



SEDeP Grievance Redress Mechanism

SEDeP

Orientation, May 2022

Purpose of Session

REPUBLIC OF THE MARSHALL ISLANDS
SUSTAINABLE NEERGY DEVELOPMENT
PROJECT



**HOW TO GET INFORMATION OR RAISE A
CONCERN ABOUT THE
RMI SUSTAINABLE ENERGY /
DEVELOPMENT PROJECT**

Grievance Redress Mechanism

APRIL 2022

Prepared by
RMI CIU

Task: Provide GRM Awareness Raising Training for SEDeP PIU

- i. Awareness of GRM
- ii. Review the purpose and operation of the SEDeP Grievance Redress Mechanism (GRM) and make revisions as needed
- iii. Familiarize PIU members with the procedures to be used in the event of allegations related to gender-based violence (GBV), sexual exploitation, abuse or harassment (SEA/SH) and violence against children (VAC) .

Overview

- What is a GRM?
- Importance of Prevention
- Purpose of SEDeP GRM
- Key Points about the SEDeP GRM
- Grievance Redress Process for SEDeP
- Survivor-Centered Approach
- Step-by-Step Process for Responding to GBV Complaints
- How to Make a Complaint
- GRM Disclosure
- Online Complaints Form

What is a GRM?

Grievance or complaint:

A report from a community or individual who believes that they are adversely affected by a World Bank-supported project.

Grievance and redress mechanism (GRM):

A process for receiving, evaluating, and addressing project-related queries and grievances from affected communities or stakeholders at the level of the community or project, region, or country.

Importance of Prevention



The SEDeP GRM strives to prevent concerns from arising by:

- *providing clear, proactive communication in accessible formats about the project*
- *establishing proper safety procedures*
- *providing staff training with clear directions about who to contact for information questions*
- *ensuring all project personnel and contractors adhere to a strict “Code of Conduct” with clear consequences for violations*

Purpose of the SEDeP GRM

The purpose of the SEDeP GRM is to ensure that:

