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MINISTRY OF WATER AND ENERGY
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Federal Democratic Republic of Ethiopia

Ministry of Water and Energy

**Second Urban Water Supply and Sanitation
Project (UWSSP-II)**

**A Guideline to
Grievance Redress Mechanism (GRM)**

February, 2020

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List of Acronyms

KGRC	Kebele Grievance Redress Committee
FPCU	Federal Project Coordination Unit
GIRP	Grievance Investigation and Resolution Process
GRM	Grievance Redress Mechanisms
MoWIE	Ministry of Water, Irrigation and Energy
UGRC	Urban Grievance Redress Committee
PCU	Project Coordination Unit
UWSSP-II	Second Urban Water Supply and Sanitation Project
WDC	Water Development Commission
WSS	Water Supply and Sanitation
GBV	Gender Based Violence

1. Introduction

1.1. Project Background

Ethiopia's rapid urbanization is putting stress on the already inadequate water supply and sanitation system in urban areas. Urban centers capacity to properly dispose the wastewater is low exposing natural resources to pollution. Out of the estimated 398,985 M3/day wastewater produced in Addis Ababa, AAWSA's capacity to properly dispose the wastewater is only 1,727 M3/day or 0.43% of the capacity needed. The situation is even worse in other secondary cities including Mekelle 0.35%, Bahirdar and Hawassa 0.22%, Gondar 0.07%, Dire Dawa 0.05% and Adama 0.41%. The proportion of the population with no access to waste disposal vehicles/containers is strikingly high across the urban spectrum, ranging from 93% in small/medium towns to 62% in major towns to 58% in Addis Ababa. Only limited municipalities have vacuum trucks to dislodge latrines and cesspools and where they exist their management of operation is not effective. Sewer connection exists only in Addis Ababa with about 10% coverage. The numbers of public latrine in any of the urban and small towns are very limited compared to the demand leaving a large segment of the low-income neighborhood without the service

This is a decade or longer process, but by the end of the project, it is expected that Addis Ababa and the participating cities will have increased access to Water Supply and Sanitation (WSS) services, and will have contributed to improving the health and productivity of urban dwellers to enable them to play an active role in the country's economic growth. Institutional strengthening will secure more robust federal and regional level enabling frameworks and support, while the participating utilities will be assisted to become more business oriented, with measurable business plans, adequate human and operating capacity and data systems to provide WSS services effectively. The Project has the following major components:

Component 1: Sanitation and water supply services improvements in Addis Ababa

Component 2: Sanitation and water supply services improvement in secondary cities

Component 3: Project management and institutional strengthening.

Due to implementation of the project under component one and two, land acquisition and property losses or access changes within the community may occur which might even lead to complaint. In addition, other source of complaints might arise during project execution if not properly addressed and the grievance redress mechanism is not properly established and functioning.

1.2. Brief introduction on GRM

A grievance can be defined as any concern or complaint raised by an individual or a group within communities affected by project operations. Both concerns and complaints can result from either real or perceived impacts of the project's operations and may be filed in the same manner and handled with the same procedure. A grievance can also be broadly defined as any discontent or dissatisfaction with any aspect of the organization. It can be real or imaginary, legitimate or ridiculous, stated or unvoiced, written or oral; it must however, find expression in some form or the other.

Grievance mechanism is an important pillar of the stakeholder engagement process, since it creates opportunities for projects and communities to identify problems and discover solutions together. With this view the Second Urban Water Supply and Sanitation Project (UWSSP-II) implementers should keep in mind that unanswered questions or ignored requests for information have the potential to become problems and should, therefore, be addressed promptly. Effectively addressing grievances from people impacted by the project's activities is a core component of managing operational risk. Redressing grievances should be an integral part of a project's design, plan, implementation, management and monitoring. Setting up appropriate mechanisms to properly address community concerns, prevent adverse consequences and risks, and bring about positive changes in people's lives and relationships is increasingly important in development projects. Resolving grievances of project-affected people at the lowest level, without allowing them to rise into higher levels, equally benefits both the aggrieved parties and the project implementers.

