

# **Socio-Economic Reintegration Project in Southern Thailand (P170730)**

## **Stakeholder Engagement Plan (SEP)**

*October 2019*

### Disclaimer

This SEP is still in draft format and the updated one will be finalized and disclosed after consultation with stakeholders during the Project Preparation

# Stakeholder Engagement Plan

## 1. INTRODUCTION

The government has started its reintegration program for ex-combatants who would like to return home since 2009. The approach at the initial stage focused mainly on security and safety of the returnees. As the program develops, the approach has integrated more dimensions for people to normalize their lives in their own communities. The program has evolved into an intervention that is multi-sectoral in nature with dimensions ranging from judicial elements, skills training to livelihoods support and grants for reintegration support in areas of return. The six step program started from raising awareness of the program, registration and adjusting attitude of participants, addressing legal obligations, participating in the district club, and returning home. The program is lead by the Internal Security Operations Center Region 4 and the Southern Border Province Administrative Centre in coordination with various line agencies. Due to the sensitivity of the program, the approach tends to prioritize security over the economic and social well-being of participants and their families. The program focuses more on ensuring safety of the new returnees especially for the ones that are unable to return to their home community immediately. These people will be placed in a safehouse. Security team will review whether the returnees have any warrants so that they work with respective authorities. Cases with criminal charges pending will receive legal aid. The Provincial Justice Fund will be contacted to proceed with provisional release. Please note that beneficiaries for the pilot project have already returned to their communities and have no legal warrants for their past activities. The ministry of labor will provide skills training for returnees. However, the training provided were not according to the need's assessment, thus does not respond to the aspiration of the returnees. The program has approximately 3,000 beneficiaries. The current program is fragmented by the work of different agencies; there are also gaps in important areas (e.g., treatment for Post-Traumatic Stress Disorder). There is limited monitoring and evaluation of results. Responses from the brief beneficiary survey of 2018 indicates that the program is still insufficiently responsive to the varying needs of these vulnerable groups.

Following a World Bank-initiated south-south learning mission in June 2017 to Colombia to learn from the country's long experience with reintegrating war-affected populations, the Royal Thai Government (RTG) has expressed its desire to review and improve Thailand's existing efforts by drawing on and adapting key elements of Colombia's and other countries' approaches to the socio-economic reintegration of former combatants and detainees.

## 2. PROJECT DESCRIPTION

The objective of the World Bank's assistance is to assist government in refining and operationalizing an enhanced socio-economic reintegration program pilot for selected returnees and strengthening the institutional capacity for government agencies.

The World Bank will work closely with the RTG on two sets of activities to provide technical assistance and pilot socio-economic program. These activities would be for: The government to provide an enhanced socio-economic reintegration program pilot for selected ex-detainees and ex-combatants as well as their families and communities of return. Each IPB will receive a **socio-economic reintegration grant (SERG)** in the amount of THB 50,000 (US\$1,667) that s/he can use to access education/skills training opportunities, apprenticeships or livelihoods support, according to her/his choice. The grant amount will be calculated in relation to the standard of living in the communities of settlement. To the extent possible, the SERGs, though for IPBs (or a family member in the case of disability), will aim to benefit the wider community, for instance through encouragement of former combatants to undertake joint activities with other community members. Selected IPBs who meet specific vulnerability criteria as determined by the socio-economic profile will receive a **vulnerability grant (VG)** in the amount of THB 18,000 (approximately US\$ 589). This vulnerability grant is in addition to the socio-economic reintegration grant and has been designed in response to the dire situation some IPBs find themselves in. The size of the vulnerability grant will be calculated to cover the basic needs of the IPBs and her/his family for three months (equivalent to the country's minimum wage, for days worked). **Orientation, information, counseling and referral services** will be provided to help IPBs during the reintegration process. Each community in which IPBs are residing will receive a **Community Social Integration Grant (CSIG)** in the amount of THB 300,000 (US\$9819 equivalent) per sub-district. Communities will use the participatory (CDD) approach that was used during the World Bank's earlier projects in the area, and emphasized inclusion, empowerment, transparency and downward accountability.