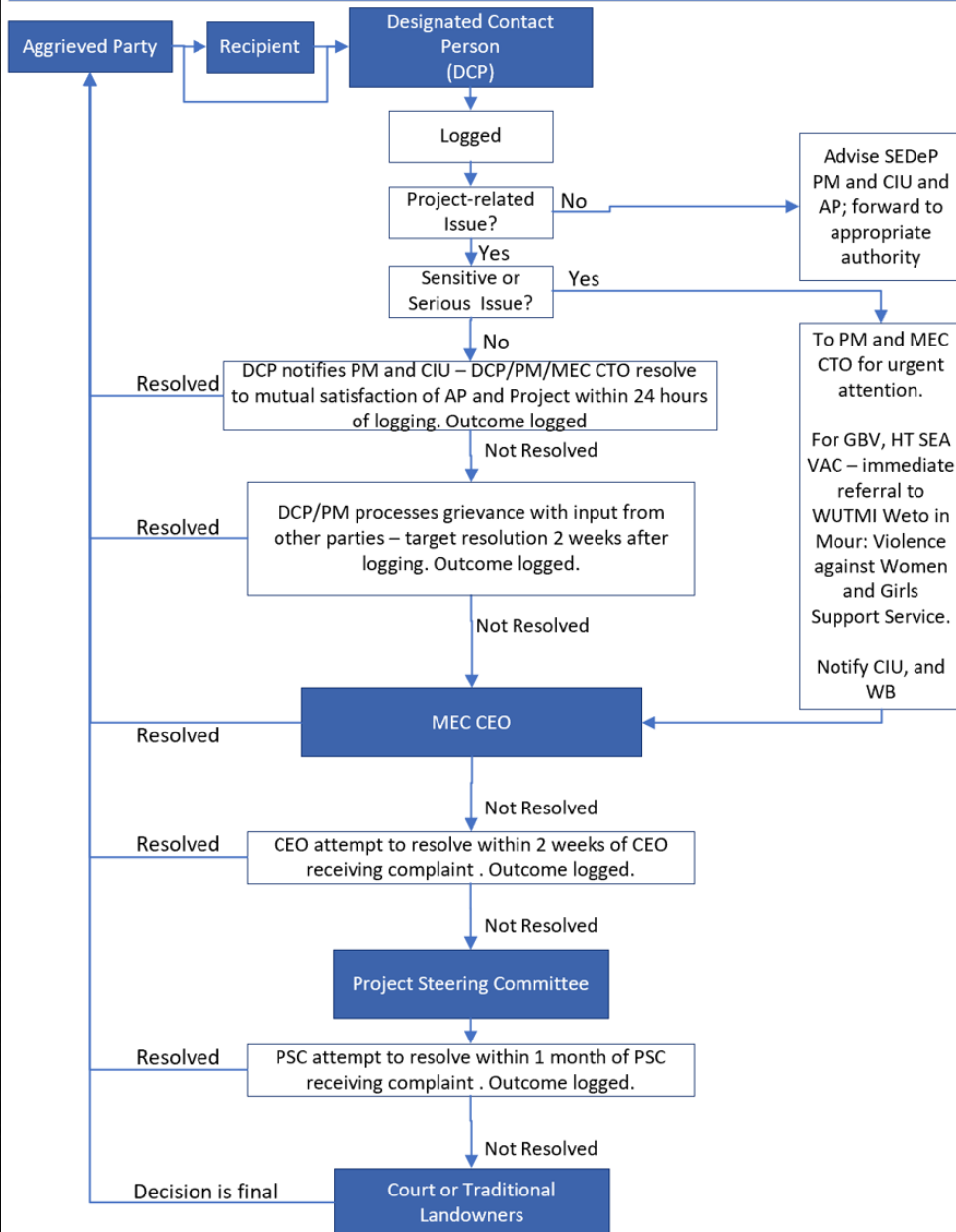
- ✓ the basic rights and interests of everyone affected by the Project are protected,
- ✓ any concerns about the Project during predesign, design, construction and post- construction phases are addressed in a fair, timely and effective manner,
- ✓ all complaints about the behavior or attitude about Project staff, consultants, contractors and implementing agencies are fully investigated and addressed, and
- ✓ the Project adjusts and makes improvements in response to people's concerns and feedback aimed at preventing any further issues.



Key points about the SEDeP GRM

- ✓ The intent of the GRM is to solve problems as quickly and as fairly as possible. This needs to be done in accord with existing systems and processes where other agencies are involved.
- ✓ The SEDeP GRM is *not* a substitute for legal proceedings and does *not* remove people's right to take their grievance to a formal dispute-resolution mechanism.
- ✓ The SEDeP GRM only deals with Project-related matters; other issues are referred to the appropriate authority. There are different kinds of issues that require different kinds of responses, including “serious or sensitive” matters.
- ✓ The SEDeP GRM can be used by an individual or by a group of people who have a concern or complaint about any aspect of the Project including social, cultural, environmental, land, livelihoods, health, safety, factors.
- ✓ Grievances can be raised in an open and public manner, or anonymously and in confidence; the identity of people who make a complaint is kept confidential.
- ✓ The person in charge of making sure the Project GRM process operates effectively is called the “Designated Contact Person” (DCP). **For SEDeP, the Power Distribution Support Officer is the DCP.**

