



## **EMERGENCY FLOOD ASSISTANCE PROJECT (EFAP)**

**On-Farm Water Management (OFWM) - Balochistan**

**Pakistan**

**Project Number: 56312**

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## **Grievance Redressal Mechanism**

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**LIST OF ABBREVIATIONS**

ADB	Asian Development Bank
CRP	Compliance Review Panel
CBO	Community-Based Organization
DGRC	District Grievance Redressal Redressal Committee
EFAP	Emergency Flood Assistance Project
ESMF	Environmental and Social Management Framework
GRM	Grievance Redressal Mechanism
GRC	Grievance Redressal Committee
GBV	Gender-Based Violence
GPN	Good Practice Note
IEC	Information, Education, and Communication
LGRC	Local Grievance Redressal Committee
NGO	Non-Governmental Organization
PAP	Project Affected Person
PMO	Project Implementation Office
PSMC	Project Supervision Management Consultants
SEAH	Sexual Exploitation, Abuse, and Harassment
SVAC	Sexual Violence against Children
TOR	Terms of reference
TA	Technical Assistance
UN	United Nations

## Table of Content

<b>1.0</b>	<b>BACKGROUND OF THE PROJECT</b>	<b>7</b>
1.1	Overview of the Emergency Flood Assistance Project in Pakistan	7
1.2	Project Outputs	7
1.3	Role of On-Farm Water Management Balochistan	8
<b>2.0</b>	<b>GRIEVANCE UNDER THE EFAP</b>	<b>8</b>
2.1	Justification for Grievance Redressal Mechanism	9
2.2	Implications for not having a GRM	10
2.3	Overview of the EFAP GRM	10
2.4	Purpose of GRM	11
2.5	The Objective of GRM	11
2.6	Principles of Grievance Redress Mechanism	12
<b>3.0</b>	<b>THE GRM STRUCTURE</b>	<b>12</b>
3.1	Grievance Redressal Committees in OFWM Component	13
3.2	Empowering Women through Representation in GRC in Balochistan	13
3.3	Level 1: Local Grievance Redress Committee	14
3.3.1	Building Capacity of LGRC for effective Grievance redressal	15
3.3.2	Terms of Reference for the LGRC/Affected Person Committee	15
3.4	Level 2: District Grievance Redressal Committees	16
3.4.1	Terms of Reference for the DGRC	17
3.4.2	Meetings and Reporting	18
3.4.3	Review and Amendment	19
3.5	Level: 3 Role of GRC at PMO Level	20
3.5.1	Terms of reference for GRC at PMO	21
3.5.2	Reporting Mechanism	21
3.5.3	Monitoring and Follow-Up	22
3.6	Other Distinct Avenues	22
3.6.1	ADB Accountability Mechanism	22
3.6.2	The Problem-Solving Function	22
3.6.3	The Compliance Review Function	23
3.6.4	Court of Law	23
<b>4.0</b>	<b>THE GRM PROCESS IN OFWM</b>	<b>24</b>
4.1	Grievance Reporting Office	24
4.2	Focal Person(s)	25
4.3	Complaint Box and Complaint Register	25
4.4	Women's Issues and Grievances in the Project	25
4.5	Women's Access to the Complaint Centers	25
4.6	Receiving and Recording Grievances	26
4.7	Acknowledging Grievance	26
4.8	Screening/Sorting of Grievances	26
4.9	Verification of Complaint & its Investigation	27

4.10	Redressal Actions	27
4.11	Feedback Mechanism	27
4.12	Grievance Tracking Log	28
4.13	Closure of Complaint	28
4.14	Right of Appeal	28
<b>5.0</b>	<b>IMPLEMENTATION AND AWARENESS CREATION</b>	<b>28</b>
5.1	Disclosure of the GRM	29
5.2	Grievance Prevention	29
5.3	Fair Allocation Procedure for Project Benefits in OFWM Agriculture Component.	30
5.4	Timelines for Grievance Handling	31
<b>6.0</b>	<b>GENDER-BASED VIOLENCE, SEXUAL EXPLOITATION AND ABUSE, SEXUAL HARASSMENT, AND SEXUAL VIOLENCE AGAINST CHILDREN COMPLAINTS.</b>	<b>31</b>
<b>7.0</b>	<b>STAKEHOLDER ENGAGEMENT AND COLLABORATION</b>	<b>32</b>
<b>8.0</b>	<b>GRM MONITORING AND EVALUATION</b>	<b>33</b>
<b>9.0</b>	<b>CONCLUSION</b>	<b>34</b>
<b>ANNEX:</b>		
1.	Typical Complaint Resolution Flowchart For ADB-Assisted Projects	35
2.	Flow Chart Of Grievance Redress Mechanism For EFAP	36
3.	Grievance Registering Form/Application – EFAP	37
4.	Resolution Form For Local Grievance Redressal Committee	38
5.	Grievance Receipt Form	40
6.	Format For Recording the Proceedings Of Grievance - PIU/PMO – EFAP	41
7.	Overall project grievance tracking log – EFAP	42
8.	Grievance Closure Form – EFAP PIU/PMO	43

## DEFINITION OF CONCEPTS AND TERMINOLOGY

The definitions below can be helpful for understanding the Grievance Mechanism.

**Complaint or Grievance:** Complaints or grievances are an expression of dissatisfaction or discontent stemming from a real or perceived impact of a company's business activities. Complaints can range from commonly occurring, relatively minor problems to more entrenched or serious ones that have the potential to become a source of significant resentment. When people present a complaint to the company, they generally expect to receive a specific response or resolution. The terms complaint and grievance are used interchangeably in this document, without presuming differences in scale, complexity, or seriousness.

**Claim:** An expression of dissatisfaction that explicitly or implicitly includes a request for action by a Complainant. This more or less explicitly requested action, can be a reparation for damage suffered and/or a corrective action. In the context of the EFAP, a claim is any contention by a stakeholder about the said project in relation to the damage caused during the implementation of the activities with a view to restoring the right and/or repairing it.

**Conflict/Dispute:** This is the observation of opposition between two or more people or entities who have differing ideas or opinions and where the expectations of some are often at odds with the expectations of others. Conflict is charged with emotions such as anger, frustration, fear, sadness, resentment, and disgust. Sometimes it can be made of aggression and violence.

**Closed Complaint:** A complaint that has been received and for which no further action is required (for which the proposed solutions have been implemented).

**Feedback:** Feedback is a comment or concern that can be positive or negative but does not require a formal response. It provides useful insights into how the PGM is perceived by stakeholders or how it is being implemented. Comments of this nature can be addressed informally during program monitoring visits.

**Gender-based violence:** It is an act of nature to cause harm or physical, sexual, or psychological suffering to women and/or men, including threats through such acts, coercion, or arbitrary deprivation of freedom.

**Grievance Mechanism Channels, and Procedures:** (a) Different ways in which users can submit their grievances, which may include submissions in person, by phone, text message, mail, e-mail, or via a website; (b) A log where grievances are registered in writing and maintained as a database; (c) Publicly advertised procedures, setting out the length of time users can expect to wait for acknowledgment, response, and resolution of their grievances; (d) Transparency about the grievance procedure, governing structure and decision makers; and (e) An appeals process (including the national judiciary) to which unsatisfied grievances may be referred when the resolution of grievance has not been achieved.

**Resolved Complaint:** A complaint that has been resolved and for which the complainant is satisfied with the outcome.

**Sexual abuse:** actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions (See UN Glossary on Sexual Exploitation and Abuse 2017)<sup>1</sup>. This is an action of a sexual nature that hurts or is likely to hurt, physically or emotionally, involving a partner. It is also an act of physical mistreatment for sexual purposes and/or involving injury to the genital area of a person under duress.

**Sexual harassment:** Any unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature.

**Stakeholder refers to individuals or groups who:** (a) are affected or likely to be affected by the project (project-affected parties); and (b) may have an interest in the project (other interested parties).

**Violence against Children:** Violence against children includes all forms of violence against people under 18 years old. For infants and younger children, violence mainly involves child maltreatment (i.e. physical, sexual, and emotional abuse and neglect) at the hands of parents and other authority figures. Boys and girls are at equal risk of physical and emotional abuse and neglect, and girls are at greater risk of sexual abuse. As children reach adolescence, peer violence and intimate partner violence, in addition to child maltreatment, become highly prevalent.<sup>2</sup> This violence has a lifelong impact on health and well-being.

**Violence against women/girls:** According to the GPN, Article 1 of the 1993 UN Declaration on the Elimination of Violence against Women<sup>3</sup> defines violence against women as any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life. Article 2 of the Convention further states that violence against women shall be understood to encompass, but not be limited to, the following: (a) physical, sexual, and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence and violence related to exploitation; (b) physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women and forced sex work; (c) physical, sexual and psychological violence perpetrated or condoned by the State, wherever it occurs. The term violence against women and girls is also used.

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<sup>1</sup> 3United Nations (2017). Glossary on Sexual Exploitation and Abuse, Second Edition.

[https://hr.un.org/sites/hr.un.org/files/SEA%20Glossary%20%20%5BSecond%20Edition%20-%202017%5D%20-%20English\\_0.pdf](https://hr.un.org/sites/hr.un.org/files/SEA%20Glossary%20%20%5BSecond%20Edition%20-%202017%5D%20-%20English_0.pdf)

<sup>2</sup> See World Health Organization, "Violence Against Children" <https://www.who.int/health-topics/violence-against-children> tab=tab\_1 (accessed July 23, 2021)

<sup>3</sup> <https://www.ohchr.org/en/instruments-mechanisms/instruments/declaration-elimination-violence-against-women>

## 1. BACKGROUND OF THE PROJECT

1.0 Pakistan is a country prone to floods and ranks among the top 10 nations most severely affected by climate change globally. In the period from April to June 2022, it witnessed an unprecedented heat wave followed by an extended and intense monsoon season that swept across the entire nation. Consequently, Pakistan endured the most devastating flooding in a century, characterized by the bursting of glacial lakes, overflowing rivers, flash floods, and landslides. The economic challenges faced by Pakistan were already substantial due to the global rise in prices, and the catastrophic floods of 2022 further compounded this situation. Official declarations have been made, designating more than half of the country's districts as calamity-affected areas. Disturbingly, out of the 25 poorest districts in Pakistan prior to the floods, 19 of them were declared calamity-affected, exacerbating the plight of the already impoverished population and plunging them into acute poverty. The destructive floods claimed the lives of 1,739 individuals, injured 12,867, and leftover 2 million houses destroyed or damaged by November 18, 2022. The magnitude of the floods impacted approximately 33 million people, accounting for 14.5% of the country's total population. The provinces of Baluchistan and Sindh were hit hardest, with more than 80% of their land area bearing the brunt of the floods. These regions experienced a staggering 500% increase in monsoon rainfall compared to the average recorded over the past three decades, resulting in substantial devastation to lives, infrastructure, and the livelihoods of the affected population.<sup>4</sup>

### 1.1 Overview of the Emergency Flood Assistance Project in Pakistan

2. The Emergency Flood Assistance Project (EFAP) was prepared in response to the Government of Pakistan's request to the Asian Development Bank (ADB) on 6 October 2022 for assistance in the country's flood response. The EFAP will contribute to the economic recovery of flood-ravaged provinces of Baluchistan, Khyber Pakhtunkhwa, and Sindh while building longer-term resilience. It will finance the rehabilitation and reconstruction of high-priority transport (roads and bridges), irrigation, drainage, flood risk management, and on-farm water management infrastructure damaged by the devastating floods. The EFAP will also support the restoration of economic productivity and livelihoods of flood-affected rural populations. The project is part of ADB's multitier flood response to Pakistan and was designed in close coordination and cooperation with the World Bank.<sup>5</sup>

### 1.2 Project Outputs<sup>6</sup>

3. The project will have three outputs. These investments will help reestablish intra- and interregional connectivity and accessibility to boost economic activities. They will also increase

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<sup>4</sup>Project Administration Manual Emergency Flood Assistance Project, November 2022, Project Number: 56312-001

<sup>5</sup>Project Administration Manual Emergency Flood Assistance Project, November 2022, Project Number: 56312-001

<sup>6</sup>Project Administration Manual Emergency Flood Assistance Project, November 2022, Project Number: 56312-001

the resilience of inputs (supply chain connectivity, water availability, flood protection, and farm inputs) and outputs (connectivity to market) necessary to restore livelihoods.

