

LAO PDR

BUILDING RESILIENCE OF URBAN
POPULATIONS WITH ECOSYSTEM-
BASED SOLUTIONS

GRIEVANCE REDRESS
MECHANISM (GRM) - BRIEF

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I. PROJECT - SPECIFIC REDRESS MECHANISM

The Environmental and Social Action Plan (ESAP) of the project “Building resilience of urban populations with ecosystem based solutions in Lao PDR” has described the requirements for the establishment of a project-specific GRM to address the feedback and complaints by the directly or indirectly affected person or group of people. The objective of the project-specific GRM is to provide an accessible, rapid, fair, culturally appropriate and effective grievance redress process and appropriate dispute resolution mechanisms for the people allegedly affected by project activities, directly or indirectly. The project has established a project specific GRM protocol accordingly to (i) legitimate GRM processes assuring stakeholders that their concerns will be assessed in a fair and transparent manner; (ii) allow simple and streamlined access to the GRM for all stakeholders; (iii) provide clear procedures for each stage of the GRM process; and (iv) enable continuous learning and improvements to the GRM.

The project will adopt various communication tools to ensure that the grievance redress mechanism is well known and accessible to all the project stakeholders and community groups. The project will also use the opportunities from existing communication system and project awareness raising events to disseminate the information, including;

- Displaying posters and information sheets at relevant government buildings and other public areas which are public schools, village leader offices etc, which is accessible to the general public.
- Oral information by PIU and/or local representatives in each community during each project activity.
- Dissemination of information through local radio and FM programme
- Integrating with the EbA awareness campaign project activities.
- Official communication via letters and emails with project stakeholders.
- Presentation during PSC, PPSC, communities’ meetings



MEASURES TO ENSURE THE EFFECTIVENESS OF THE GRM

- The GRM will be based on the existing national law and guidelines on Grievance Redress Mechanism
- Appropriate communication activities will be in place to inform about the project activities and possible impacts on them.
- Special attention will be given to social-economic and cultural norms in Laos. The mechanism will also be presented in a culturally appropriate manner.
- Priority will be given to building productive relationships among the stakeholders including any affected parties.
- The project will ensure a mechanism for the affected parties to negotiate and influence the decisions and policies of the project which might adversely affect them.
- The project will harmonize its activities with the activities of potentially affected parties to avoid grievances or disputes if possible before they arise.
- The project will ensure that access to the GRM will be inclusive and the mechanism will be available in all relevant local languages.
- The project will ensure that an individual and/or group are not financially impacted by the process of making a complaint.

COMPLAINTS REGISTER (CR) PROCESS

Individuals or community groups that have a complaint or that feel aggrieved by project activities directly or indirectly will be able to communicate their concerns and/or grievances through several appropriate and available channels including;

- Direct Meeting: Individuals or community groups can meet directly with the GRM focal points, project officials, village/district/provincial leaders to express their complaints and concerns.
- Telephone call: Individuals can call to GRM focal points to present their concerns and grievances. Telephone numbers of the focal points are provided below:
- Through Letters or email: Individuals or community groups can write letters to the GRM focal points or other relevant village/district/provincial officials with a detailed description of their concerns and grievances.
- Communication during project activities: The individuals or community groups can present their grievances during the project activities such as workshops, trainings, meetings etc.

Project Manager at PMU:	020 28 789 465
Project coordinator at PIUs:	020 55 509 966
Vientiane Capital:	020 22 220 466

Borikhamxay Province:	020 22 337 003
Savannakhet Province:	020 55 229 888
Champasack Province:	020 98 989 889

COMPLAINTS REGISTER

All enquiries, concerns, and complaints will be recorded by the designated focal points on a register in Laotian and English as appropriate. The Complaints register includes:

- Time, date and location of the complaint.
- Name, location and nature of the project that has caused or may have caused adverse impacts.
- Name, contact address and contact number of complainant; If a grievance or complaint is submitted on behalf of a complainant by a different person or entity, the identification of the complainant on whose behalf the grievance or complaint is being submitted should be provided.
- Type of communication channel.
- Brief explanation of the nature of enquiry, complaint or concern.
- Dates of response and investigation undertaken as a result of the enquiry, complaint or concern; and
- Actions taken, dates and name of the person responsible.