Grievance redress mechanisms (GRMs) can be an effective tool for early identification, assessment, and resolution of complaints on projects. GRMs are institutions, instruments,

methods, and processes by which a resolution to a grievance is sought and provided. It is a way to receive, assess and resolve complaints that may arise from the UWSSP-II supported activities. Understanding when and how a GRM may improve project outcomes can help both project teams and beneficiaries to improve results. GRMs will respond to needs better if they are established early as a measure to preempt rather than react to escalation of tensions with surrounding communities. An adequate social and environmental screening and/or impact assessment process is essential to the success of a GRM. A GRM provides a predictable, transparent, and credible process to all parties, resulting in outcomes that are fair, effective, and lasting.

A well-functioning grievance mechanism increases the likelihood that small disputes can be concluded relatively quickly before they become deep-seated grievances, keeps ownership of the dispute in the hands of local people, and offers an early, efficient, and less costly way to address concerns. A well-functioning grievance mechanism can also provide valuable feedback to the project management unit by serving as an early warning system for wider problems, yielding insights from individual grievances that spotlight changes that might be needed to UWSSP-II operations or management systems, indicating possible systemic changes that might be needed to ensure that grievances do not recur.

The goals of GRM are: 1) open channels for effective communication, 2) demonstrate that UWSSP-II is concerned about community members and their well-being, 3) mitigate or prevent adverse impacts on communities caused by UWSSP-II projects activities, 4) improve trust and respect, and 5) promote productive relationships.

With regard to the UWSSP-II, the activity plans originate from communities/kebeles, and passed through the respective towns, regions and federal levels. This ensures availability of suitable avenue to identify major problems in the whole project implementation arrangement along with the possibilities of addressing the problems in the framework of the UWSSP-II with active participation from the community. Since they are the primary beneficiaries of the project, they are encouraged to participate fully in all aspects of the project including problem/need identification, preparation, work planning, implementation, monitoring, operation and maintenance. Therefore, the planning process follows a bottom-up approach to

lay foundation for all the interventions and to ensure sustainability. Since the whole process is participatory and transparent, the occurrence of complaint is very rare. Even though the existence of complaints is minimal, there should be a mechanism to address unforeseen events.

To this effect, it is necessary to establish GRM for the Second Urban Water Supply and Sanitation Project (UWSSP-II) which provides a transparent and credible process to all parties, resulting in outcomes that are fair, effective, and lasting.

The GRM is an essential part of the safeguard instrument that intends to resolve complaints on the Second Urban Water Supply and Sanitation Project (UWSSP-II) subproject activities. It should address complainant concerns and complaints promptly, using an understandable and transparent process that is gender responsive, culturally appropriate, and readily accessible to all segments of the complainant persons. Generally, the mechanism will ensure that (i) the public within the UWSSP-II investment influence are aware of their rights to access, and shall have access to, the mechanism free of administrative and legal charges, and (ii) concerns arising from the Second Urban Water Supply and Sanitation Project (UWSSP-II) activity in all phases are addressed effectively. Such kinds of approaches are useful, among others, to improve outcomes of UWSSP-II implementation, help to prioritize supervisions, identify systematic implementation issues and trends, and promote accountability through creating more predictable, timely and results-oriented responses to citizen concerns.

Accordingly, the UWSSP-II PCUs (at federal and town/city level) are required to set up the mechanism and implement properly.

2. Objective of the GRM

The objective of establishing the grievance redress mechanism in the UWSSP-II is to address any complaint concern and complaints related to project's activity implementation promptly and effectively.

3. Scope of Grievance Redress Mechanism

The scope of the issues to be addressed in the Second Urban Water Supply and Sanitation Project (UWSSP-II) GRM will be all complaints arising from UWSSP-II activity implementations. The scope of the GRM shall be also extended to receive, file, investigate/and or refer and resolve issues related to environmental and social impacts/risks caused by the project activities.

Any person within the UWSSP-II targeted towns and secondary cities impacted by any of the UWSSP-II subprojects activities including the ancillary facilities and who has complaints during preparation/designing, implementation and shall have access to the GRM.

4. Principles of GRM for the project

The general principles that guide this GRM procedure and by which related performance should be evaluated are:

Proportionality: Environmental and social risks will be identified and managed so that the threat to the environment, people, health and safety are reduced to a level deemed to be as low as reasonably practicable.

Accessibility: It should be accessible to everybody who would like to submit a complaint and should aid those who face barriers such as language, literacy, awareness, cost, or fear of reprisal.

