



MALDIVES ENHANCING EMPLOYABILITY AND RESILIANCE OF YOUTH
PROJECT (MEERY)

Grievance Redressal Procedure

P163818

THE MINISTRY OF ECONOMIC DEVELOPMENT
THE MINISTRY OF HIGHER EDUCATION

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1. Introduction

The Grievance Redressal Procedure (GRP) of the MEERY project aims to ensure that any grievances and complaints related to the project are promptly reviewed and addressed by responsible personnel/units. The GRP will facilitate prompt responses to grievances by providing support to the Project team to address the issues raised in a quick and effective manner. The responsible staff will manage the GRM system and ensure that all related parties (the World Bank, relevant Ministries, Local Councils, etc.) are well informed and involved in resolving grievances brought forward by a complainant.

2. Grievance Submission

The grievance/complaint can be filed by individuals or communities, who believe they are directly and adversely affected by the Project.

This includes all groups from project beneficiaries, project stakeholders, to the wider citizenry. Individuals or communities may utilize the GRM to submit complaints as well as to provide suggestions and feedback.

3. Eligibility Criteria

The complaints and grievances are eligible to be reviewed if below conditions are met:

1. The complaint relates to MEERY project (components, activities) that is under preparation, active, or has been closed for less than 15 months.
2. The complaint is submitted by individuals or communities affected by MEERY project (components, activities), or by their authorized representative; and
3. The complainant(s) allege that they have been or will be affected by the MEERY project (components, activities).
4. Grievances/complaints related to the design or suitability of the MEERY activities and policies.

There is no charge for making a complaint or conveying comments and/or suggestions.

The following will not be handled under the Grievance redressal procedure

- Grievances/complaints not related to the MEERY project.
- Grievances/complaints related to the government policies and procedures.

For grievances that do not meet the eligibility criteria, the complainant will be informed about it and the reason for not meeting the criteria.

All inquiries will be kept confidential and aggrieved parties will be able to send complaints anonymously.

4. Grievance Channels

The project establishes the following channels through which citizens/beneficiaries can make complaints regarding project funded activities.

- a. Via email: feedback.pmu@mohe.gov.mv
- b. Via the MEERY project website: <https://meeryproject.mohe.gov.mv/>
- c. Via mail/letter sent to:
 - Project Management Unit (PMU)
 - Ministry of Higher Education
 - Fen Building, 4th Floor, Ameenee Magu,
 - Male', Republic of Maldives
- d. Via feedback forms from project related meetings, seminars, workshops, trainings, and events can be submitted anonymously.
- e. Via feedback boxes at subproject sites.
- f. Direct messages through social media platforms
 - i. Facebook
 - ii. Twitter
 - iii. Instagram
 - iv. Viber (+960 9139292)

5. Content of a Grievance

The following information should be conveyed by the complainant:

Mandatory Requirements

a. *Subject matter of a grievance:*

A grievance must allege actual or potential harm resulting from the MEERY project.

b. *Substance of a grievance:*

The grievance must state the adverse impact(s) allegedly caused or likely to be caused by the Project. This should be supported by available documentation and correspondence, where possible and appropriate.

Optional Requirements

- a. Identify the individual(s) submitting the complaint
- b. Specify if the complaint is submitted by a representative of the person(s) or community affected by the project
- c. if the complaint is submitted by a representative, include the name, signature, contact details, and written proof of authority of the representative

6. GRP Stages

Stage	Responsible Staff	PMU
<p>Registering and sorting the grievance:</p> <p>Social Safeguard Specialist of MoHE will register and sort the complaint and update log the details into the shared Grievance Master Registry.</p>	Social Safeguard Specialist	MoHE
<p>Emailing to relevant PMU:</p> <p>Social Safeguard Specialist of MoHE will forward the complaints related to MoED activities to the Communications and Social Safeguard Specialist of MoED via email.</p>	Social Safeguard Specialist	MoHE
<p>Acknowledgement and follow up:</p> <p>The Social Safeguard Specialist / Communications and Social Safeguard Specialist of relevant PMU will communicate the timeframe and course of action to the grievant by email within 5 (five) working days of receipt of the grievance.</p>	Social Safeguard Specialist / Communications and Social Safeguard Specialist	MoHE & MoED
<p>Updating the Grievance Register:</p> <p>The Social Safeguard Specialist / Communications and Social Safeguard Specialist of relevant PMU should keep updating the Grievance Register with the details of communications and course of actions regarding the grievance.</p>	Social Safeguard Specialist / Communications and Social Safeguard Specialist	MoHE & MoED
<p>Verification:</p> <p>The Social Safeguard Specialist / Communications and Social Safeguard Specialist of relevant PMU should verify the grievance through documents, site visits and other necessary means related to the submitted grievance and prepare for the investigation.</p>	Social Safeguard Specialist / Communications and Social Safeguard Specialist	MoHE & MoED
<p>Investigation:</p> <p>The Social Safeguard Specialist / Communications and Social Safeguard Specialist of relevant PMU is responsible to investigate the complaint and gather facts and necessary information. For Level 1 grievance, the investigation is conducted by the safeguard specialist.</p>	Social Safeguard Specialist / Communications and Social Safeguard Specialist Grievance Redress Committee (GRC)	MoHE & MoED