GRIEVANCE REDRESS MECHANISMS

All enquiries, concerns, and complaints will be recorded by the designated focal points on a register in Laotian and English as appropriate. The GRM includes:

TIER 1 (within 15 days)	It involves resolution of a complaint at the local/village and/or district level. The stakeholders will be informed on how to submit complaints and/or grievances that will be received by the Monitoring and Gender Officer (MGO). The MGO will coordinate with the concerned people at the respective village or district level authorities to address the grievances. The village or district officials will be provided with sufficient training in the procedure of redress to continue such systems in future.
Local/village and/or district level	
TIER 2 (within 25 days)	If the grievance is not resolved at the first tier within 15 working days period to the satisfaction of the complainant, the GRM will be referred to the 2nd tier. At this tier, the complaint will be addressed by the Provincial level GR committees, which will be established in each province. Until the GR committee is formed, PPSC will act as a GR committee. The committee will have the following functions • Prioritise grievances and resolving them at the earliest; • Coordinate with the aggrieved person/group and obtaining proper and timely information on the solution for his/her grievance; • Provide information to the PMU and MONRE on serious cases at the earliest; • Based on lessons learned, advise PMU, National and Local Steering Committee on remedial actions to avoid further occurrences. The Grievance Redress Committee will hold the necessary meetings with the aggrieved party/complainant and the concerned officer and attempt to find a solution acceptable at all levels. The Grievance Redress Committee would record the minutes of the meeting. MGO will be present physically or virtually in all the meetings of the Committees. Grievance Redress Committee will communicate proposed responses to the complainant formally. If the proposed response satisfies the complainant, the response will be implemented, and the complaint closed. In cases where a proposed response is unsatisfactory to the complainant, the Grievance Redress Committee may choose to revise the proposed response to meet the complainant's remaining concerns, or to indicate to the complainant that no other response appears feasible to the GRC. The complainant may decide to take legal or any other recourse if s/he is not satisfied with the resolutions.
Province level	
TIER 3 (within 35 days)	If the grievance is not be resolved at the first and second tier within 25 working days period to the satisfaction of the complainant, the GRM will be referred to the 3rd tier. At this tier, the complaint will be addressed by the relevant representative at MONRE in conjunction with the UNEP Task Manager. After referral, the complaint will be addressed within 35 working days. Cases of complaints alleging serious harm or risk of harm, and/or serious rights violations will be directly addressed by the Tier 3 mechanism, which may seek an independent assessment and/or the establishment of a mediation committee to find appropriate resolutions to address the case. The complainant may decide to take legal or approach to complementary GRM if s/he is not satisfied with the resolutions.
National level	

II.COMPLEMENTARY GRIEVANCE REDRESS MECHANISMS

UNEP'S STAKEHOLDER RESPONSE MECHANISM (SRM)

The SRM serves as a complementary mechanism to local grievance redress processes and mechanisms that are established for UNEP projects and programmes. Local and project-specific grievance redress mechanisms are to be the first point of contact for stakeholders who may be adversely affected by a UNEP project or programme. In the event that such concerns are not resolved at the local

level or in the event that the project-specific GRM is not the preferred option, stakeholders may access UNEP's SRM. Any grievance related to corruption or any unethical practice should be referred immediately to UNEP's SRM.

Complaints can be filed to UNEPs Independent Office for Stakeholder Safeguard-related Response (IOSSR) in three ways:

- 1) Online project concern form (Web and PDF form in English, Arabic, Chinese, French, Russian or Spanish) available at <https://www.unep.org/about-un-environment/why-does-un-environment-matter/un-environment-project-concern>
- 2) Email to unep-iossr@un.org

- 3) Mail to the following address:
Independent Office for Stakeholder Safeguard-related Response (IOSSR) & Director of Corporate Service Division
UNEP P.O. Box 30552, 00100
Nairobi, Kenya

GCF'S INDEPENDENT RESPONSE MECHANISM (IRM)

Any person or a group of persons, or a community that has been or may be affected negatively by a GCF (Green Climate Fund) project or programme may file a complaint through the GCF IRM. The affected person(s) can authorise their government or representative to file and pursue the complaint on their behalf. A complaint with the IRM can be filed by:

A complaint can be filed in English, or in the local language of the complainant. Where possible, a translation should be provided in English. Otherwise, the IRM will attempt to have the complaint translated and respond in the language of the complainant. There are no formal requirements for filing a complaint. A complaint should generally include:

- Sending it by mail or email: irm@gcfund.org
- Sending a voice or video recording;
- Filling out the online complaints form. <https://gcf.i-sight.com/external/case/new/group=Complaint>

- The complainant's name, address and contact information;
- If the complaint is being filed by a representative of the complainant, the name and contact information of the representative, as well as evidence that the representative is authorised to act on the behalf of the complainant;
- A description of the project or programme that has caused or may cause adverse impacts to the complainant;
- A description of how the complainants have been or may be adversely impacted by the project or programme;
- Whether confidentiality is being requested and the reasons for it.

Contact Information
Project Director: Amphayvanh Oudomdeth
Email: amphayvanh.oudomdeth@gmail.com

United Nations Environment Programme (UNEP)
Chief Technical Adviser: Shyam K Paudel, PhD
Email: shyam.paudel@un.org