Predictability: It should offer a clear procedure with time frames for each stage and clarity on the types of results it can and cannot deliver.

Fairness: Its procedures should be widely perceived as fair, especially in terms of access to information and opportunities for meaningful participation in the final decision.

Compatibility: Its outcomes should be consistent with applicable national and international standards and should not restrict access to other redress mechanisms.

Transparency: Its procedures and outcomes should be transparent enough to meet the public interest concerns at stake.

Capability: It should have the necessary technical, human and financial resources to deal with the issues at stake.

Gender responsive: It should ensure equitable benefits of women and men particularly for displaced female headed households and ensure the representation of the married household both by husband and wife throughout the GRM processes.

GBV responsive: The GRM will render a survivor's centered response to GBV cases/incidents.

Social Inclusion: remove institutional barriers through enhancement of incentives to increase the access of diverse individuals and groups to development opportunities.

Feedback: It should serve to channel citizen feedback to improve project outcomes for the people.

5. Potential Grievances/Disputes and Measures

Grievance procedures are required to ensure that PAPs can present complaint or concerns, without cost, and with the assurance of a timely and satisfactory resolution of the issue. Grievances will be actively managed and tracked to ensure that appropriate resolution and actions are taken. A clear time schedule will be defined for resolving grievances, ensuring that they are addressed in an appropriate and timely manner, with corrective actions being implemented, and the complainant will be informed of the outcome.

Different issues could be raised by Project Affected Persons (PAPs) during the project planning and implementation. Such issues or grievances provide information to project management about actual and potential problems of the project implementation. One of the common areas of grievances is related with land acquisition and resettlement. In case of projects involving land acquisition, involuntary resettlement and Gender Based Violence (GBV), the grievance procedure and appeal mechanism are important aspects because there may be displaced

households who are not satisfied with their compensation or the resettlement process. GBV incidences could also have significant impact on survivor's lives, the GRM thus needs to provide survivor's centered responses to GBV cases.

In addition, under the UWSS-II Project, grievances and dispute may arise related to, but not limited to, the following issues:

- I. The eligibility criteria for compensation;
- II. Methodology for valuation of assets and compensation;
- III. Disagreement on plot boundaries, either between the affected person and the expropriation agency or between two neighbors;
- IV. Dispute over ownership of a given asset (two or more affected people claim that the affected asset is theirs);
- V. Successions, divorces, and other family issues resulting in disputed ownership or disputed shares between inheritors or family members;
- VI. Where affected people opt for a resettlement-based option, disagreement on the resettlement package (the location of the resettlement site, proposed housing or resettlement plot characteristics, agricultural potential are not adequate in their view);
- VII. Dispute ownership of businesses and business-related assets (quite usually, the owner and the operator of a business may be distinct individuals, which give rise to dispute in the event of compensation);
- VIII. Conflict between hosting communities and PAPs
- IX. Treat or discrimination to get access of or sharing benefits from planned Project
- X. Improper handling or delay of grievances
- XI. Change in design and Row plan that may trigger new land acquisition and resettlement.
- XII. Improper implementation of ESMF, RPF, RAP, ESMP, LRP, if any, or other safeguard instruments and
- XIII. Actual implementation of RAPs, among others. The grievance redress procedure of the project does not replace existing formal legal processes. Based on consensus, the

procedures will seek to resolve issues quickly in order to expedite the receipt of entitlements without resorting to expensive and time-consuming legal actions.

Accordingly, a good degree of transparency and diligent actions by project implementer and other Stakeholders during compensation, resettlement planning and implementation can eliminate or minimize many of such issues and problems that lead to complaints. Specific measures that can help to achieve these but not limited to include: -

- a. Detail awareness creation for PAPs about the project objectives, Legal, Policy and entitlement issues
- b. Undertaking transparent inventory in the presence of Household Heads and certification by them on accuracy
- c. Laying fertile ground for PAPs to participate in each planning and implementation activities of the project
- d. Establishing Grievance redressing committees at grass root level including “Kebele” lower level of Government Structure to address the Grievance
- e. Describing the benefit that PAPs can acquire from the project
- f. Augmenting the Participation of Women in all Planning and Implementation of each Sub-project
- g. Minimizing Design shifting as much as possible that can be addressed at planning stage and looking for alternatives to minimize the impact using different Parameters. In nut shell the design should be done in detail using the existing situation of the working Sites, and
- h. Critically following up the Resettlement Policy Frame work