**Output 1: Flood-damaged roads and bridges in project areas rehabilitated and reconstructed.**

The output involves rehabilitating and reconstructing 400 km of highways and roads in Sindh, including a major national highway, as well as constructing 30 bridges in Sindh, Khyber Pakhtunkhwa, and Baluchistan. These initiatives aim to improve accessibility and connectivity for post-flood recovery. Climate resilience and safer road design will be integrated into the projects. Additionally, information campaigns on gender-based violence prevention will be conducted, empowering women to ensure personal security. Women will also receive training in sustainable agriculture and nutrition to enhance food production and provision for their families.

**Output 2: Flood-damaged irrigation, drainage, and flood risk management infrastructure in Baluchistan and Khyber Pakhtunkhwa rehabilitated and/or upgraded.**

4. This output focuses on strengthening and rehabilitating priority irrigation structures, including diversions, storage and conveyance systems, drainage channels, and flood risk management structures in Baluchistan and Khyber Pakhtunkhwa. The infrastructure will be upgraded with multi-hazard-resilient design and nature-based solutions. In Khyber Pakhtunkhwa, around 80 irrigation and drainage structures will be restored and upgraded, while 43 flood risk management structures will be strengthened. Similarly, in Baluchistan, over 43 irrigation systems and 37 flood risk management infrastructures will undergo similar interventions. Women in these communities will also receive education on gender-based violence prevention and gain skills in sustainable agriculture and nutrition.

**Output 3: Rural livelihood systems in Baluchistan restored**

5. This output will restore and strengthen about 200 on-farm small-scale water storages, introduce 80 high-efficiency irrigation systems, and improve 500 farm channels, 100 diversion structures, and farm embankments. In addition, 200 dug wells and 13,000 hectares of flood-damaged land will be improved in flood-affected districts of Baluchistan.

### **1.3 Role of On-Farm Water Management Balochistan**

6. The On-Farm Water Management department plays a crucial role in the broader context of the Emergency Flood Assistance Project, focusing on the rehabilitation and reconstruction of essential infrastructure to enhance agricultural resilience and water resource management in flood-affected areas. Within EFAP, OFWM activities address the aftermath of flooding by revitalizing key components of agricultural infrastructure, thereby supporting the recovery and sustainability of agricultural practices in affected regions. OFWM aims to rehabilitate and reconstruct various components essential for effective water management and agricultural productivity. These components include water ponds, water courses, PVC pipe installations, dug wells, Bandat, high-efficiency irrigation systems, land leveling, and water diversion structures. By reviving these infrastructure elements, OFWM seeks to mitigate the adverse effects of flooding, optimize water usage, and enhance agricultural productivity in flood-prone areas.



## 2.0 GRIEVANCE UNDER THE EFAP

7. A grievance is a formal or informal complaint, concern, or dissatisfaction expressed by an individual or a group of individuals regarding a real or perceived injustice, unfair treatment, violation of rights, or any issue they find unsatisfactory within an organization, community, or any specific context. Grievances can relate to various aspects, such as employment conditions, working conditions, service delivery, civil rights, or any other matter where individuals believe their rights or expectations have been infringed upon or unmet. Resolving grievances often involves addressing the concerns, investigating the issue, and finding a satisfactory solution or outcome to alleviate the dissatisfaction or dispute. Many organizations and institutions have established grievance procedures to handle such complaints in a structured and systematic manner.

8. Grievances under the Emergency Flood Assistance Project are taken with utmost seriousness and diligence. The project's primary objective is to provide timely relief and support to communities affected by flooding, and addressing grievances is an essential part of ensuring the project's effectiveness. A dedicated grievance redressal mechanism has been put in place to receive, investigate, and resolve complaints from beneficiaries, stakeholders, or the public. All grievances shall be handled transparently and fairly. The project team is committed to maintaining open lines of communication, ensuring that any concerns or issues shall be raised and addressed promptly, allowing for a more responsive and accountable approach to flood relief efforts.

### 2.1 Justification for Grievance Redressal Mechanism

9. A well-structured and effective Grievance Redressal Mechanism is essential for any project, as it serves several critical purposes. Firstly, it promotes transparency and accountability, instilling confidence in all stakeholders that their concerns will be heard and addressed. This, in turn, fosters a positive working environment and strengthens trust between project organizers and participants. Secondly, a grievance redressal mechanism ensures that problems and issues are resolved promptly, preventing them from escalating into major conflicts or roadblocks that could derail the project's progress. Moreover, it can help in identifying systemic issues that may require adjustments in project planning or execution, ultimately enhancing project quality and efficiency. In essence, a robust grievance redressal mechanism is not just a tool for conflict resolution but also a means to improve project management and stakeholder relations, ensuring its overall success and sustainability.

10. Incorporating a Grievance Redressal Mechanism holds significant command in strengthening resilience and proactively identifying and mitigating project risks and their associated impacts right from the early stages of the project's lifecycle. GRM offers a structured and reliable framework for grievance resolution, widely recognized for its effectiveness and equity. When combined with best practices in grievance management, they enable project implementers to pinpoint essential environmental and social management actions, outline provisions for community benefits, and establish comprehensive decision-making processes, all of which are instrumental in averting disruptions during project execution. It is crucial to highlight that by the guidelines set by the Asian Development Bank regarding stakeholder engagement<sup>7</sup> and

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<sup>7</sup> Safeguard Policy Statement Review and Update Stakeholder Engagement Plan <https://www.adb.org/sites/default/files/institutional-document/691456/spru-sep-draft-20210407.pdf>

information disclosure, there is a mandate for establishing an inclusive and responsive grievance mechanism accessible to all parties affected by the project. This mechanism is to be tailored to the specific risks and impacts of the project, ensuring that it meets the requisite standards of fairness and accessibility. A typical Complaint Resolution Flowchart for ADB-Assisted Projects is in (Annex -1) and a specific flowchart for Complaint Resolution is attached in (Annex -2).

11. Overall, the GRM will provide the following benefits to the project and affected persons, among others;

- i. Enhance information sharing about the project;
- ii. Provide a cost-effective method for channeling complaints/ grievances;
- iii. Provide an avenue for resolving grievances and disputes at the lowest project level;
- iv. The community will be able to report their grievances with dignity and also receive a fair hearing;
- v. Facilitate speedy resolution of conflicts before they escalate;
- vi. Facilitate access to information;
- vii. It will help project implementers win the trust and confidence of the community;
- viii. Prevent adverse impacts to the community; and
- ix. Help to avoid project delays and cost overlaps thus improving the quality of work.

## 2.2 Implications for not having a GRM

12. The absence of a Grievance Redressal Mechanism can have far-reaching implications for any project. Without a structured system in place for addressing grievances and conflicts, issues and disputes may fester and escalate, potentially leading to project delays, cost overruns, and even project failure. Additionally, the lack of a GRM can erode trust and confidence among project stakeholders, including investors, participants, and the community at large, which can harm the project's reputation and hinder future endeavors. Moreover, not having a GRM leaves project implementers ill-equipped to identify and address potential environmental, social, or ethical concerns, which could result in regulatory non-compliance, legal challenges, and reputational damage. In sum, the absence of a GRM not only poses immediate challenges for conflict resolution but also exposes projects to significant operational, financial, and reputational risks, making it an indispensable component of any responsible and sustainable project.

## 2.3 Overview of the EFAP Grievance Redressal Mechanism

13. An EFAP Grievance Redress Mechanism encompasses the various components, tools, approaches, and procedures used to seek and provide resolutions for grievances. It delineates the step-by-step process for receiving, evaluating, and addressing concerns and complaints. This mechanism is built on the principle that the activities associated with the EFAP project may give rise to grievances that could potentially have adverse effects on Project Affected Persons (PAPs).

14. This mechanism offers a straightforward means for Project-affected communities and individuals to bring their grievances directly to the attention of the project and ADB Management. The GRM ensures that complaints are promptly forwarded to the relevant Project Task Teams for

a thorough review and appropriate action. Grievances relating to any aspect of the EFAP will be dealt with through negotiations aimed at reaching a consensus between the Project and the PAPs, following agreed principles and procedures. Dedicated Information, Education, and Communication materials (GRM brochures, pamphlets, posters) will be created to help residents in the project areas familiarize themselves with the grievance redress channels and procedures. The overarching aim is to enhance the Bank and EFAP engagement, responsiveness, and accountability in the eyes of the stakeholders. (For information about the ADB Accountability Mechanism, kindly refer to the following URL: <https://www.adb.org/who-we-are/accountability-mechanism/main>.)

15. For effectiveness, the EFAP GRM has been designed to encourage and ensure:

- Transparency, fairness, and inclusiveness;
- Legitimacy and trustworthiness;
- Scaled to the risks and potential adverse social and environmental impacts of the project;
- It is publicized and accessible;
- Appropriately tailored to all potentially affected persons and communities and other interested parties, irrespective of their literacy levels;
- Free of cost for the PAPs and other stakeholders;
- Includes the anonymity option, where feasible, and guarantees confidentiality in handling requests, if so, requested by the complainant;
- Is guided by engagement dialogue; and
- Is it Predictable in terms of process, timeliness, and access to information?

## 2.4 Purpose of GRM

16. The primary purpose of the Grievance Redressal Mechanism is to provide a structured and accessible avenue for individuals and communities to voice their concerns, complaints, and grievances related to EFAP. This mechanism is designed to serve several critical objectives. Firstly, it ensures that stakeholders have the means to seek redress and have their issues addressed promptly and fairly, promoting transparency and accountability. Secondly, the well-functioning GRM will contribute to the early detection and resolution of conflicts and grievances, preventing them from escalating into more significant issues that could disrupt project progress.

17. Beyond conflict resolution, the GRM will also serve as a valuable tool for gathering feedback and identifying areas for improvement within the project. Actively engaging with grievances, helps in making necessary adjustments, enhancing project quality, and refining operations. Moreover, the existence of the GRM will foster trust and positive relationships between stakeholders, reinforcing their confidence in the project's commitment to their well-being.

## 2.5 The Objective of GRM

18. The main objective is to detect and prevent the grievances before they occur, and mitigate their consequences when they occur, as well as prevent them from escalating. The Specific objectives are:

- i. To receive and resolve project-related grievances in a timely, appropriate, and efficient manner;
- ii. To build trust among project staff and communities;
- iii. To promote community empowerment and participation in project decisions that affect them;
- iv. To provide feedback mechanisms to project affected persons on the resolution of their complaints.

## 2.6 Principles of Grievance Redress Mechanism

19. The GRM has been designed according to the following principles;

- i. **Accessibility:** Provides adequate assistance to those who wish to access it, including specific groups such as children, women, and the disabled accessibility needs to take into consideration language, literacy, awareness, finance, distance, or fear of reprisal.
- ii. **Predictability:** Offers a clear and known procedure, with timeframes for each stage, clarity on the types of processes and outcomes it can and cannot offer, and means of monitoring the implementation of any outcome.
- iii. **Fairness:** All decisions shall be perceived as fair and objective, especially in terms of access to information and opportunities for meaningful participation in the final decision.
- iv. **Rights compatibility:** It is with applicable national and international standards; should not restrict access to other redress mechanisms.
- v. **Transparency:** Procedures and outcomes or decisions shall be made public and in a transparent manner.
- vi. **Capability:** Shall have required technical, human, and financial resources to deal with issues at stake.
- vii. **Feedback:** This should serve to channel citizen feedback to improve project outcomes for the people.
- viii. **Legitimate:** Has a clear, transparent, and sufficiently independent governance structure to ensure that there is no bias or interference and the process can be conducted fairly concerning all parties.

## 3.0 THE GRM STRUCTURE

20. The Grievance Redressal Mechanism structure is a crucial component of the project and is designed to provide individuals and stakeholders with a formal channel for expressing their concerns, complaints, or grievances. It serves as a vital platform for ensuring accountability, transparency, and responsiveness in addressing issues that may arise. The GRM structure outlines the procedures, responsibilities, and hierarchy of authorities involved in handling and resolving grievances, contributing to a fair and equitable resolution process. By offering a structured approach to grievance management, the GRM structure not only enhances stakeholder trust but also promotes the overall success and sustainability of projects and organizations by addressing concerns systematically and efficiently.

21. For EFAP Grievance Redress Mechanism is based on existing local dispute management models and mechanisms, involving local leaders, environmental and social experts, as well as technical staff to provide a forum for addressing and resolving grievances. Grievances Redress Committees established at appropriate levels will spearhead the GRM.

### **3.1 Grievance Redressal Committees in OFWM Component**

22. In the On-farm Water Management Component, the Grievance Redressal Committees (GRCs) will play a pivotal role in ensuring the effective resolution of grievances and conflicts arising within project activities. These committees will be entrusted with a range of responsibilities aimed at promoting transparency, accountability, and community engagement throughout the grievance redressal process. First and foremost, the GRCs will serve as accessible platforms for project-affected communities to voice their concerns and grievances related to on-farm water management activities. They will be tasked with actively soliciting feedback from stakeholders, listening to their grievances with empathy and understanding, and facilitating constructive dialogue to address underlying issues.

23. Moreover, the GRCs will be responsible for conducting thorough investigations into reported grievances, gathering relevant information, and assessing the validity and severity of each complaint. This will involve collaborating with relevant stakeholders, including project implementers, local authorities, and community representatives, to gather diverse perspectives and insights. Once grievances are identified and verified, the GRCs will be tasked with devising appropriate solutions and mechanisms for redressal. This may involve mediating disputes between conflicting parties, facilitating negotiations, or recommending corrective actions to address underlying issues and prevent recurrence.

24. In addition to addressing individual grievances, the GRC (at PMO) will play a proactive role in identifying systemic issues and barriers that hinder the effective implementation of on-farm water management activities. They will work collaboratively with project stakeholders to propose policy reforms, procedural improvements, and capacity-building initiatives aimed at enhancing the overall effectiveness and sustainability of project interventions. Furthermore, the GRCs will be responsible for maintaining accurate records of grievances received, actions taken, and outcomes achieved. This will include documenting the resolution process, tracking the implementation of corrective measures, and preparing periodic reports to inform project stakeholders and decision-makers about the status of grievance redressal efforts.

25. In the EFAP agriculture component, the GRM will utilize a three-level structure aimed at comprehensively addressing and resolving grievances from all stakeholders involved. This structured framework will ensure timely and effective redressal of concerns, enhancing transparency, accountability, and stakeholder satisfaction.

### **3.2 Empowering Women through Representation in GRCs in Balochistan**

26. In the context of Balochistan, where the representation of women in various spheres of society is often limited or negligible, it is imperative to prioritize and ensure the inclusion of

women's voices and perspectives, particularly in initiatives that directly impact their lives and livelihoods. Within the project area, it is important to recognize that women play a significant role in agriculture, including as farmers and agricultural workers. Therefore, their representation and participation in decision-making bodies such as Local Grievance Redressal Committees are crucial to adequately address their unique concerns and challenges.

27. By maintaining representation of women in LGRCs, the voices of women farmers can be effectively heard and their grievances addressed in a manner that is sensitive to their needs and experiences. This not only promotes gender equality and women's empowerment but also enhances the effectiveness and inclusivity of grievance redressal mechanisms within the project area. Furthermore, ensuring women's representation in GRCs aligns with broader efforts to promote gender mainstreaming and women's participation in governance and decision-making processes. It reflects a commitment to fostering gender equality and social inclusion, which are essential for sustainable development and equitable growth in project districts.

### 3.3 Level 1: Local Grievance Redress Committee (LGRC)

28. The establishment of Local Grievance Redressal Committees<sup>8</sup> also known as Affected Persons Committees is paramount for regions like Balochistan, characterized by dispersed populations and diverse community needs. LGRCs serve as intermediaries between local residents and project authorities, providing a platform for individuals to voice concerns and seek resolution for issues affecting their local environment. For OFWM in Balochistan, the formation of LGRCs holds particular significance due to the challenges posed by the widespread nature of subprojects across the region. Administratively supervising and interacting with LGRCs in such areas can be challenging. Therefore, adopting a cluster-based<sup>9</sup> approach or basing LGRCs in Union Councils facilitates efficient management and interaction, ensuring representation across diverse geographic areas.

29. In the spirit of inclusivity and to uphold the principles of gender equality, the LGRC adheres to the one-third gender rule, ensuring the representation of women, as well as youth and ethnic diversity. Women farmers, constituting a significant portion of agricultural labor, bring invaluable perspectives and knowledge essential for informed decision-making. However, it is essential to consider the unique composition and cultural nuances of Baluchistan when applying this rule, as cultural sensitivities and contextual factors may require flexibility in its implementation. Nonetheless, the LGRC/APC stands as a vital instrument for empowering local communities and fostering constructive dialogue for the collective betterment of the project area.

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<sup>8</sup> The Local Grievance Redressal Committees will be composed of individuals directly impacted by the 2022 floods, chosen based on the recommendation of local residents within their respective communities. These committee members will play a dual role: serving as representatives of the affected population, advocating for their interests and concerns, while also acting as mediators to address local disputes or hurdles raised by individuals or groups within the community. This effectively positions them as the first tier of the grievance redressal process, ensuring that local grievances are addressed promptly and effectively.

<sup>9</sup> The cluster-based approach involves consolidating numerous sub-projects within specific areas or Union Councils, recognizing the challenges posed by the extensive number of projects and the logistical difficulties in forming Local Grievance Redressal Committees (LGRCs) for each one individually. Hence, the cluster-based approach offers a pragmatic solution by grouping these projects together within clusters or Union Councils.

30. In the LGRCs, there will be a membership of 7 to 9 persons, or as required based on the specific needs of the sub-projects which can be based on clusters. This membership will include one chairperson, one secretary, and the remaining members. The composition ensures a diverse representation to effectively address the grievances raised by the local community.

31. The LGRCs shall comprise the following members.

S No	Name	Organization/Institution	Position in LGRC
1.		Community Member	Chairperson
2.		Community Member	Secretary
3.		PSMC	Member Social Organizer/ Environmental Social Unit.
4.		PMO	Water Management Officer/ or any other official from the District office of OFWM.
5.		Community Member (Female)	Member
6.		Community Member	Member
7.		Community Member	Member
8.		Community Member	Member
9.		Notable of the Area	Member

### 3.3.1 Building Capacity of LGRC for Effective Grievance Redressal

32. Effective communication and capacity building are essential components of ensuring the successful functioning of Local Grievance Redressal Committees. To this end, proper training of these committees is crucial, enabling members to proficiently receive grievances (applications), maintain a register of these grievances, and record resolutions and decisions. To facilitate this training process, it is imperative to engage a dedicated social organizer/officer from the project team, consultants, or the Project Management Office. Their role will be to work closely with local committees, providing training and support to build their capacity in these specific areas. This approach will enhance the efficiency and effectiveness of the LGRC in maintaining records and addressing and resolving grievances, ultimately contributing to the success of the EFAP initiative.

### 3.3.2 Terms of Reference for the LGRC/Affected Person Committee

33. The LGRC/APC will consider all grievances submitted in writing or verbally by an individual or a group of community members regarding environmental, and social issues, Gender Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), Civil works, and any other alleged injustice related to the Emergency Flood Assistance Project. In the meantime, they will also inform regarding the grievance to the concerned District Office of OFWM as well. The social team of the Project Consultants (Social Organizers) and PMO team will build the capacity of the LGRC members to convene the meetings for registering the grievance in the Log register and resolution of complaints and maintain the record. The LGRC can/shall use the same complaint registering form as would be used by the PMO. This standardized approach streamlines

the process and ensures consistency in documenting and addressing grievances. (The *sample formats for the Grievance Complaint Form/Applications (Annex-3), Resolution Form of the LGRC (Annex-4),*

34. The Terms of reference for LGRC/APC are as under but not limited to;

- i. The committee shall raise awareness among the local community about the project's objectives and the Grievance Redressal Mechanism.
- ii. Shall inform the community that any concerns related to the project shall be brought initially to the attention of the Local Grievance Redressal Committee.
- iii. The LGRC shall receive and address grievances, and concerns, whether presented in writing or verbally, and shall ensure the utmost confidentiality and anonymity upon request.
- iv. A written response for each complaint will be prepared within Two weeks (14 working days) maximum.
- v. The LGRC shall serve as vital coordinators, fostering effective communication between the Project Management Units in the project area, the Affected Households (AHs)/Affected Persons (APs), and the local community. This ensures that all parties are well-informed about the project's day-to-day developments, particularly in terms of grievance resolution progress.
- vi. The LGRC shall play a pivotal role in facilitating the resolution of grievances through community action, which may include consultations, negotiations, mediation, or any other appropriate means according to their culture and social norms.
- vii. To maintain efficient grievance management, the committee maintains coordination in compiling all registered complaints and forwards them to the Project Implementation Unit level for review and resolution, particularly those that may not have been resolved at the community level.
- viii. Collaborating with the Project in charge and Deputy Directors of the districts to seek expertise in technical, social, and environmental domains, the committee aims to resolve concerns related to rehabilitation, reconstruction of agriculture-related infrastructures, implementation, and environmental matters within 2 to 3 weeks of grievance receipt.
- ix. The committee shall give top priority to matters related to Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), and Sexual Violence Against Children (SVAC) complaints.

### 3.4 Level 2: District Grievance Redressal Committees

35. The establishment of District Grievance Redressal Committees (DGRCs) within each district of the project area is integral to ensuring the ease and effectiveness of grievance redressal across diverse landscapes and communities. Spanning vast expanses of land with varied geographical features such as mountains, plains, and coastal areas, the flood-affected regions present many challenges and circumstances unique to each locality. These committees will play a pivotal role in addressing grievances stemming from the distinct challenges faced by communities and project activities within their respective districts.