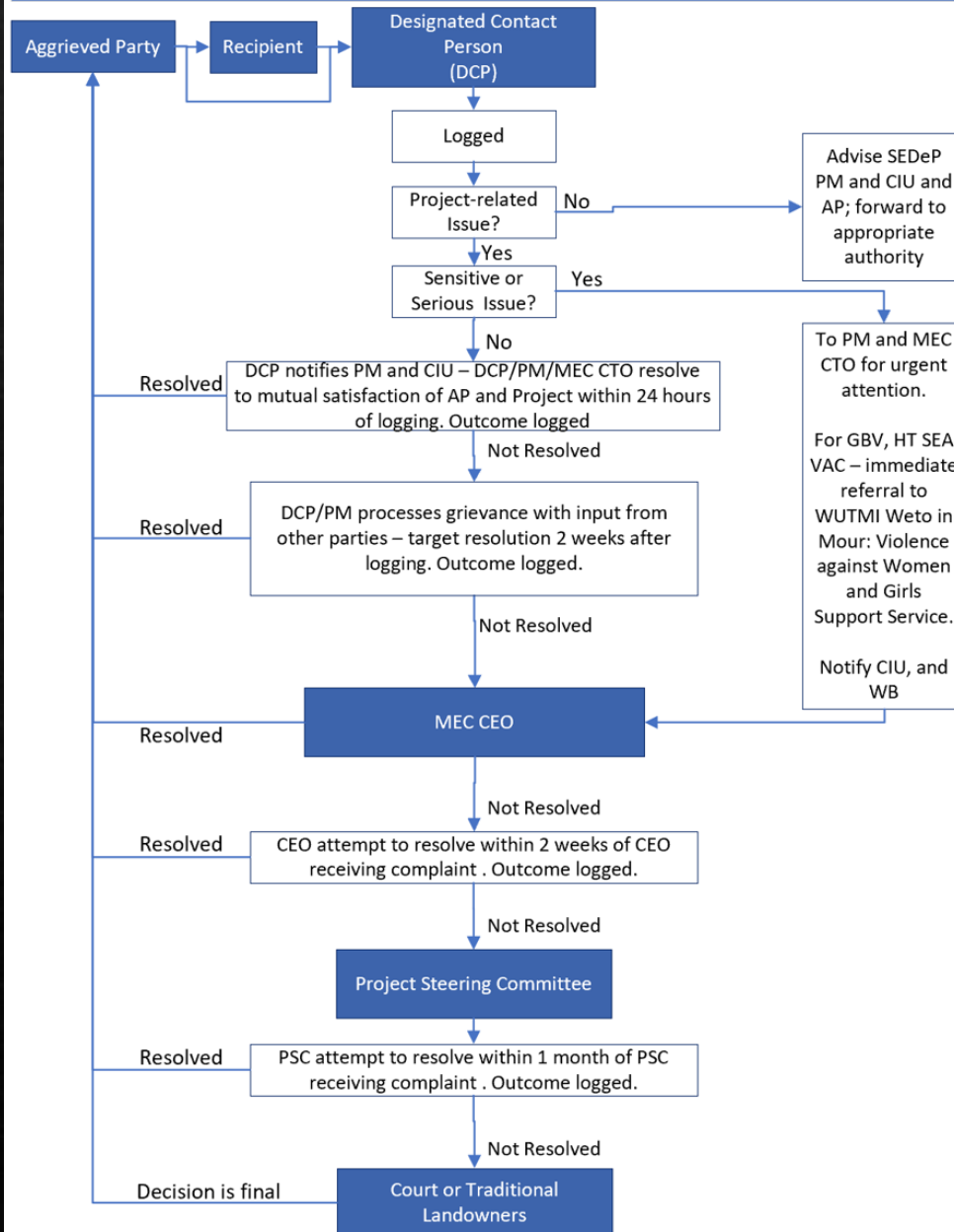
Grievance Process for SEDeP



Step-by-Step Process

- Step 1:** Begins when the “Aggrieved Party” (AP) raises a concern. The person who receives the complaint is called the “Recipient”. The Recipient is required to pass the information to the DCP within 12 hours of receipt, using the SEDeP Grievance Form.
- Step 2:** After receiving the complaint, the DCP documents the concern in the SEDeP Complaints Register.
- Step 3:** The DCP determines if the concern is related to the Project, and if it is, an investigation begins immediately. If the matter is not related to SEDeP, the AP is referred to the appropriate authority to resolve the issue and the matter is closed on the SEDeP Complaints Register.
- Step 4:** The DCP determines if the complaint relates to a serious or sensitive matter. If it does, the DCP immediately refers the matter to the PM and MEC CTO for urgent investigation. The DCP also notifies DIDA and the World Bank.

Grievance Process for SEDeP



“Serious or sensitive matters” refer to issues involving potential criminal activity, political interference, conflicts of interest, corruption, land claims, gender-based violence, and human trafficking.

In the case of potential criminal activity, it is important that the Project GRM process does not impede investigation by the appropriate authorities. In situations involving land disputes or claims, the matter will be referred to the Traditional Court.