6. Access to Grievance Redress Mechanism

The Second Urban Water Supply and Sanitation Project (UWSSP-II) Federal Project Coordination Unit (FPCU) in collaboration with concerned Regional and Town Administration and Water and Sewerage Office will make the public aware of the GRM through awareness creation forums, training and capacity building. Contact details in support of the Mechanism will be publicly disclosed and posted in the offices of concerned Kebele

Administrations, Utility offices, and town administrations. These will also be incorporated in the UWSSP-II information materials (e.g. reports, magazines, brochures, flyers and posters).

7. Grievance Investigation and Resolution Process (GIRP)

The Second Urban Water Supply and Sanitation Project (UWSSP-II) FPCU under Water Development Commission (WDC) in collaboration with its regional and town counterparts established a clear GRM that allows any person, who has complaints regarding the activities of the UWSSP-II, to raise issues, feedback and complaints about the effects of UWSSP-II activities implementation/performance. Complaints can be communicated in written form using the standard complaint form to Kebele grievance Redressing Committee, to be established for each sub-project. All received complaints and responses given should be documented and copies sent to urban/town grievance redressing committee (UGRC).

Complaints unresolved at KGRC (if the complainant is not satisfied) will be brought to UGRC. At urban/town level, all received complaints which were unresolved at KGRC level will be reviewed by the UGRC for investigation and final decision. To this effect, a GRM with clear timeline and responsibility is required at different levels to be transparent, accountable and responsive. Accordingly, the steps of the (Grievance Investigation and Resolution Process) GIRP at each level are outlined as follows.

8. Establishment of GRC, Structure, Steps and Timeframe

Grievance redressing committee (GRC) will be established at city/town, sub city (in case of Addis Ababa), woreda/kebele levels for all utilities under UWSSP-II. The GRC at different levels will play the pivotal role in resolving different complaints and grievances related to the project. The compositions, roles and responsibilities of GRC at different levels is presented in the following sections.

GRC at city/town level: constitute representatives from relevant offices appointed by the mayor or the mayor's delegate. The composition of the committee members and offices could vary from town to town especially based on the nature of the project, the Addis Ababa city can include more offices. However, the following shall be included under the grievance

committee members: city municipality, bureaus of women and children affairs, labor and social affairs, land management, environmental protection authority and representatives of the community. At least 40% of the GRM members should be women. In line with this, the GRC should include gender expert, environmental expert, land management expert and lawyer. The detail compositions are presented in the table below.

Note:

1. The chairperson and secretary of GRC at different levels will be approved by the head of the administrative level
2. The office of GRC will be established at convenient location for the public

8.1 Roles and responsibilities of GRC at City/town Level

- Create awareness on procedures and systems of GRM to implementers, community members (PAP) and other stakeholders.
- In coordination with PCU facilitate the formation of GRC at lower levels (sub city/woreda/kebele levels) and follow up their performance.
- Follow up the appeals/grievances presented so that they get resolved/redressed within specified time.
- Generate ideas for decision makings by assessing and analyzing the appeals and grievances presented at different time.
- Communicating the Grievance redress outcome to the affected people and relevant stakeholders.
- Report to the Project Management Unit (PIU) on the effectiveness and performance of the GRM monthly.

8.2. Roles and responsibilities of GRC at Sub-City Level (in case of Addis Ababa and big cities)

- Plan, organize, investigate and coordinate grievance redressing activities.
- Create awareness on procedures and systems of GRM to implementers, community members (PAPs) and other stakeholders.
- Assign a focal person responsible to receive, record and report all the cases coming to the GRM.
- Ensure that the grievances and appeals presented are solved according to the timeframe; and follow up their implementation.
- Generate ideas for decision makings by evaluating and analyzing the appeals and grievances presented at different time.
- Communicating the Grievance redress outcome to the affected people and relevant stakeholders.
- Report to the city level GRC and PMU (Project Management Unit) on the effectiveness and performance of the GRM on every 15 days.