36. Balochistan province is renowned for its rich diversity of cultures, traditions, customs, identities, and languages. Grievances and concerns that may be raised by communities often reflect the localized circumstances and intricacies of their respective areas. Factors such as the need for diversion structures, proximity to water courses, agricultural practices, and access to resources may vary significantly between the North and South regions of Baluchistan. As such, DGRCs will understand and address these nuanced grievances, ensuring that solutions are tailored to meet the specific needs of each community.

37. Furthermore, DGRCs will serve as a crucial mechanism for resolving issues within their administrative jurisdiction, including matters about contractors, project consultants, and other internal stakeholders. The DGRCs will provide a platform for the fair and transparent resolution of disputes, fostering trust and cooperation among all stakeholders involved in project implementation. Besides their primary responsibility of addressing grievances for local communities, DGRCs will also engage with several district-level committees, such as the District Scrutiny Committees, District Rates Assessment Committees, District Procurement Committees, and Monitoring and Validation Committees. In the event of grievances falling within the jurisdiction of these committees, DGRCs will undertake the task of promptly investigating and resolving them, while ensuring strict compliance with established protocols and regulations.

38. Overall, District Grievance Redressal Committees serve as key player in the grievance redressal mechanism, bridging the gap between local communities, project stakeholders, and administrative bodies. Through their multifaceted role, DGRCs uphold the principles of transparency, accountability, and fairness, ultimately contributing to the successful implementation and sustainability of projects within the region.

39. The PIUs region-wise GRCs shall comprise of the following members:

Table:2 DGRC

S No	Name	Designation/Organization	Position in DGRC
1.		Deputy Director - OFWM	Head/convener of GRC
2.		Water Management Officer - OFWM	Secretary of GRC
3.		Deputy Director -Soil Fertility/plant Protection/Extension	Member
4.		Deputy Team Leader - PSMC	Member
5.		Social Organizer PSMC	Member
6.		Field Engineer -PMO	Member
7.		Any Female Member of PMO	Member
8		Any Notable Person or District Government Representation	Member

(The members of DGRCs can be enhanced/changed according to the official requirements)

#### 3.4.1 Terms of Reference for the District Grievance Redressal Committee.

40. The District Grievance Redressal Committee will ensure that project-affected communities have a reliable and transparent mechanism for addressing grievances related to the Project. The

district-wise GRC will intervene in a matter when the LGRC is unable to resolve any dispute at their end. Additionally, DGRCs will collaborate closely with other district-level committees closely associated with the project, such as the District Scrutiny Committees, District Rates Assessment Committees, District Procurement Committees, and Monitoring and Validation Committees. The DGRC will operate by the following terms of reference and the principles of fairness, accountability, and community participation.

- i. Accept complaints, grievances, and concerns from residents, project stakeholders (internal and external), and LGRC and ensure confidentiality and anonymity where requested.
- ii. Shall maintain a proper record of all complaints, including the date, nature of the grievance, and the complainant's identity.
- iii. Examine each grievance to determine its validity and relevance and classify grievances for more efficient resolution.
- iv. Facilitate the resolution of grievances through consultations, negotiations, mediation, or other appropriate means and engage with relevant authorities, organizations, or individuals to seek solutions to issues raised by producing evidence of their claims.
- v. Shall ensure that responses and resolutions are communicated to the complainant within a reasonable timeframe and continuously monitor the progress of grievance redressal efforts.
- vi. Maintain regular communication with complainants to ensure their satisfaction with the resolution process.
- vii. Shall prepare recommendations and reports based on the grievances received, highlighting systemic issues and proposing measures for improvement, and share these recommendations with relevant local authorities for necessary action, if required.
- viii. Shall conduct awareness campaigns and community engagement activities to inform farmers about the project objectives the Committee's role and how to access its services.
- ix. Shall promote transparency, accountability, and inclusiveness in the grievance redressal process and conduct capacity-building initiatives.
- x. Ensure that all grievance-related information is treated with the utmost confidentiality, respecting the privacy and anonymity of complainants when required.
- xi. Shall oversee the scrutiny process of schemes to ensure fairness and impartiality in the selection of sub-projects and allocation of scores to each sub-project based on a standardized and unbiased evaluation process as defined in PC-1.
- xii. Shall closely interact with the operations of District Rates Assessment Committees to guarantee equitable assessments.
- xiii. Shall oversee the activities of District Procurement Committees, ensuring fairness, transparency, and compliance with regulations.

### 3.4.2 Meetings and Reporting

41. The DGRC will convene regular meetings at least once in a month to systematically assess, investigate, and address the concerns and complaints raised by stakeholders. These meetings will serve as a platform for comprehensive discussions and analysis of the reported issues. Subsequently, the DGRC will diligently compile detailed reports summarizing the complaints, the findings of their investigations, and proposed resolutions.

42. These reports will not only serve as a record of the grievance redressal process but will also be shared with key stakeholders to maintain transparency and accountability. The DGRC will demonstrate its commitment to resolving issues in a timely manner by responding to the complainant within one week of receiving the grievance. Following the initial response, a thorough probe will be conducted to investigate the matter, and all efforts will be made to resolve the issue within a maximum timeframe of two weeks. This efficient and responsive approach ensures that stakeholders' concerns are addressed promptly and in a manner that fosters trust and collaboration between the DGRC and the community it serves.

### 3.4.3 Review and Amendment

43. In the role of the DGRC, the process of Review and Amendment will hold significant importance, ensuring continuous improvement and effectiveness of the grievance redressal mechanism. The terms of reference of the DGRC will encompass several key aspects related to review and amendment:

- i. **Regular Review:** The DGRC will conduct periodic reviews of its operations and processes to assess their efficiency and relevance. This will include evaluating the effectiveness of grievance redressal procedures, identifying areas for improvement, and implementing necessary changes to enhance the overall functioning of the committee.
- ii. **Feedback Mechanism:** The DGRC will establish a feedback mechanism to solicit input from stakeholders, including project-affected communities, Scrutiny committees, Procurement committees, and other relevant parties. Feedback received will be carefully considered and utilized to identify areas of concern or areas requiring improvement within the grievance redressal process.
- iii. **Amendment of Procedures:** Based on the findings of reviews and feedback received, the DGRC will have the authority to propose amendments to its procedures and protocols. This may involve revising grievance handling guidelines, updating communication strategies, or refining decision-making processes to better address the evolving needs of project stakeholders.
- iv. **Legal Compliance:** The DGRC will ensure that all review and amendment activities are conducted in compliance with relevant legal and regulatory requirements. This will include adhering to established procedures for making amendments, obtaining necessary approvals, and maintaining transparency throughout the process.
- v. **Documentation:** All review and amendment activities undertaken by the DGRC will be meticulously documented. This will include recording the rationale behind proposed changes, documenting feedback received, and maintaining an audit trail of all amendments made to grievance redressal procedures.
- vi. **Continuous Improvement:** The DGRC will be committed to fostering a culture of continuous improvement within the grievance redressal mechanism. Through ongoing review and amendment efforts, the committee will seek to enhance transparency, accountability, and

responsiveness in addressing grievances and ensuring the fair treatment of project stakeholders.

44. Overall, the process of Review and Amendment within the role of the DGRC will be essential for maintaining the integrity and effectiveness of the grievance redressal mechanism. By regularly assessing and refining its procedures, the DGRC will strive to uphold principles of fairness, accountability, and community participation, ultimately contributing to the successful implementation of projects and the well-being of project-affected communities.

45. The terms of reference may be reviewed and amended as necessary to adapt to changing circumstances or to improve the Committee's effectiveness. Amendments shall be made in consultation with relevant stakeholders.

### 3.5 Level 3: Role of GRC at PMO Level

46. In the On-Farm Water Management agriculture component, the third tier of the Grievance Redressal Committee (GRC) will serve as the ultimate authority for resolving grievances within the project. As the final tier in the grievance redressal structure, it will play a crucial role in ensuring that all grievances are addressed comprehensively and fairly. At this level, the GRC will be chaired by the Project in charge (PI) or Project Director (PD), who will hold the highest authority within the project management hierarchy. The PD, along with the support staff, particularly the Team Leader (PSMC), will oversee the grievance resolution process and make final decisions on unresolved issues.

47. One of the primary responsibilities of the third-tier GRC will be final adjudication. It will serve as the ultimate arbiter for unresolved grievances, carefully reviewing all relevant information and evidence before reaching a decision. This will ensure that decisions are made based on thorough consideration of facts and in adherence to project objectives and regulations. In addition to adjudication, the third-tier GRC will also play a key role in conflict resolution. In cases where disputes between stakeholders cannot be resolved at lower levels, the GRC (PMO) will intervene to facilitate dialogue, negotiation, and mediation. The aim will be to reach mutually acceptable solutions that address the concerns of all parties involved. Moreover, the third-tier GRC will guide project policies, procedures, and regulations related to grievance resolution. It will ensure that decisions are aligned with legal requirements and ethical standards, promoting transparency and accountability in the process.

48. Furthermore, as the highest authority for grievance resolution, the third-tier GRC will play a proactive role in identifying systemic issues and areas for improvement within the project. It will monitor trends in grievances, evaluate the effectiveness of existing mechanisms, and recommend changes or enhancements to optimize the grievance redressal process.

The GRC-PMO shall comprise the following members.

Table: 3 GRC - PMO

S No	Name	Designation/Organization	Position in GRC (PMO)
1.		Project In-Charge/Project Director/DG (PMO – EFAP (OFWM))	Chairman/convener of GRC
2.		Team Leader (PSMC)	Member

3.		Environmental & Social Safeguards (PMO)	Member
4.		Female member PMO/District offices	Member
5.		Revenue Department	Member
6.		Notable person in the area/ District office	Member
7.		Other	Member

(The members of GRC can be changed as per requirement and suitability to PMO)

### 3.5.1 Terms of reference for GRC at PMO

49. The PMO GRC is primarily responsible for the following key functions:

- i. Shall receive, acknowledge, and document grievances, complaints, and concerns related to project interventions and components submitted by internal and external stakeholders, and forwarded by Districts Grievance redressal Committees.
- ii. The Committee shall register and categorize received grievances based on their nature, severity, and urgency, and maintain an up-to-date grievance log.
- iii. The Committee shall conduct sensitization and awareness outreach programs to engage with relevant stakeholders, including project beneficiaries, and community members.
- iv. Shall propose and implement appropriate actions to resolve the grievances promptly, seeking to mitigate any adverse impacts on affected parties.
- v. The Committee shall conduct impartial investigations, propose remedies, and demand the complainant to produce any record in favor of his/her claim. Once the investigations are completed, the Committee shall give a decision within 2 to 3 weeks of receipt of the complaint.
- vi. Shall compile detailed reports of grievances, investigations, and resolutions, which include a clear record of findings, actions taken, and recommendations for improvements.
- vii. Maintain open channels of communication with affected communities, government bodies, and other relevant stakeholders to address concerns and build trust.
- viii. All decisions shall be notified in written form by the Member / Secretary to the aggrieved party within the shortest possible time and circulation at necessary levels.
- ix. The GRC shall fully comply with all relevant laws, regulations, and project policies.
- x. The Committee shall meet every month or whenever convened. A minimum of three members shall form the quorum for the meeting. Minutes of the meeting shall be prepared and maintained.
- xi. The Convener has the right to replace, remove, and/or include members of the Committee if required.
- xii. The Committee shall not deal with any matters under review or pending in a court of law.