Monitoring and feedback mechanisms would be established to facilitate adaptive learning. It is expected that the reintegration pilot would provide support to 200 existing returnees. A multi-agency Program Advisory Committee (PAC) would be established to provide guidance to the pilot project. Some services would be provided by line agencies and non-governmental organizations. The World Bank will provide technical support and capacity building (workshop and training) to assist the government in its redesign of the program including assessing various aspects of the current reintegration program, working with the advisory committee to guide the redesign of the program, and providing technical training for staff and case workers of the executing agency. Two South-south learning events will be conducted to share international experience on DDR and reintegration; knowledge management notes will be produced to take lessons from the pilot interventions.

## 3. PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

The Southern Province Administration and Development Plan of 2017-2019 has clear objectives that welcome participation of all stakeholders to promote peace and development in the areas. Key objectives in this regard include:

- i) To develop participation of all parties concerned in the local areas in order to encourage people to participate in the development and problem-solving in the southern border provinces;
- ii) To ensure that Thai society and local communities recognize and appreciate the value of co-existence under a multicultural society, and share joint responsibility for the problem-solving in the southern border provinces;
- iii) To enhance the potential of people, society and economy in line with the cultural diversity and local wisdom and uphold equality and social justice all over to be habitable and attract tourists and investments.

The government has continued to organize public forums to listen to the views of stakeholders including representatives from government agencies both local and national, private sector, civil society, academia, religious leaders, media and the public. Their views and suggestions have been taken into account in formulating administrative and development policies in the conflict affected areas. Several committees and sub-committees were established to listen and gather recommendations from stakeholders.

As part of project preparation, the Bank designed and conducted a study that sought to assess government's existing reintegration ("Bringing People Home") program and to capture the experiences and perspectives of former combatants in order to understand the complexity of factors affecting their reintegration. The study found that the "Bringing People Home" program does not assess the unique circumstances facing former combatants (often referred to as "returnees") and thus does not adequately respond to their varied needs and priorities. Furthermore, the program has important gaps in coverage, notably the lack of treatment for post-traumatic stress disorder and customized livelihoods support. Other key shortcomings include: institutional fragmentation, priority given to security concerns, and minimal monitoring of socio-economic outcomes. These findings and lessons inform key design features of the proposed project to ensure it is more responsive, flexible and civilian-led, namely: (i) a socio-economic profile will be conducted of each individual project beneficiary to ensure support is response to individual needs; (ii) Systematic and participatory planning for demand driven sub-projects at the community level, as well as participatory monitoring using community social audit approach and beneficiary surveys will inform robust evaluation of outcomes. (iii) the calculation of assistance will be transparent and communicated to all stakeholders; (iv) health professionals will screen beneficiaries and refer them for psycho-social treatment as needed; (iv) systematic and participatory monitoring will inform robust evaluation of outcomes.

#### **4. STAKEHOLDER IDENTIFICATION**

In order to define a communication process with the stakeholders, several groups that may be interested and/or affected by the Project implementation have been identified. There are a number of groups of people and social groups who are interested in the Project on different levels. In particular for this Project, these may be identified as following:

Agencies who may have a possibility to be involved in the decision -making related to the project on implementation of the Project and/or may have an interest in the Project. This group mainly includes governmental entities such as Ministry of Justice, The Southern Border Province Administrative Centre, Ministry of Foreign Affairs, Internal Security Operations Center, Ministry of Finance, Ministry of Interior, Ministry of Social Development and Human Security, Ministry of Public Health, and Ministry of Labor.

In addition, there are civil society organizations providing support to ex-detainees and ex-combatants and their families, receiving communities, special social groups such as Youth and women groups, private sector, academia, and the public.

The main groups of stakeholders identified so far are listed in the table below. The list can be updated and modified in the course of the Project implementation and as a result of cooperation of the parties.