8.3. Roles and responsibilities of GRC at Woreda/Kebele Level

- Create awareness on procedures and systems of GRM to the community members, PAPs and other stakeholders
- Plan, organize, and implement grievance redressing activities.
- Assign a focal person responsible to receive, register and report all the cases coming to the GRM, including appeals.
- Assess and resolve grievances and appeals presented according to the grievance redressing timetable.
- Facilitate to take their appeal to the higher level for those complainants who are not satisfied with the response of the woreda GRC.
- Communicate the outcome of the case assessment to the complaint and other relevant bodies in timely fashion. If the appeal is presented to GRC woreda level, it should be assessed and resolved/ within 10 consecutive days.

- Weekly reports should be submitted to the sub city GRC.

** From the overall GRC, a GBV sub-committee/a focal person mainly woman will be established/elected and work in providing a survivor centered GBV responses.

9. Grievance Investigation and Resolution Process (GIRP) at all Level

9.1. Composition members of KGRC

The composition and role of the KGRC members is presented in the following table;

No.	Institution /individuals representation	Role	Remark
1.	Kebele Administrator/representative	Chair Person	
2.	Women Affair Representative	Secretary and Member	
3.	Women Association Representative	Member	
4.	Youth Association Representative	Member	
5.	Representative from PAPs (#2)	Member	
6.	Local NGOs/CSOs representative	Member	
7.	Communities representative (Non-PAPs)	Member	

Procedures of grievance are as follows:

Step1: Registration of the grievances to be addressed by any interested person or complainant and submitted to KGRCfocal person through verbally, written format, email, phone call, text message, or in any of convenient channels.

Step 2: Based on the grievance received from complainant, the KGRC undertake investigation and document obtained investigation. According to the investigation the decision will be provided in written form to the applicants. All meetings will be recorded and filed;

Step 3: If the complainant is not satisfied by the response given by KGRC or if no response is received from the KGRC within 15 days after the registration of complaint, the complainant can appeal to the UrbanGRC/Subcity GRC.

9.2. Composition of UrbanGRC/Subcity GRC

The town grievance resolution will be formed through the client in each participating cities and towns and shall be comprised of the following.

No.	Institution /individuals representation	Role	Remark
1.	Municipality representative	Chair Person	
2.	Project Affected Peoples (PAPs)	Member	
3.	Women Affair	Member	
4.	Two Respectable Citizens from society one of whom should be a woman	Member	
5.	Representative of Implementing Agency/Utility/	Secretary and Member	
6.	Land development and management office	Member	

Procedures of Appeal

Step1: Appeal form will be completed by any interested person or complainant /appellant and submitted to UrbanGRC/Subcity GRC, as appropriate.

Step 2: The UrbanGRC/Subcity GRC based on the appeal or complaint received from complainant and document which is transferred from UrbanGRC/Subcity GRC will review and further investigate. If the decision given at KGRC level is appropriate, the UrbanGRC/Subcity GRC will approve it; otherwise if the appeal is valid, the team will resolve the issue within seven days from the date the application was received. The decision will be provided in written form to the applicants and copies will be sent to KRC and to utility. All meetings will be recorded and filed;

Step 3: If the complainant is not satisfied by the response given by UrbanGRC/Subcity GRC or if no response is received from the UrbanGRC/Subcity GRC within 15 days after the registration of complaint, the complainant can appeal to the court or the Ombudsman.

9.3. Procedures and Responses to GBV cases

Project aims to develop water and sanitation services in selected cities. To achieve the objective the project will execute various activities and substantial impact on Gender-Based Violence (GBV¹) is not expected. However, GBV cases may happen related to the sub project(s) execution. If GBV incidents happen in relation to UWSSP-II sub project(s), a Survivor-Centered Approach² should be followed. In order to properly address GBV risks and the GRM needs to be in place prior to contractor's mobilization. This helps the project to create proactive protective mechanism. Therefore, GBV could be addressed through the overall project GRM system responsive to GBV issues. For this purpose:

- GRM operators, especially the GBV subcommittee/focal person, are to be trained on how to address GBV cases confidentially and empathically (without judgment). General awareness raising on GBV issues will be made to the project/contractors' workers and the general society around the projects.
- UWSSP-II GBV responsive GRM need to have multiple complaint channels and these must be trusted by those who need to use them. Community consultation may be one mechanism to identify effective channels (e.g. local community organizations, health providers, etc.).
- No identifiable information (like name, address etc.) on survivor should be stored in the GRM.
- The GRM should not ask survivor's for records, information on more than three aspects related to GBV incidents:
 - i. The nature of the complaint (What the complainant says in her/his own words)
 - ii. If, to best of their knowledge, the person responsible for was associated with the project;

¹ GBV is an umbrella term for any harmful acts that is perpetrated against a person's will and that is based on socially ascribed (i.e. gender) differences between males and females. It includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivation of liberty (WB, 2018).