If the concern is related to GBV, SEAH, or VAC, the Project will first seek to ensure that the victim is safe and has access to support services. A referral can also be made to the *WUTMI Weto in Mour: Violence against Women and Girls Support Service* and/or other authorities.

- ◆ In addition to following this process, all concerns related to GBV, SEAH, and VAC need to be addressed using a “Survivor-Centered Approach.”



The survivor-centered approach aims to create a supportive environment in which the survivor's rights are respected and in which she is treated with dignity and respect. The approach helps to promote the survivor's recovery and her ability to identify and express needs and wishes, as well as to reinforce her capacity to make decisions about possible interventions.

UN Women

The Survivor-Centered Approach

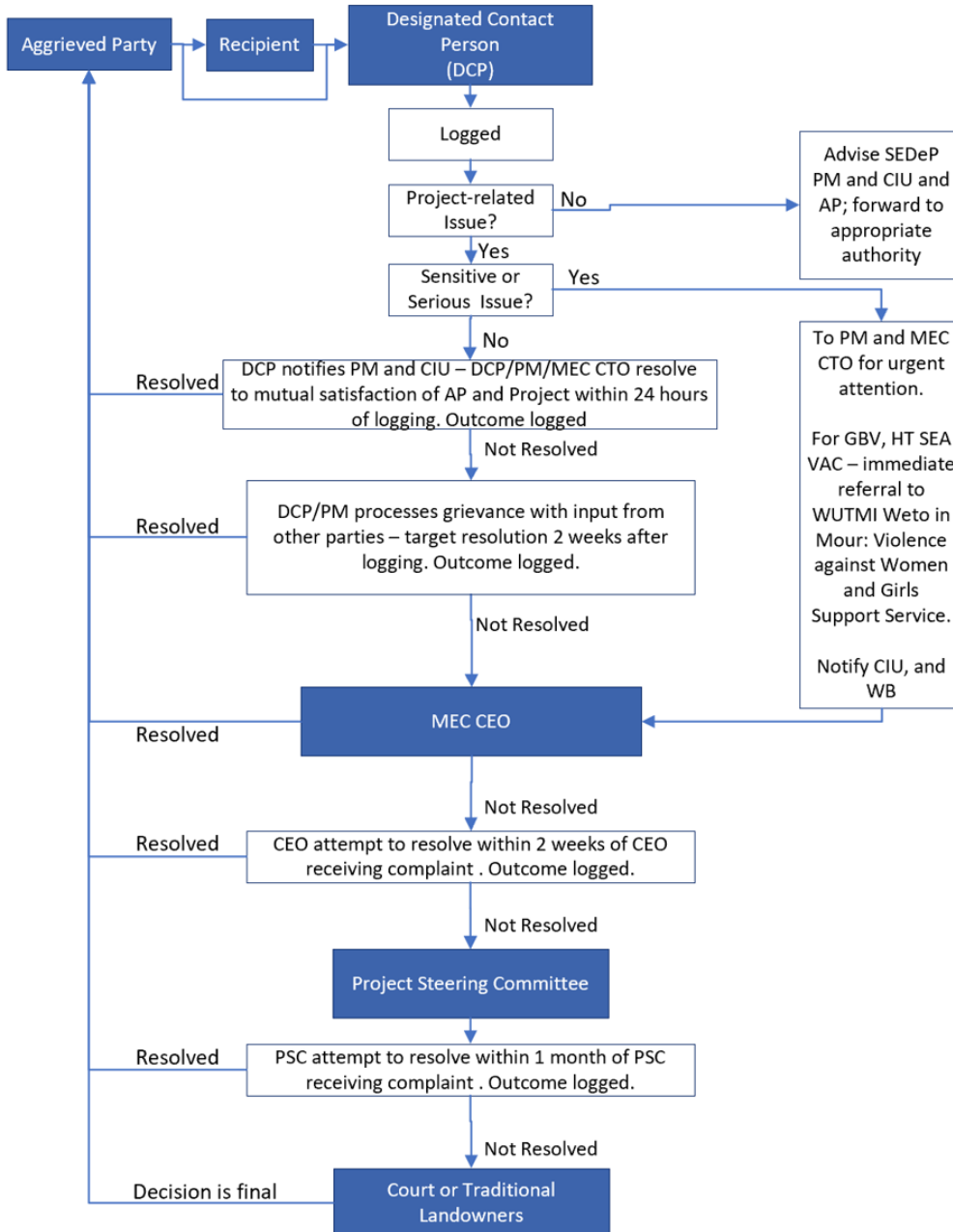
- The rights, needs, and wishes of the survivor (or victim) is the foremost priority of everyone involved with the project.
- The survivor has a right to:
 - be treated with dignity and respect instead of being exposed to victim-blaming attitudes.
 - choose the course of action in dealing with the violence instead of feeling powerless.
 - privacy and confidentiality instead of exposure.
 - non-discrimination instead of discrimination based on gender, age, race/ ethnicity, ability, sexual orientation, HIV status or any other characteristic.
 - receive comprehensive information to help her make her own decision instead of being told what to do.
- The safety of the survivor shall always be ensured. Potential risks to the survivor will be identified and action taken to ensure the survivor's safety and to prevent further harm, including ensuring that the alleged perpetrator does not have contact with the survivor. If the survivor is an employee, reasonable adjustments may be made to the survivor's work schedule and work environment to ensure their safety.
- All actions should reflect the choices of the survivor.
- All information related to the case must be kept confidential and identities must be protected. Only those who have a role in the response to an allegation should receive case-level information, and then only for a clearly stated purpose and with the survivor's consent.
- The survivor must provide informed consent to progress with each stage of the complaints process. Survivors may withdraw their consent at any time during the process.
- The SEDeP GRM will not participate in community or customary dispute resolution processes or pay compensation to the survivor or anyone else (i.e., their relatives or community) as in most cases these processes do not uphold the survivors' rights.