### 3.5.2 Reporting Mechanism

50. In the third tier of the Grievance Redressal Committee at the PMO level, the reporting mechanism process is a crucial component of the grievance resolution process. At the PMO level, the reporting mechanism will involve the submission of detailed reports and documentation regarding unresolved grievances from lower tiers. These reports will be compiled by the GRC and will provide comprehensive insights into the nature of the grievances, actions taken at lower tiers,

and any challenges encountered in the resolution process. Upon receiving reports of unresolved grievances, the GRC at the PMO level conducts a thorough review and evaluation of the documentation. This includes assessing the validity and severity of the grievances, analyzing the effectiveness of previous interventions, and identifying any systemic issues or recurring patterns that may require attention.

### 3.5.3 Monitoring and Follow-Up

51. Following the implementation of decisions, the GRC at the PMO level monitors the outcomes and conducts follow-up activities to ensure that grievances are effectively addressed and resolved. This may include tracking the progress of corrective measures, conducting periodic reviews of grievance resolution processes, and making adjustments as needed to improve effectiveness.

## 3.6 Other Distinct Avenues

52. In the context of On-Farm Water Management, if an aggrieved individual or group encounters impossible challenges or obstacles within the three tiers of the project's grievance resolution process, they will have the recourse to escalate their concerns through two distinct avenues: the *ADB Accountability Mechanism* and the *legal system*. These options will provide essential layers of protection and redress, ensuring that individuals and communities affected by OFWM projects are not left without a means to address their grievances.

### 3.6.1 ADB Accountability Mechanism<sup>10</sup>

53. Firstly, the ADB Accountability Mechanism represents an invaluable mechanism for those who find themselves unable to obtain a satisfactory resolution through the standard project grievance channels. This body, established by the Asian Development Bank, operates independently to scrutinize project-related complaints and grievances. It allows complainants to voice their concerns and seek remedies, thus serving as a vital instrument of accountability within the ADB framework. Individuals must understand that this mechanism provides an avenue for impartial assessment and potential resolution before resorting to more protracted legal proceedings.

54. The Asian Development Bank ensures that its operations adhere to high standards of accountability, transparency, openness, and public participation. ADB Accountability Mechanism aims to (i) increase ADB's development effectiveness and project quality; (ii) be responsive to the concerns of affected people and fair to all stakeholders; (iii) reflect the highest professional and technical standards in its staff and operations; (iv) be as independent and transparent as possible; (v) be cost-effective and efficient; and (vi) be complementary to the other supervision, audit, quality control, and evaluation systems at ADB.

### 3.6.2 The Problem-Solving Function<sup>11</sup>

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<sup>10</sup> Accountability Mechanism Policy [https://www.adb.org/sites/default/files/institutional-document/33440/accountability-mechanism-policy-2012\\_0.pdf](https://www.adb.org/sites/default/files/institutional-document/33440/accountability-mechanism-policy-2012_0.pdf)

<sup>11</sup> The Problem-Solving Function, <https://www.adb.org/who-we-are/accountability-mechanism/spf>

55. Led by ADB's Special Project Facilitator (SPF), the problem-solving function assists people who are directly, materially and adversely affected by ADB-assisted projects to find solutions to their problems. The harm can be actual present harm, or expected harm in the future. Examples of harm would be displacement, loss of livelihoods, loss of indigenous peoples' culture and traditions, loss of territorial and developmental rights, and harm to the environment and natural resources.

56. The problem-solving function starts with consideration of the eligibility of the complaint. If accepted, the focus will be on seeking agreement among all the parties involved such as the complainant, project implementer, developing member country government or private sector sponsor, and ADB. The SPF will, however, not interfere in the internal matters of a developing member country.

57. The general approaches in the problem-solving function include (i) consultative dialogue, (ii) information sharing, (iii) joint fact-finding, and (iv) mediation. The SPF may also suggest various specific approaches to resolve problems, such as convening meetings, organizing and facilitating problem-solving processes, or engaging in a fact-finding review of the situation.

58. The problem-solving function is outcome-driven. It will not focus on the identification and allocation of blame, but on finding ways to address the problems of the project-affected people.

### 3.6.3 The Compliance Review Function<sup>12</sup>

59. The compliance review focuses on the direct and material harm alleged by project-affected people, and whether this is caused by ADB's violations of its operational policies and procedures in formulating, processing, or implementing the project. The compliance review is done by an independent Compliance Review Panel (CRP).

60. The compliance review starts with the CRP determining the eligibility of a request for compliance review and recommending to ADB's Board of Directors to authorize a compliance review. If authorized by the Board, the CRP conducts an independent investigation and makes recommendations to the Board to ensure project compliance, including remedial changes in the scope or implementation of the project. The CRP then monitors the implementation of its recommendations and any remedial actions approved by the Board of Directors.

### 3.6.4 Court of Law

61. Secondly, the legal system remains another avenue for those who have exhausted other means of redress and believe that their rights or interests have been violated by a development project. In such cases, aggrieved parties have the option to take their grievances to court, where they can seek legal remedies and justice. Litigation is a more formal, adversarial process, and it should generally be seen as a last resort when all other means of resolution have been exhausted.

62. Project implementers, on their part, bear a significant responsibility in this process. It is incumbent upon them to make every effort to resolve grievances at the local level and to engage constructively with the affected individuals or communities. Timely, transparent, and effective

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<sup>12</sup> Compliance Review Function, <https://www.adb.org/who-we-are/accountability-mechanism/compliance-review-function>

communication is essential in addressing grievances and preventing them from escalating to the ADB Accountability Mechanism or the legal system. This not only upholds the principles of fairness and equity but also contributes to a more sustainable and harmonious project implementation process.

63. In conclusion, the existence of the ADB Accountability Mechanism and the option to seek legal redress underscores the commitment to ensuring justice and accountability in development projects. However, the primary objective should always be to foster dialogue and find amicable resolutions at the project level, with project implementers striving to address grievances promptly and effectively. These layers of grievance resolution mechanisms collectively create a robust system that safeguards the rights and interests of those affected by development projects, emphasizing the importance of accessible and fair dispute resolution processes.

#### **4.0 THE GRM PROCESS IN OFWM**

64. In the context of On-Farm Water Management within the Emergency Flood Assistance Project, the Grievance Redressal Mechanism process is structured to swiftly address grievances, serving the interests of all involved parties. The GRM aims to minimize the escalation of complaints to external bodies such as the ADB Accountability Mechanism or courts of law by strengthening internal complaint resolution systems, particularly the Grievance Redressal Committees within EFAP. Project-affected individuals seeking redress are encouraged to initiate the process by reaching out to the Grievances Redressal Committee and formally registering their complaints. This initial step is crucial as it ensures that their concerns are documented and addressed promptly.

65. By providing a structured and fair means for seeking resolution, the GRM process facilitates the efficient handling of grievances related to OFWM activities in EFAP. It promotes transparency, accountability, and community participation in resolving issues, ultimately contributing to the successful implementation of OFWM projects and the overall objectives of EFAP. The following steps are required for the GRM Process.

##### **4.1 Grievance Reporting Office**

66. The establishment of Grievance Reporting Offices at District offices and PMO are crucial step in ensuring an efficient and transparent process for addressing grievances in the project. These offices will serve as a dedicated central hub where project-affected persons can report their concerns, complaints, and feedback related to the project. It will provide a safe and confidential environment for Project Affected Persons to voice their grievances, ensuring their concerns are heard and taken seriously. The office will implement a systematic process for documenting, tracking, and monitoring all reported grievances, maintaining comprehensive records of each complaint and its status. This will enable project managers to analyze trends, identify recurring issues, and develop targeted strategies for addressing them. The Grievance Reporting Offices will also play a vital role in communicating with PAPs, providing timely updates on the progress of grievance resolution, and ensuring transparency in the overall process.

##### **4.2 Focal Person(s)**



67. In the context of the EFAP, the role of the Focal Person(s) will be pivotal in efficiently managing grievances within the project. They will act as the primary point of contact for Project Affected Persons who wish to report concerns or grievances. Their responsibilities will include the receipt, documentation, and proper handling of complaints. This will entail maintaining detailed records of all grievances and establishing a comprehensive database that includes complaint particulars, submission dates, and resolution progress. Within the EFAP, a dedicated focal person will be designated within the Project Management Office and also in each District of On-Farm Water Management office. These Focal Persons will be tasked with ensuring that every grievance is meticulously documented with all pertinent information and monitoring the status of each complaint throughout the resolution process. They will consistently update records to keep track of progress and ensure that grievances are addressed in a timely and effective manner.

68. Focal Persons will also act as a dedicated and approachable point of contact for Project Affected Persons. They will provide information about the grievance process and offer assistance to individuals navigating the system. Effective communication is a crucial aspect of their role as they facilitate communication between Project Affected Persons and project management. This ensures that all involved parties are well informed about the status of grievances, actions taken, and expected timelines for resolution.

#### **4.3 Complaint Box and Complaint Register**

69. The installation of Complaint Boxes is a critical step in ensuring an inclusive and responsive Project. These boxes should be prominently placed in the main offices of Project Management Office and District offices, ensuring their visibility and accessibility. They will serve as a discreet and convenient avenue for project stakeholders, staff, and the general public to express their concerns, provide suggestions, and offer feedback concerning the project's activities. In addition to the main offices, a complaint register will also be made available at subproject locations or within the contractors' camp offices. This measure ensures that stakeholders at various project sites have a dedicated platform to document their grievances and input.

70. The deployment of Complaint Boxes and complaint registers signifies the commitment to transparency, accountability, and active community engagement. These mechanisms empower the project team to gain valuable insights into the needs and priorities of those affected people.

#### **4.4 Women's Issues and Grievances in the Project**

71. In agriculture projects, women may face several issues related to their agricultural and household roles. Common grievances include unequal access to irrigation water, long distances to water sources, and infrastructure that overlooks their safety and comfort. They may also experience exclusion from decision-making processes and Local Grievance Redress Committees, increased workload, health and safety risks from contaminated water, and economic disparities compared to male farmers. Additionally, social and cultural barriers, such as restrictive gender norms and potential harassment, hinder their participation.

72. Women may also be affected by project activities such as noise, dust, increased traffic, and the placement of excavation materials, which can impede their movement to essential resources like water sources and agricultural fields. Addressing these grievances requires the

active participation of women in project stages, gender-sensitive infrastructure design, targeted training, and accessible grievance redress mechanisms to ensure equitable benefits for all community members. Resolving these issues promptly is crucial for the project's success and community well-being.

#### **4.5 Women's Access to the Complaint Centers**

73. The installation of Complaint Boxes and registers is a crucial step toward fostering an inclusive and responsive project environment. While these mechanisms provide an avenue for stakeholders to voice their concerns and feedback, it's essential to recognize that women may face barriers in accessing these facilities, especially in male-dominated spaces. To address this challenge, alternative channels should be established to ensure that women can register complaints easily and without fear or hesitation. One approach could involve setting up dedicated complaint desks in women's community centers such as Girl's Schools, Madrasa, Basic/Rural Health Units, vocational training centers or any women-friendly spaces, where women feel comfortable to register their grievances. Additionally, outreach efforts should be made to approach them and raise awareness among women about these alternative channels, emphasizing confidentiality and sensitivity in handling their complaints. By implementing such measures, the project demonstrates its commitment to gender inclusivity and ensures that all stakeholders, including women, have equal opportunities to participate and contribute to the project's success.