² This means responding appropriately to survivor's complaint by respecting the survivor's choices. Meaning that survivor's rights, needs, and wishes are prioritized in every decision related to the incident. The survivors of the GBV, particularly SEA and SH who has the courage to come forward must always be treated with dignity and respect. Every efforts should be made to protect the safety and wellbeing of the survivor and any action should always be taken with survivor's informed consent. Confidentiality is essential throughout the process.

- iii. The age and sex of the survivor, if possible.
- The GRM should assist GBV survivors by referring them to GBV Service Provider³ (s) and/or responsible actors for support immediately after receiving a complaint directly from the survivor.
- The information in the GRM must be confidential-especially when related to the identity of the complainant. For GBV, the GRM should primarily serve to (i) **refer** complainants to the GBV Service Provider; and (ii) **record** resolution of the complainant.
- The GBV Services Provider(s) will have its own case management process which will be to gather the necessary detailed data to support complainants and facilitate resolution to the case referred by GRM operator/committee.
- The GBV Services Provider should enter in to an information sharing protocol with GRM operator to close the case.
- The GRM should have in place processes to immediately notify both the Implementing Agency and World Bank of any GBV complaints with the consent of the survivor.

10. Communication

Communication on the GRM including its availability will be conducted from onset in connection with resettlement action plan (RAP) and public consultation on different issues of UWSSP-II. On top of that, the PAPs will be communicated about the details of GRM, establishment and roles and responsibilities of GRC at different levels through local media (Radio), through public (project notes) and awareness raising meetings at village (ketena) and woreda/kebele levels including utilizing the customer forum. Detail awareness issues for Project Affected People include:

- Scope of the project planned construction phases,
- The GRM; purposes for which the different GRM can be accessed, e.g., construction-related grievances, grievances related to physical and economic displacement,
- The GRC focal person, members of GRC and its location

³The list of GBV Services Providers should be made readily available before the project commence as part of the mapping exercises.

- Types of grievances not acceptable to the GRM.
- Eligibility to access the GRM.
- Method of complaining or reporting the grievance
- Taking part in the GRC meeting
- The steps of resolving process and timeline adopted in this mechanism.
- Issues related to addressing the special needs related to gender and vulnerability to different social and economic problems
- Important documents and evidence to support the complaint