For Level 2 grievance, the investigation is referred to the Grievance Redress Committee.		
<p>Deciding on actions:</p> <p>The results of the verification, investigation and the proposed response to the complainant is presented for consideration to the Project Manager and Project Director.</p> <p>For Level 2 grievances, the Grievance Redress Committee assists in proposing the course of the action and response.</p>	<p>Project Director Social Safeguard Specialist / Communications and Social Safeguard Specialist Grievance Redress Committee (GRC)</p>	<p>MoHE & MoED</p>
<p>Taking actions:</p> <p>The Social Safeguard Specialist / Communications and Social Safeguard Specialist communicates to the complainant the proposed action(s) and how to appeal the action(s) decided in the case via letter or email</p>	<p>Project Director Social Safeguard Specialist / Communications and Social Safeguard Specialist</p>	<p>MoHE & MoED</p>
<p>Monitor and evaluate the process:</p> <p>The M&E Specialist with guidance from Project Manager will monitor and evaluate the grievance process.</p>	<p>M&E Specialist Project Manager</p>	<p>MoHE & MoED</p>
<p>Provide feedback:</p> <p>The Social Safeguard Specialist / Communications and Social Safeguard Specialist will request feedback from the complainant as to whether she/he deems the action(s) satisfactory, and this will be recorded along with the details of the complaint and the response taken.</p>	<p>Project Director Social Safeguard Specialist / Communications and Social Safeguard Specialist</p>	<p>MoHE & MoED</p>

7. Tiers of Grievance Redress Mechanism

Level 1: Subproject level

Tier	Focal Point for Contact	Procedure	Timeframe to address the grievance
Level 1: Subproject Level	Project Implementing Agency at the Subproject Site/ Social Safeguard Specialist	<p>1. GRM should be publicly displayed at the subproject site, outlined in official website and social media pages of the project.</p> <p>The aggrieved party must submit an official complaint to either the project management unit (PMU) or the implementing agency via one of the methods stated in Section 4. A feedback box should be installed at all relevant subproject sites as well.</p> <p>The grievance should be forwarded to the Social Safeguard Specialist of the respective PMU by the implementing agency/recipient within 2 (two) working days of receipt.</p> <p>Upon the receipt of the grievance, the Social Safeguard Specialist will review and sort the complaint. He/She will determine if the grievance meets the eligibility criteria. If the grievance meets the eligibility criteria, it will be entered into the database and the grievance redressal process will begin. The database will be confidential, with access limited to relevant PMU staff and the World Bank task team leader (TTL).</p> <p><i>For grievances that do not meet the eligibility criteria, the complainant will be informed about it and the reason for not meeting the criteria.</i></p> <p>Within 5 (five) working days of receipt of the grievance, the Social Safeguard Specialist will notify the grievant of the receipt of the grievance, course of action and request any additional information if required. Simultaneously, the Social Safeguard Specialist will commence the investigation of the</p>	15 working days

		<p>grievance within 4 (four) working days and conduct necessary meetings, alerting relevant members of the grievance redressal committee.</p> <p>Within 15 (fifteen) working days, the relevant committees/staff will review and evaluate the grievance to provide a resolution. The relevant personnel can request for more information from the grievant through the Social Safeguard Specialist if needed, and in certain instances can further refer the grievance to higher authorities or stakeholders for redressal.</p>	
Level 2: Grievance Redress Committee	Social Safeguard Specialist	<p>If the grievance cannot be redressed at Level 1 (depending on the severity of the grievance), it must be referred to the Grievance Redress Committee (GRC) with reasons for the referral within 10 (ten) working days of receipt of the grievance. The GRC must then decide on a resolution and share it with the relevant PMU staff within 15 (fifteen) working days of referral.</p> <p>The GRC is formed by the relevant ministry based on needs basis.</p> <p>Once a resolution is decided, it must be communicated to the grievant within 3 (three) working days. The report of the members of the GRC shall be recorded in writing and attested copies shall be provided to the parties. The decisions taken during negotiations and GRC meetings must be formally recorded for future reference.</p> <p>Once the grievance is redressed, the relevant documents will be recorded, published on the website and the monitoring process will start.</p>	28 days
Level 3: Grievance Redress Service (GRS)	World Bank	<p>All stakeholders have the opportunity to submit a grievance related to the project through World Bank's GRS.</p> <p>For information on how to submit a complaint to the World Bank's corporate GRS, the grievant may visit http://www.worldbank.org/GRS</p>	-

Judiciary Power/ Assistance to Vulnerable Persons beyond the Project's Grievance Redress Mechanism	Judiciary system	The legal system is accessible to all aggrieved persons. It is an option available for an aggrieved person and/or community in cases where the other levels of the grievance redressal mechanism has not been effective.	-
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Note: The World Bank will be kept informed, and where necessary, consulted on World Bank requirements during the process of grievance resolution, and on the outcome of the process.

MEERY: Grievance Redressal Procedure

Level 1 Grievance

Level 2 Grievance