<b>Level of Stakeholder interest in/involvement to the Project</b>	
<b>Stakeholders who may directly or indirectly get benefit from the Project</b>	<b>Role</b>
<p><b>Project Advisory Committee:</b>            SBPAC, ISOC Region 4, Ministry of Interior, Ministry of Foreign Affairs, Ministry of Finance, Ministry of Social Development and Human Security, Ministry of Justice, Ministry of Labor and Ministry of Public Health            The Representative from the Secretariat of the Peace Dialogue Panel will chair the PAC. Hilal Ahmar Foundation will be the secretariat for the PAC.</p>	<p>The PAC will play a key role to provide guidance and monitor the project.</p> <ul style="list-style-type: none"> <li>- guiding and overseeing the work implementation of the executing agency;</li> <li>- coordinating all participating government agencies;</li> <li>- identifying and resolving substantive policy issues related to the project;</li> <li>- endorsing the project’s standard operating procedures and ensuring that government agencies follow them;</li> <li>- reviewing and endorsing the key outputs of the project such as progress and audit reports; and</li> <li>- carrying out other activities as necessary to ensure the achievement of the project’s objectives.</li> </ul> <p>-Meetings will be organized at least three times: at the beginning of the project, at mid-term and at the end of the project. Individual members of the PAC will be reviewing progress on around a monthly basis through field visits.</p>

<p>Hilal Ahmar Foundation (HAF)</p>	<ul style="list-style-type: none"> <li>- Implement project administration including the project design, ensuring fiduciary and environment and social management including finalizing ESF documentation such as Stakeholder Engagement Plan (SEP), Environment and Social Commitment Plan (ESCP), Labor Management Procedure (LMP, Environmental Code of Practice (ECOP), etc.</li> <li>- Perform the function of secretariat of the Project Advisory Committee.</li> <li>- Prepare a Project Operations Manual</li> <li>- Carry out the Project activities according to the operations manuals.</li> <li>- Field supervision.</li> <li>- Monitor progress of the project management and provide progress and annual project implementation reports to the advisory committee.</li> </ul> <p>With regard to the stakeholder engagement, HAF will develop a strategic communication plan to be implemented with all stakeholders throughout the project timeframe.</p>
<p><b>Ministry of Public Health</b> (at the provincial and community level)</p>	<p>Provide psycho-social service and health care. Engagement would be to ensure that there is no duplication on the support and could co-support the services.</p>
<p><b>Ministry of Labor</b> - Department of Skill Development , Department of Employment (at the provincial level)</p>	<p>Provide skill training and facilities Engagement would be to ensure that there is no duplication on the support and could co-support the livelihoods related services.</p>
<p><b>Southern Border Province Administration Centre (SBPAC)</b></p>	<p>The SBPAC generally oversees development activities in southernmost provinces. For the reintegration project, it coordinates support to affected families with regard to career development and healing support. It also coordinates with local government and local administration that oversee the implementation of the returnees at the district level.</p> <p>-It is important for the engagement plan to work with SBPAC to ensure that there is no duplication on the support and could coordinate other related support to the project, and dissemination of project information to the</p>

	relevant government agencies working in the deep south.
<b>Ministry of Justice</b> - Community Justice	Ministry of Justice plays an important role in the legal aspects for the returnees such as providing legal aid. It also has a grievance redress mechanism at the community level, called community justice. Villagers are trained to work as community justice staff. Engagement with the ministry of Justice at both national and local levels are crucial to get guidance and to ensure that the project and the beneficiaries follow legal procedures.
<b>Agricultural Extension Department</b> (at the provincial and district level)	Provide agriculture extension training and livelihood related materials for career development. Engagement would be to ensure that there is no duplication on the support and could co-support the services.
<b>Provincial and local administration</b> (governors, district officials, sub-district officials, village committees of the selected sub-districts.	In the conflict affected areas, it is important to engage all local government and administration to ensure that there is awareness and coordination on the project objectives and activities. It will be important to involve local government staff in key consultation of the SEP, as well as invite them to participate in the implementation of the activities in the pilot project areas. -
<b>Private sector</b>	Private sector would play a key role not only in providing advice on livelihoods development, skills and market for beneficiaries, but also providing potential employment for IPBs. The project will engage with private sector to provide general awareness on the project as well as to seek cooperation and support for the IPBs.
<b>Academia</b>	The project will engage with academic institutions to raise awareness and seeks technical support on research, surveys, lessons learned. A list of academic institutions working in the deep south will be developed for the project. They would be invited to the general project information sharing meetings.
<b>NGOs/ CSO</b>	There are about 500 NGOs and CBOs working in the deep south. The project will develop a list