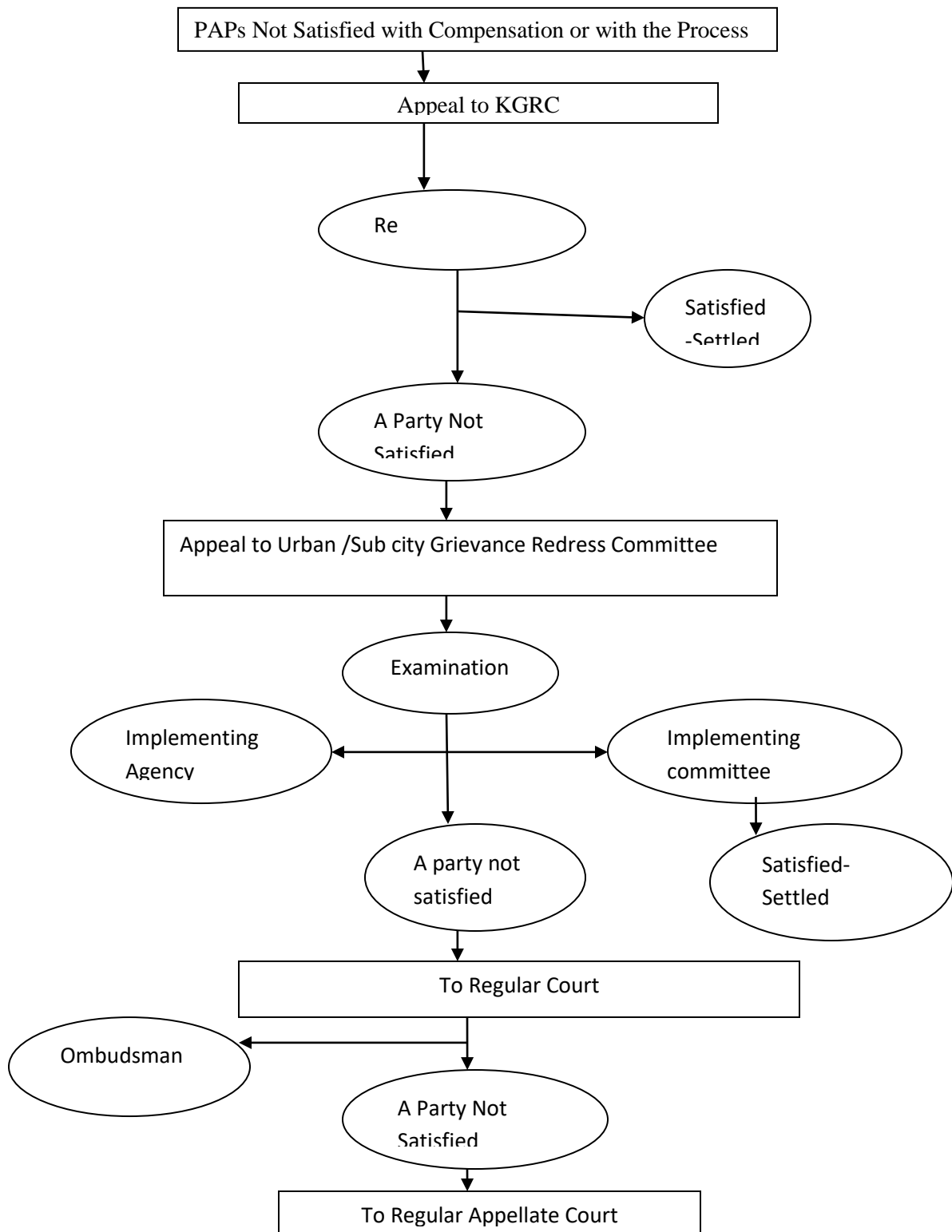
11. The Office of the Ombudsman

According to Article 5 of the Institution of Ombudsman Establishment (IOE) Proclamation No. 211/2000, the objective of the institution is bringing about good governance that is of high quality, efficient and transparent, and are based on the rule of law, by way of ensuring that citizens' rights and benefits provided for by law are respected by organs of the executive. The IOE has a jurisdiction over executive organs of the federal as well as regional governments. It is an organ that protects citizens from maladministration. It has powers to supervise administrative directives issued and decisions given by executive organs and the practices thereof so that they do not contravene the constitutional rights of citizens; receive and investigate complaints in respect of maladministration; conduct supervision, with a view to ensuring that the executive carries out its functions in accordance with the law and preventing maladministration; seek remedies in case where it believes that maladministration has occurred; and make recommendations for the revision of existing laws, practices or directives and for the enactment of new laws and formulation of policies, with a view to bringing about better governance. Hence, the affected people and stakeholder can also submit its appeal to get advice to the Ombudsman's representative at the project implementation level/or respective administrative level where the IOE is available. Thus, the IOE might be used as one channel of grievance handling mechanisms where found feasible by PAPs.

12. Appeal to Court

If the grievance procedure which will be established at local level fails to provide a result, complainants can pursue further action by submitting their case to the appropriate regular court of law. Courts of law shall be considered as a “last resort” option, which in principle should only be triggered where first instance amicable mechanisms and other options have failed to settle the grievance/dispute. However, the constitution allows any aggrieved person the right of access to court of law.

Figure 1: Grievance/Dispute Management Mechanism



13. CapacityBuilding

The GRCs at different level will be trained on the GRM of the UWSSP-II. The training need to focus on overall needs and importance of GRM, the steps and procedures of GRM, and most importantly how confidentially handle sensitive cases such as GBV and their roles and responsibilities at different level. Moreover, awareness rising on rights and obligations, rules and regulations of GRM will be provided to appellants in a group or individual bases on their complaints and grievances. Budget required to GRC capacity building and number of trainee in Addis Ababa and other 22 towns is indicated in the table below.