#### **4.6 Receiving and Recording Grievances**

74. The process of receiving and registering complaints will play a pivotal role in fostering transparency, accountability, and stakeholder satisfaction for the project. It will serve as the primary channel through which individuals, organizations, or communities can voice their concerns, provide feedback, or seek resolution for issues encountered during the project's execution. A well-structured complaints mechanism will ensure that grievances are not only heard but also documented, allowing project implementers to analyze patterns, identify areas for improvement, and take corrective actions promptly. Moreover, this approach will foster a sense of trust and open communication between project stakeholders, enhancing overall project effectiveness and promoting a culture of continuous improvement.

#### **4.7 Acknowledging Grievance**

75. In the context of the On-Farm Water Management, the Focal Person or Complaint Handling Officer will formally acknowledge the receipt (**Annex -5**) of the grievance and will inform the complainant that the Project will respond within two weeks. It will be ensured that all such acknowledgments are recorded appropriately to maintain a record of correspondence. Acknowledgments will include a summary of the grievance and an estimated time for response/resolution. This ensures transparency and accountability in the grievance handling process, providing reassurance to the complainant that their concerns are being taken seriously and will be addressed promptly.

#### **4.8 Screening/Sorting of Grievances**

76. In the realm of On-Farm Water Management, the process of screening and sorting grievances entails systematically evaluating and categorizing incoming feedback to prioritize and promptly address issues. Grievances within OFWM may encompass a wide range of problems or complaints related to flood-affected agricultural structures, including water tanks, water courses, installation of PVC pipelines, rehabilitation of dug wells, construction and maintenance of farm embankments, high-efficiency irrigation systems, leveling of land, and construction of water diversion structures. Implementing a robust screening and sorting mechanism empowers project coordinators to efficiently identify urgent concerns, allocate resources effectively, and leverage valuable insights for optimizing the agriculture component during project implementation. This systematic approach is integral to maintaining the project's responsiveness, transparency, and overall success in providing essential assistance during flood crises.

#### 4.9 Verification of Complaint and its Investigation

77. The verification of complaints and their subsequent investigation will be a critical aspect of the grievance redressal process within the project. Upon receiving a complaint, the designated authorities will undertake a thorough verification process to authenticate the validity of the grievance. This will involve gathering relevant information, examining supporting evidence, and conducting site visits if necessary to assess the situation firsthand.

78. Once the complaint is verified, an investigation will be initiated to delve deeper into the underlying issues and identify the root causes of the grievance. This investigation may involve engaging with stakeholders, consulting project documentation, and collaborating with relevant experts to gather insights and perspectives. The objective will be to gain a comprehensive understanding of the grievance and its implications.

79. Throughout the verification and investigation process, transparency, impartiality, and integrity will be upheld to ensure a fair and thorough assessment of the complaint. Any findings or evidence uncovered during the investigation will be meticulously documented and analyzed to inform subsequent actions and decisions. A format for recording the proceedings of grievance would be used as provided in **(Annex – 6)**

#### 4.10 Redressal Actions

80. The redressal of complaints will remain a crucial step in the grievance redressal process within the project framework. Once a complaint is verified and thoroughly investigated, appropriate actions will be taken to address the concerns raised by the complainant. Depending on the nature and severity of the grievance, redressal measures may vary, ranging from corrective actions to policy revisions or institutional reforms. These measures will be implemented with the aim of resolving the underlying issues and preventing similar grievances from arising in the future. Throughout the redressal process, transparency, accountability, and stakeholder participation will be prioritized to ensure that the concerns of all parties involved are adequately addressed. By actively engaging in the redressal of complaints, the project will demonstrate its commitment to upholding the rights and interests of project stakeholders, fostering trust, and promoting the successful implementation of its objectives.

#### 4.11 Feedback Mechanism

81. The establishment of a robust feedback mechanism is pivotal in ensuring the effectiveness and transparency of the grievance redressal process within the project framework. This mechanism serves as a vital channel through which stakeholders can provide input, express concerns, and offer suggestions for improvement. By soliciting feedback from project participants, including affected communities, local authorities, and relevant stakeholders, the project can gain valuable insights into the efficacy of its grievance redressal mechanisms and the overall impact of its interventions. Moreover, a well-designed feedback mechanism facilitates continuous communication and engagement between project implementers and stakeholders, fostering a sense of ownership and accountability among all parties involved. Through regular feedback collection, analysis, and dissemination, the project can identify emerging issues, address gaps in its operations, and make informed decisions to enhance the quality and responsiveness of its grievance redressal mechanisms.

#### 4.12 Grievance Tracking Log

82. Developing a Grievance Tracking Log for the project is essential to effectively manage and monitor grievances throughout the project's duration. This log serves as a centralized record-keeping system to document and track all complaints, concerns, and feedback received from individuals affected by the project, known as Project Affected Persons. By implementing this log, project stakeholders can systematically capture relevant information such as the nature of the grievance, the person reporting it, the date of submission, and any follow-up actions taken. This comprehensive record allows for easy retrieval and analysis of grievances, enabling project managers to identify patterns, address recurring issues, and track the progress of grievance resolution efforts. Moreover, the Grievance Tracking Log for the project facilitates transparency and accountability by ensuring that all grievances are appropriately recorded, acknowledged, and responded to promptly.

83. By providing a structured framework for managing grievances, this log will help in promoting effective communication, building trust with PAPs, and ensuring the successful implementation of the flood assistance project. A sample Grievance Log is attached as **(Annex – 7)**.

#### 4.13 Closure of Complaint

84. The closure of a grievance marks the culmination of a structured process aimed at addressing and resolving concerns raised by stakeholders. Once all necessary steps have been taken to investigate, assess, and redress the grievance, and the parties involved are satisfied with the outcome, the grievance will officially be closed. Closure signifies the successful resolution of the issue, signaling the end of the grievance process. It is accompanied by documentation and communication to all relevant parties, ensuring transparency and accountability throughout the process. The closure of a grievance not only provides a resolution to the immediate concern but also contributes to building trust, fostering positive relationships, and promoting stakeholder satisfaction. Moreover, it enables project management to focus on ongoing activities and initiatives, ensuring continued progress and success in project implementation. A sample closure of the grievance form is attached as **(Annex – 8)**

#### 4.14 Right of Appeal

85. The Right to Appeal is a fundamental aspect of the grievance redressal process, ensuring that stakeholders have recourse if they are dissatisfied with the outcome of their grievance. This right grants individuals the opportunity to challenge decisions or resolutions that they believe are unjust or inadequate. Upon receiving a decision on their grievance, stakeholders have the right to appeal within a specified timeframe (might be 3 to 4 weeks). The appeal process provides a mechanism for a thorough review of the original decision, allowing for additional information to be considered and for any errors or oversights to be rectified. The right to appeal ensures that stakeholders' voices are heard, grievances are thoroughly addressed, and decisions are fair and equitable, ultimately contributing to trust-building and accountability within the project. The complainant shall be informed about the appeal process and notified that the response to the appeal shall be final; however, the complainant is at liberty to pursue the matter legally if she/he/they are still unsatisfied with the decision.

## **5.0 IMPLEMENTATION AND AWARENESS CREATION**

86. Implementation and awareness creation are crucial components of the Grievance Redressal Mechanism within the Project. To effectively implement the GRM and ensure its success, comprehensive strategies for awareness creation and dissemination of information will be developed and implemented. This includes raising awareness among all stakeholders, including project-affected persons, local communities, project officials, and relevant authorities. Efforts will be made to educate stakeholders about the existence of the GRM, its purpose, structures, and operational procedures. Information, Education, and Communication (IEC) materials will be developed in multiple formats to ensure accessibility and comprehension by diverse stakeholders. These materials will detail the mandate, objectives, and functioning of Grievance Redressal Committees at various levels, outlining the process for lodging grievances, investigation procedures, and avenues for redress.

87. Additionally, capacity-building initiatives will be undertaken to empower GRC members, project officials, and community leaders with the necessary skills and knowledge to effectively manage grievances and facilitate the resolution process. Training sessions and sensitization programs will be organized to familiarize stakeholders with their roles and responsibilities within the GRM framework, emphasizing the principles of transparency, impartiality, and accountability. Furthermore, proactive engagement with stakeholders will be prioritized to foster a culture of open communication, trust, and collaboration. Dialogues, consultations, and community meetings will be organized to solicit feedback, address concerns, and build consensus on grievance resolution strategies. This participatory approach will ensure that the GRM reflects the needs and priorities of all stakeholders, ultimately enhancing its effectiveness and credibility.

### **5.1 Disclosure of the GRM**

88. The Grievance Redressal Mechanism will be prominently disclosed within the project area and on the On-Farm Water Management/Agriculture website. Information leaflets and brochures detailing the GRM will be prepared and presented during project-related meetings and public consultations. It will be emphasized during these gatherings that the GRM is aimed at achieving a quick and amicable resolution of complaints and does not substitute the legal process.

89. Various avenues, including radio talk shows and awareness campaigns, will be utilized to ensure people are informed about the availability of the GRM, the steps of grievance resolution, and the contacts and locations of focal persons to be approached in case of any grievance.

90. Various stakeholders, including civil society and non-governmental organizations (NGOs), will be vital participants in the Grievance Redress Mechanism and will play a critical role in spreading information about the GRM and expediting the resolution of complaints in a harmonious manner. The Grievance Redress Committee Focal Persons will be responsible for coordinating the dissemination of information in collaboration with the ADB-TA Stakeholder Engagement and Grievance Redressal Specialist. They will work closely with Project Management Offices and district offices of OFWM to educate stakeholders about the GRM. The GRC Focal Persons will ensure that information containing comprehensive details about the GRM and contact information for grievance focal points are prominently displayed in publicly accessible and visible locations, such as trading centers, markets, mosques, and within every affected community.

## 5.2 Grievance prevention

91. Grievance prevention is paramount and will be integrated into the implementation of the Grievance Redressal Mechanism. To proactively address potential issues and mitigate the occurrence of grievances, the following measures must be considered:

1. Actively engage with the local communities, including affected residents and stakeholders, to understand their needs and concerns. Before project implementation, conduct public consultations and involve the community in decision-making processes to ensure their voices are heard.
2. Maintain transparent communication with the affected communities. Clearly explain the objectives, benefits, limitations, and potential impacts of the project. Ensure that project information is disseminated through various accessible channels, such as community meetings, brochures, and local media.
3. Conduct a comprehensive Environmental Social Impact Assessment to identify potential social and environmental impacts of the project. Implement mitigation measures as needed to minimize adverse effects and prevent grievances.
4. If the project involves the resettlement of communities, ensure that a fair and transparent resettlement plan is developed.
5. Establish accessible and community-friendly grievance redress mechanisms. Ensure that affected individuals and communities know how to raise concerns and complaints and that their complaints are addressed promptly.
6. Respect and understand the cultural norms and values of the local communities. Ensure that project activities do not disrupt cultural practices or heritage sites.
7. Implement a robust monitoring and evaluation system to track the project's progress and impact.

8. Involve all relevant stakeholders, including government agencies, local NGOs, and civil society organizations, in the project planning and implementation process.
9. Encourage and actively seek feedback from the affected communities on an ongoing basis. Make adjustments to project activities based on their feedback and concerns.

### 5.3 Fair Allocation Procedure for Project Benefits in OFWM Agriculture Component.

92. Due to the overwhelming number of applications from farmers for various components of the project and the limited availability of funds, it may not be feasible to fulfill the requirements of all applicants. To ensure fairness and transparency in the allocation of project benefits, a balloting procedure will be incorporated. This procedure will involve selecting eligible applicants based on predetermined criteria, scoring process and following the project merits. By adopting this approach, the project aims to allocate resources fairly and prioritize those farmers who determine the greatest need or potential for impact.

93. The balloting process offers all eligible farmers an equal chance to benefit from the project's initiatives. It's vital to have a thorough and merit-based approach to scoring and evaluating applications to avoid any grievances or doubts about how benefits are allocated. By strictly following set criteria and project goals, the balloting procedure will emphasize fairness and transparency in distributing project benefits. This approach aims to handle the large number of applications while ensuring that resources are distributed fairly to farmers who genuinely need assistance or can make a significant impact.

### 5.4 Timelines for grievance handling

94. Prompt handling of complaints is encouraged as they are received, and or addressed and records shall be kept. Where possible, complaints shall be handled instantly, especially in cases where complaints are logged in through walk-ins and the toll-free option. However, in cases where complaints have been logged through written format i.e. suggestion boxes or complaint logs, periodic analyses shall be undertaken and the corresponding timelines are elaborated below.

- i. The village LGRC will interview the complainant in the language conversant by the complainant and complete a Grievance Registration Form, which will be signed by the chairperson of the LGRC and the complainant. This will then be logged in the grievance log/register provided. The complainant shall expect a response from the LGRC within seven (7) days of filing the complaint. If the issue is not resolved, the LGRC will forward the complaint to the DGRC.
- ii. The DGRC will be given a fourteen (14) day notice to hold a meeting. Two days after the meeting, the DGRC may call the complainant and village LGRC for discussions and resolution. The resolution will be presented to the complainant in written form on the same day of the meeting. If there is no resolution to the grievance, the DGRC shall then refer the matter to the GRC at the PMO level.
- iii. The GRC at the PMO level, will call the complaint and DGRC for discussions and resolution. The resolution will be presented to the complainant in written form on the same day of the meeting;

- iv. If there is no resolution to the grievance, the GRC at the PMO level, the complainant has the right to go further to the ADB accountability mechanism or court of law.

## **6.0 Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), and Sexual Violence against Children (SVAC) Complaints.**

95. In the context of the Emergency Flood Assistance Project, and alignment with the policies and guidelines set forth by the Asian Development Bank, addressing Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), and Sexual Violence against Children (SVAC) complaints hold paramount significance. Recognizing the need to create a safe and inclusive environment, the project is committed to taking a proactive stance against such incidents.

96. The Asian Development Bank's policies provide a strong framework for preventing and responding to these concerns. It is imperative that all project stakeholders, including the Local Grievance Redressal Committees, should be well-versed in these policies and can handle and investigate complaints related to GBV, SEA, SH, and SVAC. The GRC should be equipped to not only receive such complaints but also ensure the confidentiality, dignity, and safety of the complainants throughout the entire process.

97. If a project worker is accused of committing SEA/SH grievances, the grievance will be reported to their employing agency. The PMO Social team or Focal Person will handle the issue since it's related to the project. They will ensure that any violation of the Code of Conduct is addressed properly. The employer of the accused worker is responsible for implementing any disciplinary action, and following local labor laws, the employment contract, and the code of conduct. The focal person will update the survivor on the steps taken and the outcomes. Any SEA/SH incidents will be reported to the ADB within 48 hours, as agreed upon by the survivor.

98. Furthermore, the project's social and environmental team, in collaboration with the GRC, would conduct awareness and training programs that promote gender equality, consent, and child protection. This proactive approach will not only aid in preventing incidents but also foster an environment where survivors are encouraged to come forward and report any violations without fear of retaliation.

99. In summary, addressing GBV, SEA, SH, and SVAC complaints within the Emergency Flood Assistance Project is not only a moral imperative but also a legal and policy requirement. By adhering to the Asian Development Bank's guidelines, the project aims to create a safer and more inclusive environment, where all community members, particularly women, and children, are protected from harm, and their voices are heard and respected throughout the project's lifecycle.

## **7.0 STAKEHOLDER ENGAGEMENT AND COLLABORATION**

100. Stakeholder engagement and collaboration are foundational pillars of the Project, aiming to foster inclusive decision-making processes and ensure the project's success. The EFAP recognizes a diverse array of stakeholders whose involvement is critical for effective



implementation and sustainable outcomes. These stakeholders encompass various groups, including:

1. **Project-Affected Persons:** Individuals and communities directly impacted by the EFAP interventions, including farmers, residents, and businesses situated in project areas.
2. **Local Communities:** Residents living in the project areas, whose perspectives and needs must be considered in project planning, implementation, and monitoring.
3. **Government Agencies:** Relevant government departments and agencies at the local, provincial, and national levels are responsible for policy formulation, regulatory oversight, and infrastructure development.
4. **Non-Governmental Organizations and Civil Society Organizations (CSOs):** These entities play a crucial role in advocacy, community mobilization, and capacity-building initiatives, fostering partnerships for effective project delivery.
5. **Development Partners:** International organizations, bilateral agencies, and multilateral institutions providing financial, technical, and capacity-building support for EFAP implementation.
6. **Private Sector:** Businesses, contractors, and suppliers involved in project activities, contributing expertise, resources, and innovation to project delivery.

101. Effective stakeholder engagement entails transparent communication, active consultation, and collaborative decision-making processes. By harnessing the expertise, resources, and perspectives of these diverse stakeholders, the Project endeavors to achieve its objectives while maximizing positive impacts and minimizing potential risks. Through continuous dialogue and partnership, the Project aims to build resilient communities, mitigate risks, and promote sustainable development in the project area.

## 8.0 GRM MONITORING AND EVALUATION

102. Monitoring and evaluation (M&E) of a Grievance Redress Mechanism (GRM) is a critical process that ensures the system's effectiveness and accountability. By regularly assessing how grievances are received, documented, and resolved, the project will identify areas for improvement, maintain the quality of the grievance resolution process, and build stakeholder trust. M&E also allows for the prevention of conflicts and disputes by addressing grievances early on, and it helps organizations adapt to changing circumstances. Ultimately, the systematic monitoring and evaluation of a GRM is an essential practice to uphold standards, safeguard rights, and enhance the overall efficiency and responsiveness of the grievance resolution process. To ensure the evaluation and improvement of the GRM, the Project will monitor implementation using the monitoring matrix in the following Table:

**Table: 4 GRM Monitoring Indicators**

Period	Objectives	Indicators
Quarterly review of	To assess if grievances are correctly screened and classified.	- Number of grievances received by type

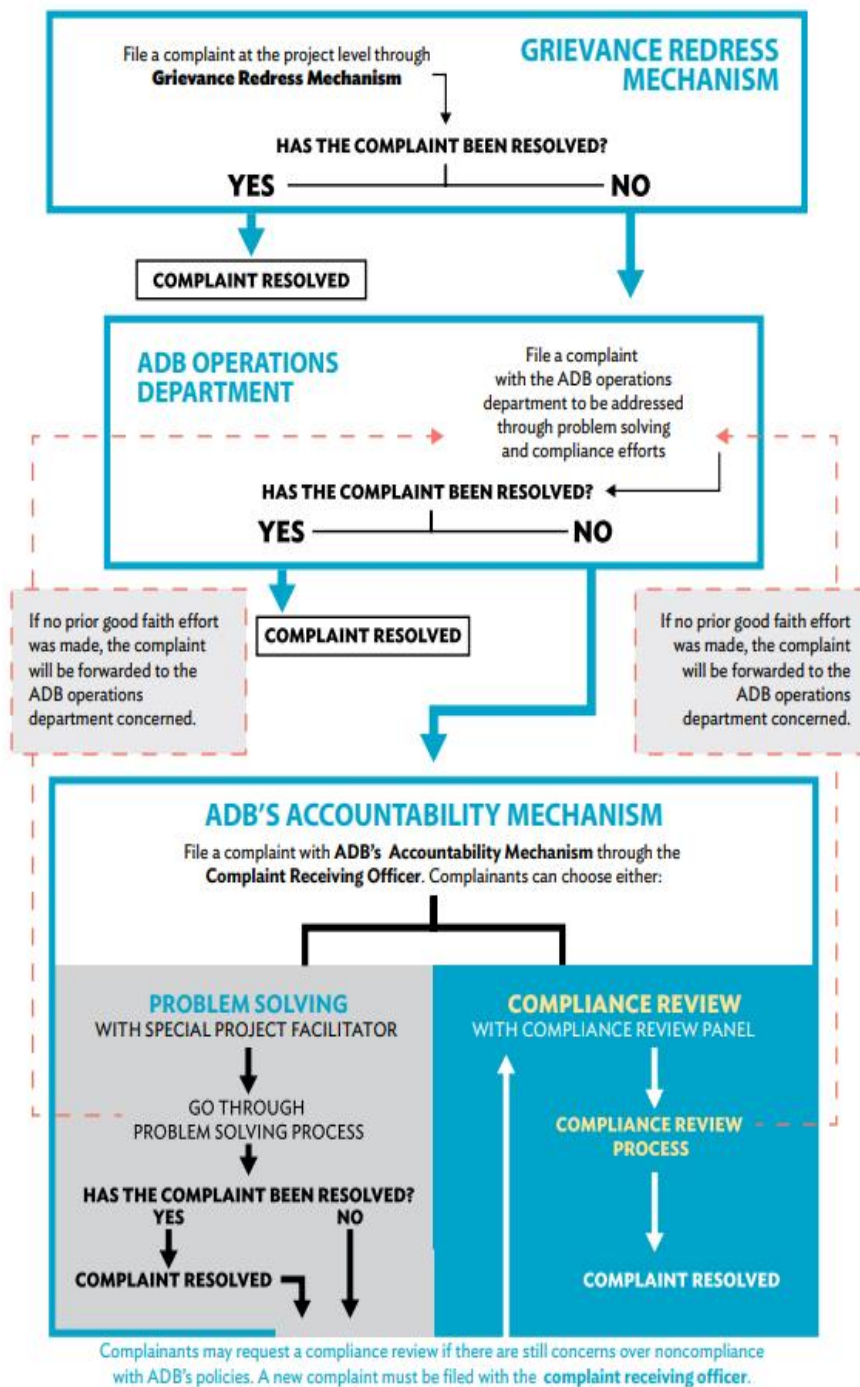
quantitative indicators	To assess if suggestions/ comments are properly identified and classified. Identify trends in grievances. To ensure grievances are being addressed.	<ul style="list-style-type: none"> <li>- Number of grievances redressed</li> <li>- Repeat of grievances from the same stakeholder</li> <li>- Repeat of grievances from several stakeholders</li> <li>- Timeframe for closure of grievances</li> <li>- Number of comments accepted and corresponding actions taken</li> <li>- Number of suggestions received and accepted</li> </ul>
Annual review of grievance redress process	To assess compliance with the GRM. To evaluate progress in achieving results. To identify improvements and update grievance handling and redressing procedures.	<ul style="list-style-type: none"> <li>- Compliance with the GRM process</li> <li>- Completeness of Grievance Log and Register</li> <li>- Number of grievances received by level and type</li> <li>- Number of grievances resolved</li> <li>- Number of appeals received</li> <li>- Number of appeals resolved</li> <li>- Qualitative assessment of stakeholder awareness of grievance mechanism.</li> <li>- Number of suggestions/comments accepted</li> </ul>