	<p>of NGO/CSOs working in support of the ex-combatants and ex-detainees. The project will invite them to the general project information sharing sessions. The project might involve them to conduct a third-party monitor of the project progress.</p>
<p><b>Local media</b></p>	<p>Local media would play a key role in raising awareness and create better understanding about the project through local language. To provide positive perspective in public communication about the project and beneficiaries.</p> <p>The project communication officer will work closely with local media to continue providing information and progress about the project to the public.</p>
<p><b>Religious leaders</b></p>	<p>The project will work closely with religious leaders at the provincial and local levels to gather advice and to provide regular project information and progress to these leaders.</p>
<p><b>Beneficiaries and community member/ sub districts pilot</b></p>	<p>The project will work closely with these project target beneficiaries in all steps of the implementation and evaluation. Direct and indirect communication mechanisms will be deployed to ensure their maximum engagement.</p> <p>Beneficiary satisfactory surveys will be conducted.</p> <p>GRM will be put in place to ensure that their voices are heard and addressed properly and on a timely basis throughout the project timeframe.</p>
<p><b>Victims of the violence</b></p> <ul style="list-style-type: none"> <li>- Representatives of Buddhist groups</li> <li>- Representatives of Muslim groups</li> </ul>	<p>In the reintegration programs, victims of violence whether they be Buddhists, Muslims or others, often question why the government or the project provides support to perpetrators and feel that they are left out from the project benefits. In the case of Thailand, both Buddhists and Muslims are impacted by the conflict and many are direct victims of the violence.</p> <p>It is important for the project to raise awareness among these groups about the</p>

	project and its objectives with regard to peace and confidence building. This stakeholder will be one of the key stakeholders that the project would need to develop a conflict sensitive communication and engagement plan that would involve and monitor their engagement throughout the project timeframe.

## 5. COMMUNICATION METHODS WITH STAKEHOLDERS

A variety of methods of communication with the stakeholders will be carried out at three levels: National, province/district/sub-district or village levels. The purpose of using various methods with each stakeholder group is to ensure easy, transparent, direct, open and interactive communication with all stakeholders and to get feedback in the Project preparation and implementation phases. For the stakeholders, it is necessary to provide documents and reports that should be placed in the public domain, such as meeting, official correspondence, Executing agency office and at selected sub-districts and villages.

Method used may vary according to the target groups, for example

- Regular meetings within government institutions (at central and province/district/sub-districts levels)
- Interview with representatives of communities and relevant organizations,
- CDD approaches at the community level including community level participatory planning, implementation and monitoring with villagers and former combatants.
- Community level social audit would be conducted at the completion of sub-projects to enhance communication, transparency and accountability of the sub-project and project.
- Public meetings (at province, district/sub-district, village), workshop, and/or focus group on specific topics
- Survey, questionnaire

The Project will contract a communication consultant to develop a Communication Strategic Plan which will incorporate all key stakeholders mentioned above. The communication strategic plan will provide information about appropriate communication methods that are appropriate to each stakeholder group. different messages and frequency of communication will also be included.

## 6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDERS ENGAGEMENT ACTIVITIES

The RTG had set up a committee comprising representatives from relevant agencies working on the current reintegration project to select the executing agency for the pilot Project. The

Executing Agency will be working closely with relevant government agencies including Southern Border Provinces Administrative Centre, Ministry of Labor and the Internal Security Operations Command Region 4 (all agencies working on reintegration program) to develop the SEP. The executing agency will engage and cooperate with stakeholders in an effort to build and maintain a constructive coordination/relationship with them in accordance with the SEP. Implementation of the SEP will be covered by the project supported funds under control and responsibility of Project Director.

The main task of the executing agency is to be responsible for the overall Project implementation, resolution of problems with the Project and with policy guidance from the Project Advisory Committee (PAC).

The executing agency will communicate with relevant agencies at the national, provincial, district/sub-district levels and other stakeholders. In order to provide sufficient communication, the executing agency will:

- Provide updates and keep stakeholders/public informed on progress of the Project
- Inform relevant stakeholders about grievance mechanism and procedures as detailed within this SEP and receive any grievances and complaints from public in accordance with the grievance procedure.
- Undertake consultations with concerned groups and will ensure consultations are inclusive and accessible both in format and location according to the characteristics of these group.

All individual meetings above will be undertaken by the Executing Agency, and all outcomes agreed through the individual meetings will be properly recorded and documented by the Executing Agency. The objective of such meetings is mainly to review, agree, and implement the monitoring and evaluation related Project activities.

## **7. PUBLIC DISCLOSURE**

Documentation and information on updates from the Project activities and the result of consultation with stakeholders will be disclosed by executing agency through brochures/flyers prepared to share at consultations and made available for public display at libraries, religious places, multipurpose halls, village head office, sub-district head office etc. and through the website and project office as detailed below:

- 1) Executing agency website → link <https://www.hilalahmar.org>. Specific web page relates to the Project will be created at the start of the Project.
- 2) Project Office/Executing Agency, 300/122 Omthong village, Moo 4 Rusamilae, Muang district, Pattani 94000 ,Tel/Fax: 073-313-321

## **8. GRIEVANCE MECHANISM**

Transparency and accountability are core elements of the support to the executing agency for the Pilot Project on Strengthening the Socio-Economic Reintegration in Thailand's Deep South. For this purpose, the Project will include a Grievance Redress Mechanism (GRM). The goal of the GRM is to strengthen accountability to beneficiaries and to provide channels for Project stakeholders to provide feedback and/or express grievances related to Project supported activities. The GRM is a mechanism that allows for the identification and resolution of issues affecting the Project. By increasing transparency and accountability, the GRM aims to reduce the risk of the Project inadvertently affecting citizens/beneficiaries and serves as an important feedback and learning mechanism that can help improve Project impact.

The mechanism focuses not only on receiving and recording complaints but also on resolving them. While feedback should be handled at the level closest to the complaint, all complaints should be registered and follow the basic procedures set out in this chapter.

Rough design of the Project-level Grievance Redress Mechanism will be built upon the existing system of handling complaints as described below and will be further developed as part of early stages of project implementation.

#### **Definition of GRM**

A Grievance Redress Mechanism is a process for receiving, evaluating, and addressing Project-related complaints from citizens and affected communities at the level of the Project. The terms 'grievance' and 'complaint' and "feedback" are used interchangeably.

#### **GRM scope and use**

**SCOPE:** Grievance Redress Mechanism will be available for Project stakeholders and other interested parties to submit questions, comments, suggestions and/or complaints, on issues such as non-receipt of project benefits entitled to, adverse impacts from project activities, security and safety concerns etc. or provide any form of feedback on all Project-funded activities.

**GRM's users:** Project beneficiaries, project affected people (i.e. those who will be and/or are likely to be directly or indirectly affected, positively or negatively, by the Project), as well as the broader citizenry can use the GRM for the above purposes (see Scope).

**GRM's management:** The GRM will be managed by the executing agency, under the direct responsibility of Project Director.

Submission of complaints: Complaints can be expressed at any time throughout Project implementation.

#### **Procedures**

##### ***Channels to make complaints***

Executing agency establishes the following channels through which citizens/beneficiaries /Project Affected Persons (PAPs) can make complaints regarding project-funded activities through:

Executing agency (EA),:

- a. By Email: Project's email addresses: (the email address will be ready before the Project starts)
- b. In writing to the executing agency  
Address: 300/122 Omthong village, Moo 4 Rusamilae, Muang district, Pattani 94000
- c. Suggestion box will be set up at the public areas within the target communities and sub-districts. Public places include: multipurpose hall, mosque, temple, or village head office or sub-district head office.
- d. Set up a special calling number to receive a call or messages.
- e. Face-to-Face Grievance Mechanism. The Project will arrange for two channels of face-to-face grievance mechanism. Project beneficiary can take complaints/feedbacks directly to grievance staff (in whom the Beneficiary trust). Sub-district Facilitator will also function as channel to take up grievances and feedbacks relating to the Project.

Existing Channels:

- f. Community Justice mechanism operated by trained volunteers at the communities, overseen by the ministry of Justice.
- g. Damrongdhama Center at the district and provincial levels, overseen by the ministry of Interior. With Hotline 1567.

The Project shall ensure flexibility in the channels available for complaints, as well as ensure accessibility to the contact information for individuals who make complaints.

#### ***Confidentiality and conflict of interest***

Complaints may be made anonymously, and confidentiality will be ensured in all instances, including when the person making the complaint is known. For this reason, multiple channels to make a complaint have been established and conflicts of interest will be avoided.

#### ***Receipt and recording of complaints (feedback)***

The EA is responsible for establishing the GRM at the national and local level, and determining who to direct the complaint to, whether a complain requires an investigation (or not), and the timeframe to respond to it. The GRM system will combine the project GRM with the existing grievance mechanisms of Damrongdhama Center of the Ministry of Interior and community justice of the Ministry of Justice. Any complaints received by the two channels will be forwarded to the EA Office in Pattani province. GRM form and training will be provided to all concerned agencies to ensure that all complaints are systematically managed and addressed in a timely manner.

The person receiving the complaint will complete a grievance form (see Annex I) and will record the complaint in the Register of Complaints and send to the EA designated staff. Then, the complaint is to be submitted immediately to the tracking system for sorting and redirecting to the appropriate department responsible for investigating and addressing the complaint, or to staff if the complaint is related to a specific Project activity.

When determining who will be the investigating officer, the Project Coordinator should ensure that there is no conflict of interest, i.e. all persons involved in the investigation process should not have any material, personal, or professional interest in the outcome and no personal or professional connection with complainants or witnesses.

In cases where the complainant is or wishes to remain anonymous and thus a direct response to the complainant is either not possible or appropriate, feedback on the results of any investigation, after carefully separating complaints that require maintaining confidentiality, will be conveyed to a public audience. This audience could be at a public forum, for example, at a community gathering, a village implementation meeting, a sub-district level forum, or similar such event or posted on a public information board at the community or sub-district level.

The Grievance Redress Mechanism would have a separate complaints officer who has sole access to confidential complaints and handles them as per a clearly laid out protocol that respects confidentiality.

Once the investigation process has been established, the person responsible for managing the GRM records and enters this data into the Register of Complaints.

The number and type of suggestions and questions should also be recorded and reported so that they can be analyzed to improve Project communications.

#### ***Review of received complaints or/and inquiries***

The complaints shall be examined within 10 working days of the receipt of the grievance. The person responsible for investigating the complaint will gather facts in order to generate a clear picture of the circumstances surrounding the grievance. The investigation/follow-up can include site visits, review of documents and a meeting with those who could resolve the issue.

The results of investigation and the proposed response to the complainant will be presented for consideration to the executing agency, who will decide on the course of action. Once a decision has been made and the complainant informed, the investigating specialist describes the actions to be taken in the grievance form (see Annex 1), along with the details of the investigation and the findings and submits the response to the Project Director for signing.

#### ***Response to complainant***

The complainant will be informed about the results of verification via letter, email or by post, as received. The response shall be based on the materials of the investigation and, if appropriate, shall contain references to the national legislation.

The deadline for investigating the complaint may be extended by 10-30 working days by the executing agency, and the complainant is to be informed about this fact, whether:

- a) additional consultations are needed to provide response to the complaint;
- b) the complaint refers to a complex volume of information and it is necessary to study additional materials for the response.
- c) In the event that the complainant is not satisfied with the response, based on his conveying the same, the EA will raise the complaint for the consideration of the Project Advisory Committee (PAC) and ensure that a response is provided within 20 days of this being raised by the complainant.

### **Awareness building**

#### ***Information provided in an accessible format***

Information about the GRM will be available at the executing agency website (<https://www.hilalahmar.org>) – and the Project Advisory Committee (PAC) and will also be publicly displayed at libraries, religious places, multipurpose halls, village head office, sub-district head office etc. The website will be included in communications with stakeholders.

### **Staffing and capacity building**

#### ***Tasks and responsibilities of the EA team on the GRM***

The Project Director will allocate responsibilities to the EA staff or consultant. Roles and Responsibilities of this staff will be documented in the Project Operations Manual and kept updated.

- Overall management of the GRM system
- Developing and maintaining awareness-building
- Collection of complaints/feedback
- Recording complaints/feedback
- Notification to the complainant on the receipt and timeline to review a complaint
- Sorting/categorization of complaints
- Thorough examination of the issues, including the causal link between Project activities and alleged damage/harm/nuisance
- Decision-making based on such examination
- Processing appeals or continuous communication with complainants with the purpose to resolve issues amicably
- Publishing responses to complaints, unless otherwise is requested by complainants due to privacy or other concerns
- Organization and implementation of information materials and awareness campaigns

- Reporting and feedback on GRM results.

## **Transparency, monitoring and reporting**

### ***Transparency***

Policies, procedures and regular updates on the GRM system, the complaints made and resolved, will be available on the hilalahmar.org web page. They will be updated mid-year basis.

### ***Regular internal monitoring and reporting***

The EA will assess quarterly the functioning of the GRM in order to:

- Provide a monthly/quarterly snapshot of GRM results, including any suggestions and questions, to the Project team and the management.
- Review the status of complaints to track which are not yet resolved and suggest any needed remedial action.
- Provide periodic updates to the Project Advisory Committee on the effectiveness of the GRM system and efforts made to improve the same.

During quarterly EA meetings, the Project team shall discuss and review the effectiveness and use of the GRM and gather suggestions on how to improve it.

### **Reporting in mid-year and annual progress reports submitted to the World Bank**

In the mid-year and annual Project implementation reports submitted to the Bank, EA shall include a GRM section, which provides updated information on the following:

- Status of establishment of the GRM (procedures, staffing, awareness building, etc.);
- Quantitative data on the number of complaints received, the number that were relevant, and the number resolved;
- Qualitative data on the type of complaints and answers provided, issues that are unresolved;
- Time taken to resolve complaints;
- Number of grievances resolved at the lowest level, raised to higher levels;
- Any particular issues faced with the procedures/staffing or use;
- Factors that may be affecting the use of the GRM/beneficiary feedback system;
- Any corrective measures adopted.

## **9. MONITORING AND REPORTING**

Mid-year and annual progress reports on the Project activities will be available at the Project office and available on the

<https://www.hilalahmar.org>. The specific web page relates to the Project will be established before the Project starts.

In addition, based on the regular documentation of the participatory monitoring efforts at the level of the participating communities, regular monthly reports would be provided by the executing agency to the Project Advisory Committee (PAC) and through the PAC to the World Bank.

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ANNEX 1 – GRIEVANCE/INQUIRY RECORD

<p><b>GRIEVANCE/INQUIRY RECORD (Form A)</b></p> <p>Instructions: This form is to be completed by staff receiving the inquiry or grievance and kept in the Project’s file. Attach any supporting documentation/letters as relevant.</p>				
Date Grievance Received:		Name of Staff Completing Form:		
<p>Grievance Received (check v):</p> <p><input type="checkbox"/> National      <input type="checkbox"/> District      <input type="checkbox"/> Sub-district      <input type="checkbox"/> Village</p>				
<p>Mode of Filing Inquiry or Grievance (check v):</p> <p><input type="checkbox"/> In person      <input type="checkbox"/> Telephone      <input type="checkbox"/> E-mail      <input type="checkbox"/> Phone Text Message      <input type="checkbox"/> Website</p> <p><input type="checkbox"/> Grievance/Suggestion box      <input type="checkbox"/> Community meeting      <input type="checkbox"/> Public consultation      <input type="checkbox"/> Other</p>				
<p>Name of Person Raising Grievance: (information is optional and always treated as confidential)</p> <p>Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> others</p>				
<p>Address or contact information for Person Raising Grievance: (information is optional and confidential)</p>				
<p>Location where grievance/problem occurred [write in]</p>				
Province:	District:	Sub-district:	Village:	
<p>Brief Description of Grievance or Inquiry: (Provide as much detail and facts as possible)</p>				

Category 1	Need more information from the project
Category 2	Violations of policies, guidelines and procedures, and project implementation
Category 3	Misuse of funds/lack of transparency, or other financial management concerns
Category 4	Staff performance
Category 5	Others
Who should handle and follow up on the grievance:	
Progress in resolving the grievance (e.g answered, being resolved, settled):	

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