Table 10-1: Budget Estimated for Capacity Building and implementation of GRM

Types of Activities	No. of participant	No. training days	Budget required				Remark
			Per dim	Transport/by vehicles and plain/in birr/	Fuel /in birr/	Total budget	
ToT on Grievance Redressing Mechanism (GRM) to AA and 22 town experts	45	7	141732	60264	49011	251007	
Training on Grievance Redressing Mechanism to GRC of A.A and other 22 towns	3128	3	938400	-----	-----	938400	
Logistic and administrative supports to the GRM (logbooks, recording and feedback templates, office etc.)	3173	-				79325	
Monitoring and follow up of the GRM by the PCU	10	Quarterly				360000	

14. Monitoring, Evaluation and Learning

Monitoring and evaluation is a process that helps to improve performance and achieve results. Monitoring and evaluation is used for measuring the effectiveness of the GRM and the efficient use of resources, and for determining broad trends and recurring problems so they can be resolved proactively before they become points of contention. Monitoring helps to identify common or recurrent claims that may require structural solutions and enables the project to capture any lessons learned in addressing grievances. Monitoring and reporting also create a base level of information that can be used by the project to give information back to communities.

Monitoring indicators are included in the environment and social safeguard reporting template. The indicators include the establishment of GRM at different levels, the number of grievances registered and resolved, the time taken to redress a grievance, and the level of community satisfaction. A review of the GRM system should assess the overall effectiveness and the impact of the GRM. Such evaluations can take place either annually or biannually, and their results should contribute to improving the performance of the GRM and provide valuable feedback to project management. The following questions can be addressed in such evaluations:

- How many complaints have been raised?
- What types of complaints have been raised?
- What is the status of the complaints (rejected or not eligible, under assessment, action agreed upon, and action being implemented or resolved)?
- How long did it take to solve the complaint?
- How many project-affected people (disaggregated by sex) have used the grievance redress procedure?
- What were the outcomes?
- Is the GRM effective in realizing the stated objectives, and principles?
- Is the GRM capable of responding to the range of grievances specified in the guide?
- Has the GRM adopted measures to improve the resolution approaches, e.g., capacity building, consultation, with technical experts, etc.?

- Was the GRM effectively integrated into overall project management?

The federal and regional environment and social safeguard specialists, monitoring and evaluation specialists, and the Town safeguard experts will conduct GRM monitoring and report quarterly.

Annex 1: Grievance application form

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የሁለተኛ የከተሞች ወሃ አቅርቦትና ሳኒቴሽን ፕሮጀክት የቅሬታ መቅረቢያ ቅፅ

1. የቅሬታ አቅራቢ ስም

የሚገኝበት ቦታ፣ ወረዳ

ቀበሌ.....ጎ ጥ.....

የአካባቢ ውጤት ያለው

2. የቀርቦ ወቅታዊ ደዘት

.....
.....

3. የችግሩ መነሻ (በቅሬታ አቅራቢው ስተያየት)

.....
.....

4. የቅሬታ አቅራቢውን ዲሆን ለትዩ ሚሳልገ ወፍላጎት

.....
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5. የቅሬታ ተቀባይ ስም

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Annex 2.Grievance Redress Mechanism reporting format

Quarter_____

Year_____

No.	Activity	Unit	Annual target	Target		Achievement		
				This quarter	Up to this quarter	This quarter	Up to this quarter	Achievement /planned (%)
1	Monitoring and technical support	No of towns						
2	Awareness creation to community, KGRC, Urban GRC	Male						
		Female						
		Total						
3	Established and functional GRM	No. of towns						
4	Number of grievance registered	No. towns						
5	Number of grievance resolved	No. towns						
6	Types of cases appealed	Types of cases						

Annex 3: Acknowledgement Letter

Date: _____

Ref No: _____

To _____ (The Applicant Name & Address)

Dear Sir/ Madam,

As it is known you have submitted a letter to our office/GRM committee dated on _____ expressed in the subject. It is informed that your application is received and registered in this _____ office with the Number and inform you the reply in this regard will be furnished to you before (Put the specific date as per the agreed time frame stated on the RPF and this document).

Or

It is informed that your application is received and registered in this office with the Number..... and the request is rejected for the following reasons.

Yours Sincerely

Signature of the Grievance Redressal Committee member

Designation

Place: