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# Government of Saint Vincent and the Grenadines

## **Regional Disaster Vulnerability Reduction Project**

### **WORLD BANK Grievance Redress Mechanisms**

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# **GRIEVANCE REDRESS MECHANISMS**

## **Introduction**

The Grievance Redress Mechanism (GRM) effectively addresses grievances from the people impacted by the World Bank projects. It can be an effective tool for early identification, assessment and resolution of complaints on projects.

### **The Foundation of an Effective Grievance Procedure**

The GRM is an integral part of the development process for the Government of St. Vincent and the Grenadines (GoSVG). In the country's National Economic and Social Development Plan 2013-2025 Goal 3, outcome 3.3 under the promoting of good governance, provision is made for public awareness about their legal rights and avenues for redress.

The grievance procedure is intended to provide residents of St. Vincent and the Grenadines (SVG) with an opportunity to voice complaints or concerns about the project activity.

### **Structure of Grievance Redress:**

- I. Public grievances are received by the Attorney General Office on behalf of the GoSVG.
- II. During the life cycle of the project, all grievances pertaining to the Regional Disaster Vulnerability Reduction Project (RDVRP) would be received by the Social Specialist. The Social Specialist identifies the Grievance, then in collaboration with the Project Steering Committee (PSC), guided by the Attorney General, evaluates and resolves the claims.
- III. The Public Sector Investment Programme Monitoring Unit (PSIPMU) will continuously monitor all possible expropriation/ reports and discuss outcomes in the PSC meetings.

## **Guidelines for processing grievances:**

- 1) After the final demarcation of the project sites, a sign post would be erected to notify the public about the pre project development. Notification should be given on radio via the public service information about the project development. At the project site, on the sign post, a rectangular portion would be allocated with information as to where to direct all grievances. The rectangular portion would state: -

### **Notification to the Public**

All grievances relating to the development of this project are to be directed to:

Project Coordinator,

Project Steering Committee

Regional Disaster Vulnerability Development Project

Ministry of Economic Planning, Sustainable

Development, Industry, Information and Labour

Administrative Building

Kingstown

Telephone: 784-457-1746

email: [cenplan@svgcpd.com](mailto:cenplan@svgcpd.com)

- 2) The affected persons should file his/her grievance in writing, or complete a grievance form and submit to the PSC. The grievance note should be signed and dated by the aggrieved person.
- 3) The PSC should acknowledge within five (5) business days, the receipt of the documentation. The nature of the grievance would be directly addressed by the Social Specialist along with the other relevant concerned Ministry (e.g. Chief Surveyor – Land Acquisition issues). The relevant personnel would ascertain the period (not exceeding thirty (30) business days) necessary for the PSC to address the grievance and notification must be given to the aggrieved person.

- 4) If the aggrieved person does not receive a response or is not satisfied with the outcome within the agreed time, he/she can lodge his/her grievance to the Director of Public Prosecution.
- 5) No grievance is to be rejected without having been independently examined, issued a reason and a reply.
- 6) Complainants must be informed of the name, designation, office, and telephone number of the official who is processing the case. The time frame in which a final reply will be sent should also be indicated.
- 7) All grievances concerning non-fulfilment of contracts, levels of compensation, or seizure of assets without compensation shall be made in writing, and addressed to the PSC. Copies of the complaint shall be sent to the Director of Planning, Ministry of Economic Planning, Sustainable Development, Industry, Information and Labour, within 20 business days following communication to the PSC.
- 8) If an agreement cannot be reached the aggrieved party or parties shall raise their concerns to the PSC who shall refer them to the Director of Planning, within twenty (20) business days. Grievances that cannot be resolved with the PSC shall be submitted to the Director of Public Prosecution and to the executing agencies. Should grievances remain unresolved at this level, they can be referred to the Court of Law.

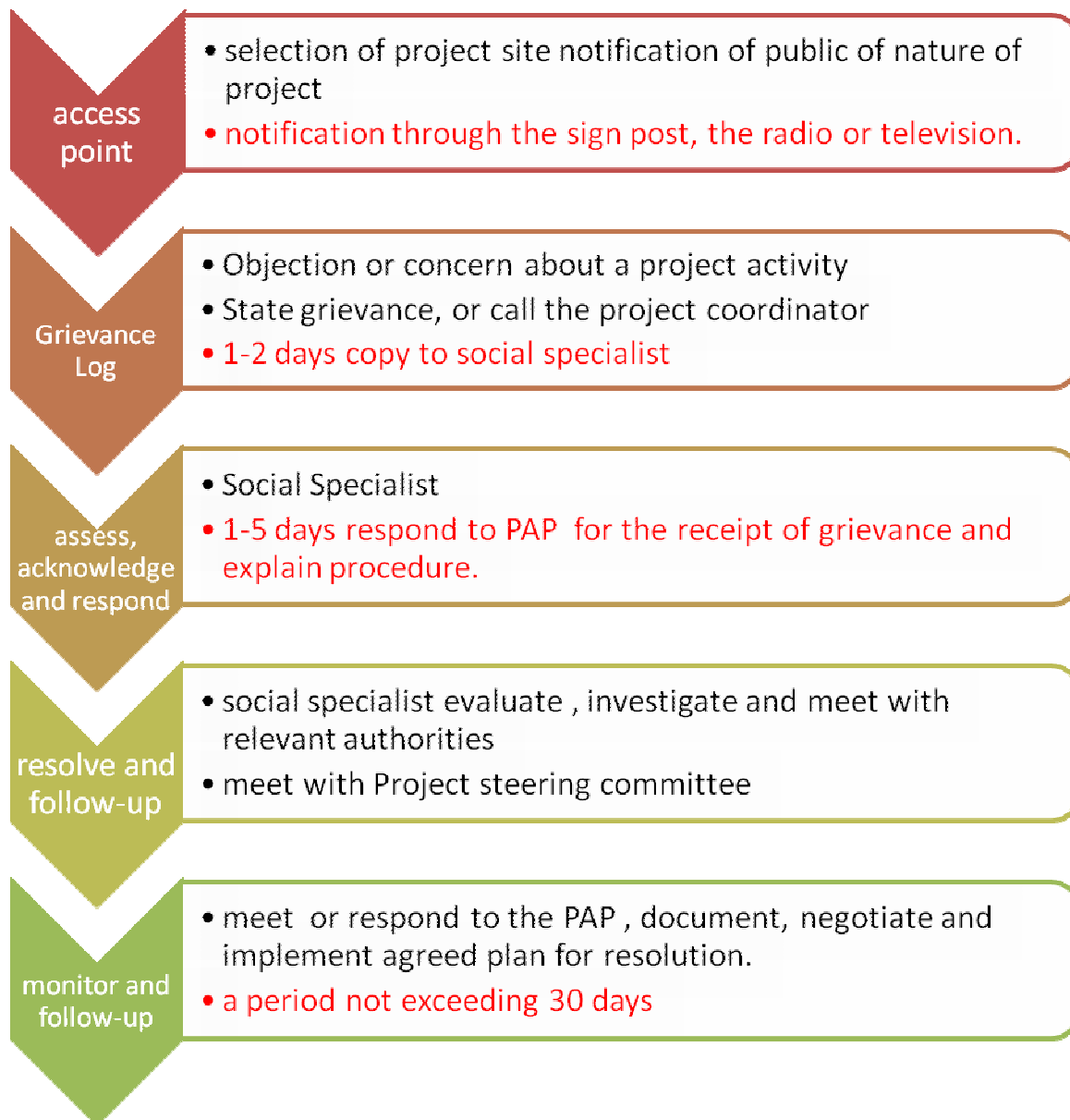
### **The procedure for handling grievances**

should be as follows:

- All grievance representations received under the project, either by mail, fax, e-mail, are to be invariably routed to the Social Specialist for processing. A copy of the complaint should be given to the aggrieved indicating receipt of Grievance.
- Grievance received by word of mouth should be recorded, re-read to the aggrieved person and signed by the aggrieved person in the presence of a witness and forwarded to the Social Specialist.
- At this stage the Social Specialist shall meet with the PSC to discuss the gravity of the matter and decide whether it shall be dealt with immediately or should be forwarded directly to the Attorney General's Office for independent attention.

- The Social Specialist should monitor and follow up these grievances to enable timely attention.

## Grievance diagram



## **Review and monitoring of Grievance Redress Mechanism**

Ensure meaningful review of the performance of grievance redress process of the project. The project coordinator should ensure that all grievances are addressed within one month.

### **Best practice:**

- The better method to redress a grievance is not to allow the grievance to arise in the first instance.
- When project sites have been identified a consultation and information session will be scheduled with residents to discuss the nature of the project and to note and address any concerns on the project development.
- Identify areas susceptible to grievance generation and identify possible opportunity or alternatives. Recommendations should be made and discussed with PSC, if the grievance cannot be avoided, then compensation or alternate options should be communicated to the potential aggrieved individual.
- On the determination of the project site, screening should be conducted for boundaries, agriculture produce, and other assets subject to be affected by the project. When identified, discussion should be undertaken with the project steering committee to minimize grievance.
- Deal with every grievance in a fair, objective and just manner.
- Develop and issue booklets/pamphlets about the schemes/services available to the public indicating the procedure and manner in which the grievances can be availed and the right authority to be contacted for service, for example the Project Coordinator, the Ministry of Agriculture for crops, and the Lands and Surveys Department for land issues.

**Contractual arrangement**

**MEMORANDUM OF UNDERSTANDING FOR THE TEMPORARY USE OF LAND OR OTHER FACILITIES DURING PROJECT CONSTRUCTION M**

The following agreement has been made on..... day of..... between.....resident of .....(the Owner) and \_\_\_\_\_.(the Recipient).

- 1. That the Owner holds the transferable right of ..... acres/square feet of land/structure/asset in.....
- 2. That the Owner testifies that the land/structure is free of squatters or encroachers and not subject to other claims.
- 3. That the Owner hereby grants to the Recipient this asset for the construction and development of .....for the benefit of the villagers and the public at large.  
*(Either, in case of donation:)*
- 4. That the Owner will not claim any compensation against the grant of this asset.  
*(Or, in case of compensation:)*
- 5. That the Owner will receive compensation against the grant of this asset as per the attached Schedule.
- 6. That the Recipient agrees to accept this grant of asset for the purposes mentioned.
- 7. That the Recipient shall construct and develop the.....and take all possible precautions to avoid damage to adjacent land/structure/other assets.
- 8. That both the parties agree that the.....so constructed/developed shall be public premises.
- 9. That the provisions of this agreement will come into force from the date of signing of this agreement.

\_\_\_\_\_  
Signature of the Owner

\_\_\_\_\_  
Signature of the Recipient

Witnesses:

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

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

(Signature, name and address)



## **Conclusion**

The grievance procedure provides a simple transparent and timely manner in which concerned residents can voice their opinion or grievance about the nature or development of the project activity. Each stakeholder must follow the grievance procedure this means that each member of the PSC must be familiar with the documentation and the Social Specialist must ensure that procedure are adhere via training of the project committee, the designers and contractors as well as all other personnel immediately involved in the development and implementation of the project.

REGISTRATION OF GRIEVANCE

Please use capital:

From: \_\_\_\_\_ Contact No: \_\_\_\_\_ -  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

Name of Project Site:

As per the Resettlement Policy Framework of the Regional Disaster Vulnerability Project, Grievance Redressal, I register my grievance as detailed:

**“Details of Grievance”**

**(a) Outline reasons why and how you are affected by the project. (overleaf if necessary)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**(b) If land or other properties are being affected e.g. (agriculture) , include copies of relevant documentations you have to support your claim.**

**List documents: attach copies**

- |     |     |
|-----|-----|
| (a) | (b) |
| (c) | (d) |
| (e) |     |

**Undertaking:** I hereby certify that statements made in my Grievance and documentation enclosed are true and complete to the best of my knowledge. If at any time any part of the Grievance or the documentation is found to be false, I will be liable for any legal action that the Government of St. Vincent and the Grenadines may deem necessary.

Date: \_\_\_\_\_ (Signature of aggrieved person) \_\_\_\_\_  
Name of recording Officer: \_\_\_\_\_ (Signature) \_\_\_\_\_  
(Please print)

List all documentation enclosed: (continue overleaf)

