIVE MAIN STAGES IN GRM PROCESSES



3.1 STAGE 1: COMPLAINT UPTAKE

All the PAPs in the respective communities will present their complaints or grievances to the Community/Ward Grievance Redress Mechanism Committee (CGRMC/Ward) level. The cases may be presented in different ways, including the following;

Face-to-face: This includes verbal or written submissions through face-to-face interactions with members of committees, programme officials, and any local structures at any time.

Grievance box: Grievance boxes will be placed in strategic places in project communities and construction sites where PAPs can drop in their grievances at any time.

Other: Text messages, written letters (including anonymous), hotlines/toll-free line: 351

Regardless of the channel, the CGRMC/Ward GRMC will record all received complaints or grievances in a Grievance Log Book and Resolution Form. The cases shall only be referred to AGRMC/City GRMC when they have not been resolved at the CGRMC/Ward GRMC. There could be cases where PAPs

may refuse to lodge cases at the CGRMC/Ward GRMC due to proximity or misunderstanding. In such circumstances, both CGRMC/Ward GRMC and AGRMC would agree on how to go about it, but preference will be given to CGRMC/Ward GRMC as the first stage of hearing cases.

Employed workers will present their complaints or grievances to the Workers Grievance Redress Mechanism Committee (WGRMC). The WGRMC will record all received complaints or grievances in a workers' Log and Resolution form. The case shall only be referred to the PIUs when they have not been resolved.

An acknowledgement of receipt will be sent to the complainant within 7 days of receipt of the complainant. The whole process shall take a period of 14 days. At all times, the PCU will provide feedback promptly to the aggrieved party, for example through the phone or through the community structures established for addressing GRM. Feedback will also be communicated through stakeholder meetings and beneficiary meetings during Project activities. For sensitive issues, feedback will be given to the concerned persons

bilaterally.

3.2 STAGE 2: ASSESSMENT, ANALYSIS AND RESPONSE

When a complaint is received, a maximum of 14 days has been provided for the CGRMC/Ward GRMC to respond to the complainant. This is to make sure that grievances/complaints are resolved as early as possible. When a complaint is received, a maximum of 14 days has been provided for the WGRMC to respond to the workers who are PAP. This is to make sure that grievances/complaints are resolved as early as possible.

Once complaints are received, the CGRMC/Ward GRMC or WGRMC shall assess whether the complaint or grievance is related to RCRP-2 activity implementation or not. In case complaints are not related to the projects, complainants shall be advised to channel their complaints to the right institutions. For RCRP-2 complaints or grievances, CGRMC/Ward GRMC and WGRMC shall hear such cases and make necessary follow-ups to establish the truth of the matter. The outcome of the analysis shall be communicated to the complainant.



Figure 2: District Council consultation meeting on the development of the Handbook, Nkhotakota, District Council

3.3 STAGE 3: RESOLUTION AND CLOSURE

Where a resolution has been made and the PAP accepts the resolution, the PAP shall be required to sign the resolution and closure section in either the Grievance Community Log Book or Resolution Form. Two members of the CGRMC/ Ward GRMC or WGRMC (Chairperson and Secretary) shall also be required to countersign if it involves either the community or workers, respectively. This shall signify that the complaint or grievance which was presented has been fully discussed and closed.

3.4 STAGE 4: GRM REGISTRY

All grievances received will be publicly entered into an accessible recording system, as the GRM registry shall be maintained at all GRM levels. If the cases is GBV/SEA/SH related, it will be entered into the logbook unanimously. Both the community and workers' log and resolution forms shall be in triplicate. For any case heard, closed or referred, a copy of this case shall be sent to the next levels for records, i.e. the CGRMC/Ward GRMC/WGRMC, AGRMC. DGRMC/City GRMC and the NGRMC. Similarly, if a case is handled at DGRMC/City GRMC, a copy shall be sent to NGRMC and another to CGRMC/Ward GRMC AGRMC to notify them how the referred case was handled. This shall enable the District to keep a register of all cases recorded and handled by any GRM

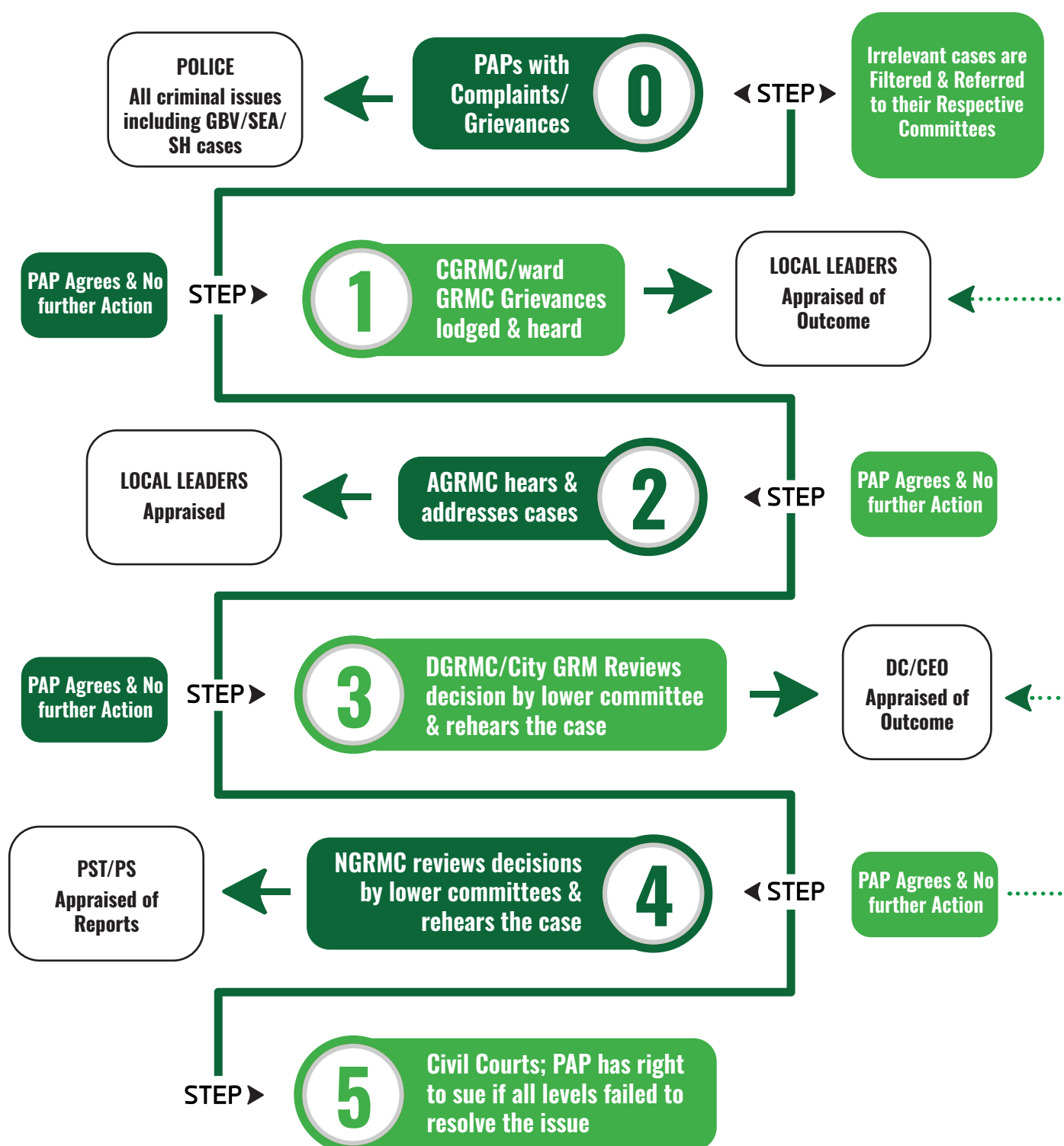
committee in their District. Using this information, Councils will be able to generate a matrix of cases and agreed resolutions and be able to follow up if the resolutions are being implemented.

3.5 STAGE 5: GRM MONITORING AND EVALUATION

The GRM monitoring and evaluation can be undertaken alongside any other monitoring and evaluation exercises for the project. This will be possible using copies of registers that the Councils and RCRP-2 PCU will be keeping. This may assist in tracing whether the GRM system was functional through how cases are handled and responded to and evidence of the existence of the GRM and principles were met during the project implementation. The Third Party Monitoring firm also monitor the operations of the GRMCs and provide feedback to the PCU.

The grievance redress mechanism shall contribute a lot to the efficient running of the project. It shall assist in investigating complaints and bring up a much clearer version of the complaint at the earliest time possible. It will also provide a fair and speedy means of dealing with complaints, prevent minor disagreements from developing into more serious disputes, thereby providing a simple, speedy and cost-effective mechanism of re-instilling satisfaction to those who were affected.

DIAGRAMMATIC PRESENTATION OF RCRP-2 INSTITUTION SET UP AND GRMC PROCESS



4

ALTERNATIVE GRIEVANCE AND FEEDBACK REPORTING ROUTES



Figure 3: Community consultation meeting on the development of the Handbook-Chididi, Nsanje District

4.1 DIRECT REPORTING TO RCRP-2 PCU

Notwithstanding the GRM process described in Steps 1-5 above, some grievances can be lodged directly with the Program Implementation Unit in Lilongwe. Individuals, Communities and Stakeholders are also free to report anonymously through the Program Coordinator (for the attention of the Social Safeguards Specialist). The PCU will facilitate the redress process by engaging relevant Committees and following the Steps described above.

The grievances and feedback can be lodged in any major languages of Malawi and through any of the

following methods/channels:

Through the GRM Committees as described in the above sections

- In Person: By visiting RCRP-2 Offices located in Area 12 opposite Wankulu Palace. Suggestion boxes will also be placed within the RCRP-2-PC offices for written grievances.
- Through Post Office: by sending a letter in any major language of Malawi to the following address:
- The Project Coordinator, The Regional Climate Resilience Programme (RCRP-2), P.O. Box 30136, Lilongwe 3, Malawi.

- By Phone: By calling the following toll-free number:351
- By Email: emails can be sent to the following address: grievances@rcrp.gov.mw

Notwithstanding the different reporting and feedback options, the Program advocates for the use of the established committees, where possible. It is also emphasized that it is the expectation in the Program GRM that all grievances are addressed and resolved within 14 days to ensure that program implementation timelines and overall schedules are not compromised due to delays in resolving the grievances.

4.2 ACCESS TO WORLD BANK GRM

The program is funded by the World Bank, which has its own Grievances Redress Mechanism as part of social safeguards policies.

The complainant can launch the matter in the formal judicial system or with the World Bank Grievance Redress System or Independent Inspection Panel of the World Bank or indeed any other legitimate alternative means available to them. The PIU will also ensure that communities and individuals in project locations are aware of World Bank Grievance Redress System. The PIU will disclose simple system of submitting issues of concern through letters. People who believe that

they are adversely affected by project activities carried out by communities or any other project staff may submit complaints (through letters/ phones) to Grievance Redress Service (GRS) World Bank Malawi office.

The system ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may also submit their complaints to the Bank's independent Inspection Panel, after having brought the complaint to the attention of International Development Association through Malawi Country Office. Information on how to submit complaints to the Bank's Grievance Redress Service and the Bank Inspection Panel will be disclosed to the public during various project meetings with stakeholders and community sensitization meetings.

For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), all stakeholders will be encouraged to visit: <http://www.worldbank.org/GRS> while for information on how to submit to the World Bank Inspection Panel, stakeholders will be encouraged to visit www.inspectionpanel.org. However, if the complaint is criminal in nature, then the complainant will be allowed to proceed seeking redress through the normal criminal procedure system available in Malawi.

5

SPECIAL CASES

The project might generate some complaints that are classified as special cases. These will not be handled by the committees at any level of RCRP-2 GRMCs. The committee members shall be oriented on the proper channels to use. These special cases include the following;

5.1 CRIMINAL CASES

All recorded cases by the GRM Committee that have been examined and found to be criminal shall be reported to the Police immediately. Communities will be sensitized to such cases and report to the police directly.

5.2 CHILD LABOUR

The Malawi Employment Act 2000 (amendment 2022) prohibits any employment or engagement in any occupation activity for persons under the age of 18 that is likely to be harmful to health, safety, education and moral development. Such acts are considered child labour. RCRP-2 adopts a zero tolerance for any form of child labour. Any form of child labour shall therefore not be tolerated during the implementation of the program. The GRM committee shall be sensitized to report any case of child labour to relevant authorities such as the police and protection workers.

5.3 CHILD TRAFFICKING

The action or practice involves illegally procuring and relocating children, typically for forced labour or sexual exploitation. Under the programme, children, thus people under the age of 18, may be trafficked to work in the project sites or even for sexual exploitation. Such an act will be treated as a criminal case and the GRMCs will be oriented on the identification and referral of such

cases to relevant service providers.

5.4 GENDER BASED VIOLENCE (GBV) AND SEXUAL ABUSE-RELATED CASES

5.4.1. Definitions of GBV and sexually related terms

Gender-based violence (GBV) is defined as any unlawful act perpetrated by a person against another person based on their sex that causes suffering on the part of the victim and results in, among others, physical, psychological and emotional harm and economic deprivation. GBV is a serious, sometimes life-threatening, human rights, health and protection issue that violates several universal human rights. Implementation of RCRP-2 may generate GBV-related grievances. GBV may take different forms as described below.

5.4.2. Sexual Violence

This is a form of GBV that involves any sexual acts done without a person's consent or when they are unable to give consent. Sexual violence takes different forms.

5.4.3. Sexual Exploitation and Abuse (SEA)

SEA is defined as an actual or attempted abuse of someone's position of vulnerability (such as a person depending on you for survival or employment or other services), differential power or trust, to obtain sexual favours, including but not only, by offering money or other social, economic or political advantages. It includes trafficking and prostitution. Due to the implementation of the RCRP-2, cases of SEA might be reported involving the workers, beneficiary communities and households.

5.4.4. Sexual Harassment (SH)

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature that makes one uncomfortable. This is one of the most perpetrated sexual forms of violence in work workplace and usually goes unreported.

5.4.5. Rape

This is defined as having unlawful sexual activity and usually sexual intercourse carried out forcibly or under threat of injury against an adult person's will

5.4.6. Defilement

Sexual act (having carnal knowledge) with a girl under the age of 18. This is also extended to having sexual intercourse with a mentally unstable person, who cannot give consent.

5.4.7. Early and forced Marriage

This refers to any formal marriage or informal union between a child under the age of 18 and an adult or another child.

5.4.8. Violence Against Women and Girls (VAWG)

The term violence against women and girls means any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or private life disproportionately perpetrated by men against women and girls.

5.4.9. Physical violence

Involves acts such as hitting or beating (or battering, strangling, suffocating, or throwing things at the victim), or any physical harm.

5.4.10. Economic violence

Involves acts such as withholding or denial of

access to resources, denying the beneficiary/participant independent decisions regarding benefitting from the programme and use of resources earned, whether from the programme or from participating in savings and loans initiatives, damaging property, and failure to comply with economic responsibilities.

5.4.11. Emotional and psychological violence

Can take the form of provocation of the beneficiary/participant in ways that are likely to invoke an emotional reaction that can lead to other forms of GBV (e.g., physical violence) or personal harm and includes intimidation and threats, usually by persons in authority and/or nonparticipating community members directed at participants/beneficiaries, such as verbal abuse and psychological abuse.

5.4.12. Verbal abuse

Refers to the use of insulting or disrespectful language undermining the beneficiaries/participants, defamation, or harassment.

5.5. DISCRIMINATION AND CORRUPTION DURING RECRUITMENT AND IDENTIFICATION OF BENEFICIARIES

Allegations of Discrimination, Corruption & nepotism e.g. in recruitment of workers, and identification of project beneficiaries may emerge during the implementation of the project. These can be reported for follow up and action through the GRMCs. The GRMCs will be trained on handling and referral of such cases to relevant authorities such as the police.

5.5 Management of Gender Based Violence (GBV) and Sexually Related Cases

This GRM Handbook has put in place procedures that should be followed when reporting, investigating and resolving or referring gender-based violence or sexual abuse cases that may arise from the implementation of RCRP-2. GBV

¹ Source: Malawi Communications Regulatory Authority (MACRA) Website (www.macra.mw)

and sexual abuse-related cases are different from other complaints that are normally handled by GRM committees. These are special cases that shall be handled in a manner to ensure confidentiality of the information at hand. The committees shall be oriented on survivor centered approach in handling GBV and sexual abuse cases, the referral pathways (Police for security and safety, health for medical (treatment, SRH and HIV/AIDS), Social Welfare for psychosocial and judicially for legal support services) and how the services can be accessed in their respective communities. Most communities have structures such as Community Victim Support Units (CVSUs), Community Action Group Against GBV (CAGs) and child protection workers. The committees shall be linked to these structures to facilitate access to services. In addition, the communities shall be sensitized to report any cases of GBV and child protection to the national GBV (5600) and child protection (116) toll-free lines. The GBV service provider will be

linked with the Ministry of Gender to refer all cases related to the RCRP 2 to the PCU of the GBV service provider (Annex 1 survivor-centred guidelines).

Sexual Harassment (SH) is one of the most common forms of GBV in the workplace, which is usually overlooked. Section 7 of the Gender Equality Act of 2013 mandates the Government of Malawi to ensure that institutions and employers have developed and are implementing policies and procedures to eliminate Sexual Harassment in the workplace. As part of GRM, all the sites where construction works are taking place shall be required to have GBV action plans to guide them in handling GBV/SEA/SH-related grievances. (annex 3 GBV action plan template). Once the GBV service provider is will be introduced through district councils and consultants. The GBV service provided will therefore be linked to all the GRMCs and key stakeholders at all levels to facilitated referral and reporting of GBV/SEA/SH related cases.

TABLE 3-4: PROCEDURES TO BE FOLLOWED WHEN HANDLING CASES OF GBV AND OTHER SPECIAL CASES UNDER THE RCRP-2

SN	TYPE OF CASE	LEVEL OF PRIORITY	PROCESS TO BE UNDERTAKEN	PROCEDURE FOR HANDLING THE CASE
1	Sexual Abuse	High	- A criminal case can be instigated or the survivor can report directly to the community-based victim support unit, police victim support unit or One Stop Centre. - If reported to a committee member, the case should be referred to a community-based victim support unit, police victim support unit or One Stop Centre. - Other referral points are health centers, child protection extension workers or community development assistant (CDA). - Reporting can also be done through other GBV and child protection platforms (like the national toll-free line 116). The programme has its toll-free line for reporting of cases - Ensure that the survivor is referred to health facility within 72 hours of reporting/identification of the case. - Complete the incident form as provided in annex and submit to the Bank through the PCU within 48 hours of the case's identification	- The victim should be treated with respect and dignity. - The PAP should be given adequate referral information. - With the survivor's consent, the committee member can accompany the PAP to the referral point. - The survivor should be assured of confidentiality and the name of the survivor will not be recorded on the GRM Form or in any report. However, if given consent the GBV Champion will collect all the information on the perpetrator for redress. - If the perpetrator is a participant in the programme and has not been reprimanded by law, the committee shall refer the case to the district committee for guidance.
2	Physical Abuse	High	- The Survivor can report directly to the community or police victim support unit. - The Survivor can direct the grievance to the committee. - Assessment of injury can be undertaken, and reference could be made to the victim support unit or health centre. - Investigation of the case should be initiated by the committee. - If the case involves a person in authority, a referral to a higher committee could be made.	- The survivor should be treated with respect and dignity. - A detailed account of the complaint, including information about the perpetrator, should be taken. - Investigation of the issue should be initiated. - The committee should agree on the resolution and communicate it to the PAP. - The survivor should be given adequate referral information in the event the case cannot be handled at that committee level or if there are grounds for a criminal charge. - A foreman or committee member found to be guilty of such an offence shall be removed from the programme.

SN	TYPE OF CASE	LEVEL OF PRIORITY	PROCESS TO BE UNDERTAKEN	PROCEDURE FOR HANDLING THE CASE
3	Economic Abuse	Medium	• The survivor can report to the committee. • The committee will investigate the case if the perpetrator is from the community or within the programme structure. • If the case is domestic, the committee member will support by referring the case to the social welfare office or other non-government structure.	• A detailed account of the complaint, including information about the perpetrator, should be taken. • Investigation of the case should be initiated. • The committee should agree on the resolution and communicate it to the survivor. • The survivor should be given adequate referral information in the event the case cannot be handled at that committee level. • A foreman or committee member found to be guilty of such an offence shall be removed from the programme.
4	Psychological Abuse	Medium	• The survivor can report to the committee. • The committee will investigate the case if the perpetrator is from the community or within the programme structure. • If the case is domestic, the committee member will support by referring the case to the social welfare office or other non-government structure.	• A detailed account of the complaint, including information about the perpetrator, should be taken. • Investigation of the case should be initiated. • The committee should agree on the resolution and communicate it to the survivor. • The survivor should be given adequate referral information in the event the case cannot be handled at that committee level. • A foreman or committee member found to be guilty of such an offence shall be removed from the programme.

SN	TYPE OF CASE	LEVEL OF PRIORITY	PROCESS TO BE UNDERTAKEN	PROCEDURE FOR HANDLING THE CASE
5	Violence Against Women and Girls	High	- A criminal case can be instigated or the survivor can report directly to the community-based victim support unit, police victim support unit or One Stop Centre. - If reported to a committee member, the case should be referred to a community-based victim support unit, police victim support unit or One Stop Centre. - Other referral points are health centers, child protection extension workers or community development assistant (CDA).	- The victim should be treated with respect and dignity. - The PAP should be given adequate referral information. - With the survivor's consent, the committee member can accompany the PAP to the referral point. - The survivor should be assured of confidentiality and the name of the survivor will not be recorded on the GRM Form or in any report, However, if given consent the GBV Champion will collect all the information on the perpetrator for redress. - If the perpetrator is a participant in the programme and has not been reprimanded by law, the committee shall refer the case to the district committee for guidance.
6	Child labour	High	- The survivor or any member who has identified the case can report to the committee immediately - The survivor should be administered first aid and referred to a health facility for medical support - The incident form (as provided in the annex...) should be completed and submitted to the bank through the PCU within 48 hours.	- The survivor should be treated with respect and dignity. - A detailed account of the complaint, including information about the perpetrator, should be taken. - Investigation of the issue should be initiated. - The committee should agree on the resolution and communicate it to the PAP. - The survivor should be given adequate referral information in the event the case cannot be handled at that committee level or if there are grounds for a criminal charge. - A foreman or committee member found to be guilty of such an offence shall be removed from the programme.

SN	TYPE OF CASE	LEVEL OF PRIORITY	PROCESS TO BE UNDERTAKEN	PROCEDURE FOR HANDLING THE CASE
7	Child trafficking	High	- The survivor or any member who has identified the case can report to the committee immediately - The survivor should be administered first aid and referred to a health facility for medical support - The incident form (as provided in the annex...) should be completed and submitted to the bank through the PCU within 48 hours.	- The survivor should be treated with respect and dignity. - A detailed account of the complaint, including information about the perpetrator, should be taken. - Investigation of the issue should be initiated. - The committee should agree on the resolution and communicate it to the PAP. - The survivor should be given adequate referral information in the event the case cannot be handled at that committee level or if there are grounds for a criminal charge. - A foreman or committee member found to be guilty of such an offence shall be removed from the programme.
8	Injuries and fatal accidents (leading to deaths)	High	- The survivor or any member who has identified the case can report to the committee immediately. - The survivor should be administered first aid and referred to a health facility for medical support - The incident form (as provided in annex 4) should be completed and submitted to the bank through the PCU within 48 hours.	- The survivor should be treated with respect and dignity. - A detailed account of the incident to avoid any recurrence should be taken. - Investigation of the issue should be initiated. - The survivor should be given adequate referral information in the event the case cannot be handled at that committee level or if there are grounds for a criminal charge.

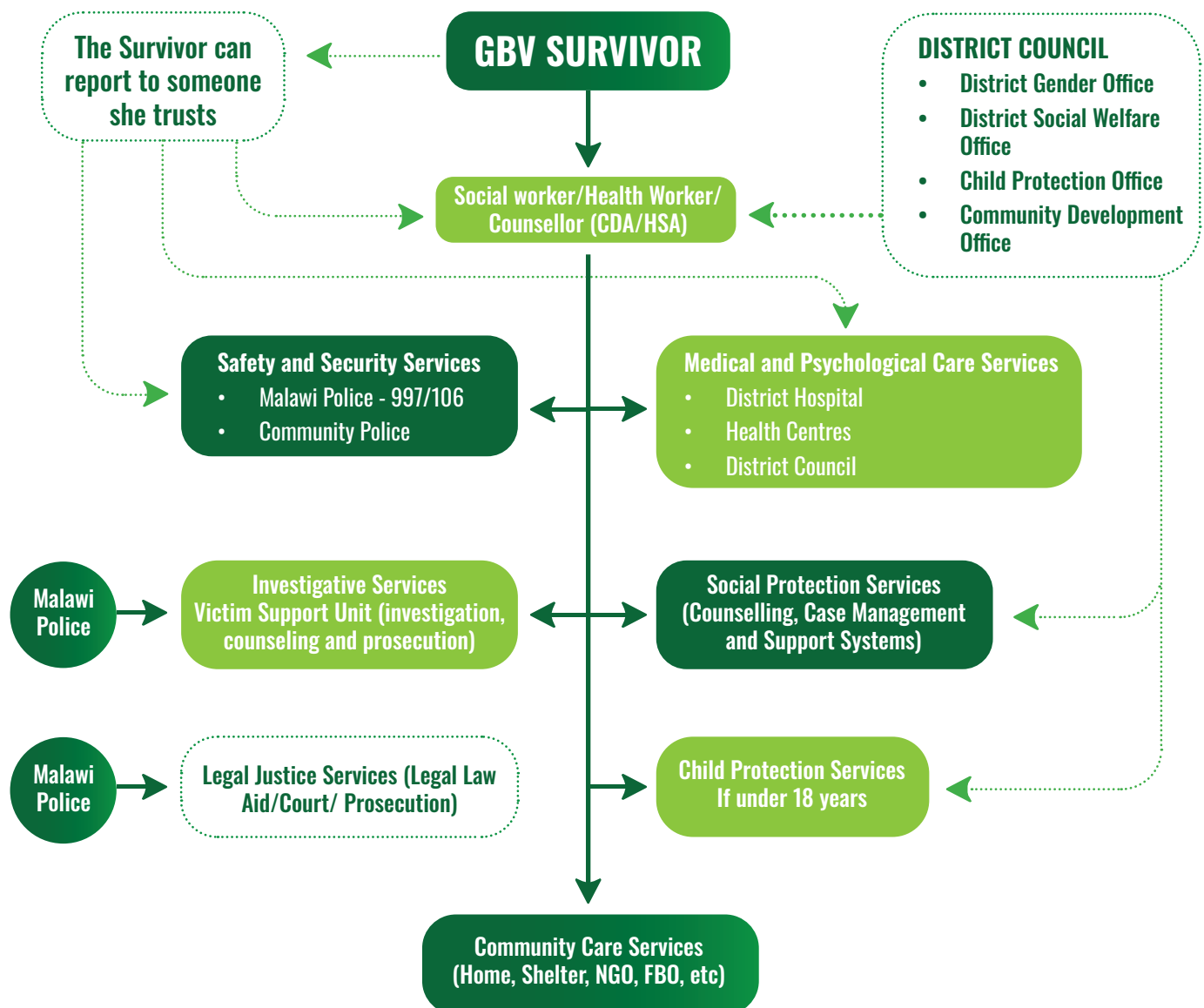
LIST OF ANNEXES

ANNEX 1: THE SURVIVOR-CENTERED GUIDELINES IN HANDLING SENSITIVE CASES, I.E. GBV, SEA/SH, HIV/STIS RELATED CASES

1	WHEN A CASE HAS BEEN IDENTIFIED: A SURVIVOR OR OTHER REPORTING PARTY DISCLOSES VIOLENCE TO A PERSON SHE/HE TRUST OR THE GRM COMMITTEE OR GBV SERVICES PROVIDER GUIDELINES • Be patient, a good listener(s), don't be judgmental, show care and believe in the survivor • NEVER BLAME THE SURVIVOR, reassure him/her that he/she will be assisted accordingly • When handling the case, always follow the guiding principles of CONFIDENTIALITY, SAFETY, DIGNITY and RESPECT • Conduct discussions with the survivor in a safe and private setting with same-sex staff - NEVER talk to the survivor in public where others can hear the conversation • Ask only relevant questions; avoid the survivor having to repeat his/her story multiple times: DO NOT press for information the survivor does not want to share; DO NOT ask the survivor why it happened: DO NOT try to investigate - you are not the police. Your role is to believe her/him and support her/him. • At all times, prioritize the HEALTH, SAFETY AND SECURITY of the survivor, as well as involved staff/witnesses, volunteers and service providers. • Remain aware of the increased risk associated with survivor reporting GBV and ensure no actions are taken that shall increase the risk or do harm or recurrence of the violence to the same survivor or another person. • Work with the survivor to identify someone in his/her community, i.e that he/she trusts (such as a friend, relative and community member) who he/she can turn to for support if needed • Provide reliable and comprehensive information on the available services and support to victims of GBV.	
2	For a child (Any person under the age of 18) • The BEST INTEREST of the child shall always have highest priority. • Participation in decision making must be based on the age and maturity of the child. • According to Child Care, Protection and Justice Act (Section 36). all cases of abuse of children should be reported to the relevant authorities.	For an adult (Any person above the age of 18) • No decision should be made without the informed consent of the survivor. No information should be shared to anyone without consent of the survivor. Allow the survivor to make decision regarding her case including access to services. However, support him/her with adequate information to help her in making the decisions.
3	For children's- immediate response Prioritise security and safety! IF THERE IS AN IMMEDIATE RISK OF SAFETY TO THE SURVIVOR AND IT IS A LIFE-THREATENING CONCERN Contact competent authorities i.e. police, community police forum or other appropriate emergency support i.e available safe house - community based or external - ONLY IF this option WILL NOT Increase risk. However, health support should also be prioritized	For adults if the survivor has given his/her informed consent Prioritise urgent health care!

4	SEXUAL VIOLENCE Ensure Immediate access to available medical care (within 3 days / 72 hours for PEP, for EC and HIV/STI prevention) . However, the cases need to be reported immediately for other services.			
	PHYSICAL VIOLENCE Seek medical care if he/ she is experiencing pain, bleeding or requires treatment for non- sexual violence Injuries			
5	AFTER URGENT NEEDS ARE MANAGED. -OR SURVIVOR DOES NOT HAVE URGENT MEDICAL OR SAFETY NEEDS. CONSIDER OTHER SERVICES BASED ON OTHER NEEDS, REFER TO AVAILABLE SERVICES AND SUPPORT			
	SURVIVOR-CENTERED MULTI-SECTORAL RESPONSE: A Survivor-centered approach means ensuring survivors can access appropriate, accessible, and good quality multi sectoral services including health care, psychological and social support, security and legal services.			
	MEDICAL SUPPORT	CASE MANAGEMENT AND PSYCHOLOGICAL SUPPORT	SECURITY & SAFETY	LEGAL ASSISTANCE & JUSTICE
	- District Hospital - One-Stop Centre - Community Hospital - Health center - Health Surveillance Assistant.	- DSWO - CPW - PVSU - CVSU - National Child Helpline - 116 - National GBV Helpline – 5600. - RCRP-2 grievance toll free line - NGO/CBO/FBO	- District Police - Police unit - Community - Forum - VSU - CVSU	- Magistrate Court - Child Justice Court - Paralegals - NGO/CBO/FBO

ANNEX 2: GBV/SEA/SH REFERRAL PATHWAY



ANNEX 3: GBV ACTION PLAN TEMPLATE

RISKS AND CONSIDERATIONS	GBV PREVENTION MITIGATION	INDICATORS	RESPONSIBLE	TIMELINE
e.g Women and girls are generally exposed to exclusion and Are vulnerable to SEA/SH at the construction site	e.g. Education and raising of awareness for women on SEA/SH. Project beneficiaries will be made aware of the laws, reporting channels and services they can receive in case of an incident.	# of awareness sessions held in communities	Implementation: PCU and GBV Service Provider and Contractors	Prior to commencement of sub-project activities
RISKS AND CONSIDERATIONS	GBV PREVENTION MITIGATION	INDICATORS	RESPONSIBLE	TIMELINE
e.g. Women and girls forced into sexual relationships with supervisors in exchange for favors	e.g Identified cases of women and girls being exploited referred to access services	# number of women and girls accessing referral services	PCU, PIU, GBV service provider	During implementation of the projects

ANNEX 4: CGRMC/WARD GRMC/WORKERS CASE LOG AND RESOLUTION FORM

GRIEVANCE LOG & RESOLUTION FORM									
SECTION 1: BASIC INFORMATION									
District:		TA:		GVH:					
Name of the Sub-Project:		Location (Village):		Reporting Date:					
Name of Complainant:		Project Name (Tick below)		Sector		Phone Number		Email Address	
Gender: Male ☐ Female ☐		RCRP-2 ☐							
SECTION 2: DETAILS OF GRIEVANCE									
Referral #	Date Grievance is reported	Is Grievance New or Referral?	Date of follow up/Investigation	Assigned Person					
		New ☐ Referral ☐							
Description of Grievance				Resolution Made					
Category of the Grievance:		Labour ☐		Land ☐		GBV/SEA ☐		Corruption ☐ Other ☐ If Other (Specify)	
Name of the Person recording the issue:									
SECTION 3: CLOSURE									
If case is closed, GRM Committee members & complainant to sign below:									
Name		Signature		Referred to:		Referral Number:		Person assigned to do follow up:	
GRM Committee Chair:				Date of receiving a Referral:					
Affected Person:				Resolution made:					
GRM Committee Secretary:									
SECTION 5: GRIEVANCE SUBMISSION RECEIPT									
Grievance:				Form Number:					
TA				Case Status:		New		Referral	
Name of Complainant				Reported to:		Phone # for follow up:			
Signature of Complainant				Signature:		Date:			

ANNEX 6 : GRM CASE REGISTER FORM

RCRP-2 GRM REGISTER										CLOSING DATE
SN	DATE GR LAUNCH	GRIEVANT	DEFENDANT	T/A	DIS-TRICT	CATE-GORY	ISSUE	RESOLUTION		
								In progress	Closed	Referral
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
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