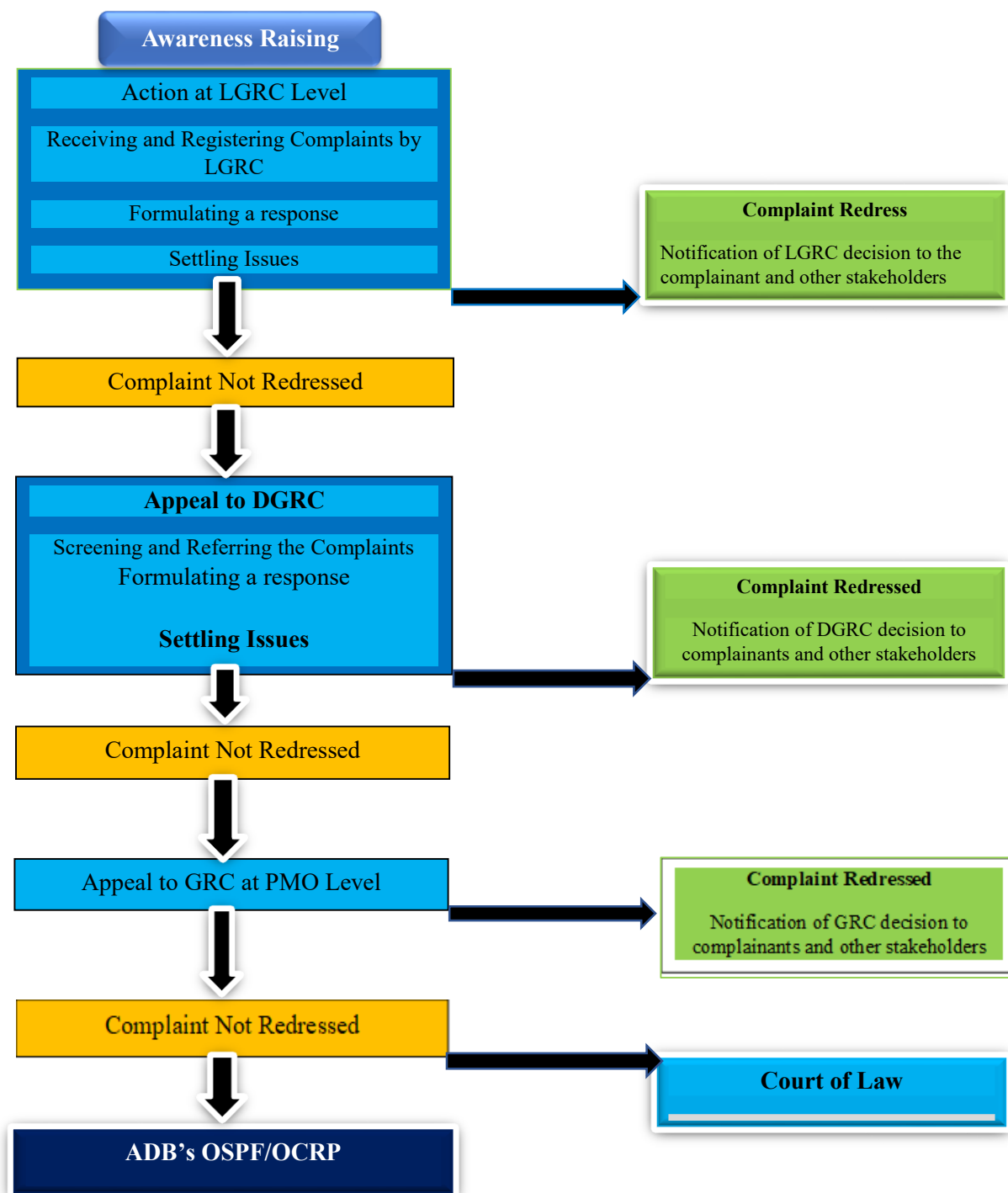
## 9.0 CONCLUSION

103. In conclusion, the Grievance Redressal Mechanism for On-Farm Water Management within the Emergency Flood Assistance Project is a vital framework designed to address grievances promptly and effectively. Through its multi-tiered structure, including Local Grievance Redressal Committees, District Grievances Redressal Committees, and the final tier at the Project Management Office, the GRM ensures transparency, accountability, and stakeholder satisfaction. By incorporating balloting procedures for equitable resource allocation and implementing strict verification and investigation processes, the GRM strives to prevent grievances and uphold fairness in project implementation. Furthermore, robust stakeholder engagement and collaboration efforts underscore the importance of community participation and trust-building in the grievance resolution process. Overall, the GRM serves as a cornerstone for promoting harmony, inclusivity, and successful project outcomes in On-Farm Water Management under EFAP.

## Annex -1

## TYPICAL COMPLAINT RESOLUTION FLOWCHART FOR ADB-ASSISTED PROJECTS



**Annex- 2 FLOW CHART OF GRIEVANCE REDRESS MECHANISM FOR OFWM - EFAP**

**Annex 3: GRIEVANCE REGISTERING FORM/APPLICATION - EFAP****Complainant Information** (*Person Reporting Grievance*)**1. Name:** \_\_\_\_\_ **Father Name:** \_\_\_\_\_**2. National ID:** \_\_\_\_\_ **Address:** \_\_\_\_\_**3. Telephone:** \_\_\_\_\_ **Email:** \_\_\_\_\_**4. Type of complainant:**Affected person/s ☐ Intermediary (on behalf of the AP) ☐ Civil Society ☐ other ☐**1. Mode of receiving the Grievance:**Application ☐ Phone ☐ Email ☐ Verbal Complaint ☐ Post Box ☐ any other ☐**2. Type of Complaint/Grievance:**Land acquisition ☐ Compensation ☐ Crops ☐ Construction ☐ Resettlement site ☐Livelihood ☐ Environmental & Social ☐ Community Assets ☐ GBV/SH/SEA ☐ other ☐**3. Short Description of the Grievance:**


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**4. Short Description of the Factors Causing Grievance:**


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**5. The person/Entity responsible for causing the Complaint:**PMO ☐ PIU ☐ Contractor ☐ Environment and Social Unit ☐ Land Owner (s) ☐Political authority ☐ civil organizations ☐ Local/neighboring community ☐

Others (specify): \_\_\_\_\_

**6. Focal person who received the complaint:**

Name/ Position of the person who received the complaint: \_\_\_\_\_

**7. Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_/\_\_\_\_**8. Forwarded to Concerned Section/Person:** \_\_\_\_\_

**Note:** (The complainant is required to submit this **application form** at either the Divisional office/PMO office or the LGRC office. Assistance will be provided to the complainant during the submission process.)

**Annex – 4****RESOLUTION FORM FOR LOCAL GRIEVANCE REDRESSAL COMMITTEE (LGRC)****1/2**

Date: \_\_\_\_\_ Name of Subproject \_\_\_\_\_ Meeting No. \_\_\_\_\_

Union Council: \_\_\_\_\_ Tehsil: \_\_\_\_\_ District: \_\_\_\_\_ Province : \_\_\_\_\_

**1. Agenda of the Meeting:**


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S No	Name of the complainant	Address & No	NIC	Detail of the Complaint	Signatures of the Complainant
1.					
2.					
3.					
4.					
5.					

**2. Hearing: -----**


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**3. Conclusion of Hearing by LGRC: -----**


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## 4. Name and signatures of the LGRC Members.

2/2

S No	Name	Designation	Signatures
1			
2			
3			
4			
5			
6			
7			

5. Date for the next Proposed Meeting: ----- Location: -----  
-

6. Complaint Forwarded to DGRC: Yes: ----- No: -----

7. Other Community Members who participated in the Meeting:

1. -----

2. -----

3. -----

4. -----

5. -----

6. -----

8. Any Additional Comments/Remarks: -----

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**Note:** (When a complaint shall be received at the community or LGRC level, the LGRC shall take the initial responsibility for managing and addressing the complaint. They will work towards finding a resolution for the issue raised. To ensure proper record-keeping and transparency in the grievance-handling process, the Divisional office, PMO, and project consultants will actively support the LGRC by building their capacity to record and maintain this Resolution format.)

**Annex – 5      GRIEVANCE RECEIPT FORM – TO BE USED TO ACKNOWLEDGE**  
**GRIEVANCES SUBMITTED**

<b>GRIEVANCE RECEIPT FORM</b>	
Name of the Complainant	
Grievance No:	
Dated of Submission	
Address and Contact Details of the Complainant	
Summary of Grievance	
Name of the Person (Coordinator) who Received the Complaint (PMO)	
Proposed date for initial Meeting	
Contact Details of the Coordinator at PMO.	<b>Telephone:</b>  <b>Email:</b>  <b>Address:</b>  <b>Signature:</b>



**Annex - 6      FORMAT FOR RECORDING THE PROCEEDINGS OF GRIEVANCE - DGRC/PMO – EFAP**

1. Name of the complainant/s: -----

2. National identification Card number: -----

3. Address: -----

-

4. Date of the inquiry: ----- . Time: ----- Meeting Place: -----

5. Whether the complainant participated or not:      Yes ☐ No ☐

6. Grievance or issue (in summary):

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7. Statement made by the complainant/s:

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8. GRC Findings and recommendation:

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9. Community members Participated in the DGRC/PMO Meeting other than the complainant:

1. \_\_\_\_\_ 2. \_\_\_\_\_

3. \_\_\_\_\_ 4. \_\_\_\_\_

10. Next Action: \_\_\_\_\_

10. Name of the Investigator (s) of GRC: \_\_\_\_\_ Sec of GRC \_\_\_\_\_

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**Note:** (The investigation or probing carried out by the project office (Division/PMO) will utilize this format as an official record and for documenting the proceedings.)

**Annex 7.****OVERALL PROJECT GRIEVANCE TRACKING LOG OFWM- EFAP**

Grievance Form No	Tehsil/District	Province	Name of Complainant	Date of complaint Received	Sup-Project name	Contacts of Complainant	Categorization of Complaint	Description of Complaint	Responsibility (Related Department)	Action Taken	Status

**Note:** (This will function as a comprehensive project-tracking log, enabling a straightforward evaluation of grievance statuses throughout the project. It will be jointly maintained by the PMO and Divisional offices, each managing their respective records.)

- **Categorization of Complaint:** Complaint regarding Environmental concerns, Social issues, Technical matters, Compensation, etc.
- **Description of the Complaint:** Stance of the complainant regarding the issue.
- **Responsibility Related to Department/Section/Individual:** Who is the person or section responsible for dealing with the issue?
- **Action Taken:** What actions are taken, e.g., found that the complaint is relevant or not, field investigation required, interview of the complainants, etc?
- **Status:** What is the current status of the complaint, in process, Pending, or resolved?

**Annex – 8.****GRIEVANCE CLOSURE FORM – EFAP DGRC/PMO**