Step-by-Step Process for Responding to GBV Complaints

◆ Procedure for responding to GBV Complaints

- ◆ All grievances related to a complaint of GBV, including but not limited to sexual exploitation, abuse, harassment or domestic violence need to be managed confidentially through the following process:
- 1. SEDeP will act on all complaints of GBV, including SEAH and VAC, which are perpetrated by a project worker or workers in relation to their employment on the Project. When there are cases of GBV that are outside this scope, the victim will be referred to support services, but the SEDeP GRM will not investigate these complaints.
- 2. When a complaint of GBV is received, the person receiving the complaint will complete Form C and notify the SEDeP Project Manager. The SEDeP Project Manager will:
 - Document the complaint confidentially using the GRM form.
 - Refer the victim to WUTMI – WIM and other support services as requested, and record on the GRM form.
 - Explain the complaint process to the survivor / victim and gain their consent to continue the process, and record on the GRM form.
 - If the victim chooses to proceed, the MEC CTO and PM will review the complaint to determine if a Project worker or workers were involved. In making this determination, the the MEC CTO and PM will:
 - Investigate the complaint to determine what action can be taken.
 - Take disciplinary measures against the alleged perpetrator(s).
 - Throughout this process, the SEDeP Manager will continue to communicate with the victim to inform them of progress in the investigation and ensure the victim consents to each stage in the complaint resolution process. The GRM Form should be completed by the victim to indicate the preferred method of communication with the MEC CTO or Project Manager throughout the investigation.

Grievance Process for SEDeP



Step-by-Step Process (continued)

- **Step 4:** After determining the grievance is Project-related but is not of a serious or sensitive nature, the DCP will notify the PM, MEC CTO and CIU. DCP/PM/CTO will attempt to resolve the concern to everyone's satisfaction within 24 hours, or within 2 weeks if consultation with other parties is required. If resolution cannot be achieved, the DCP will refer the matter to the MEC CEO for further investigation.
- **Steps 5-6:** The MEC CEO will attempt to resolve the concern within 2 weeks and if this is not achieved, the situation will be referred to the Project Steering Committee. **The Project Steering Committee will have 1 month to resolve the matter.**
- **Step 8:** If the issue remains unresolved or the complainant is dissatisfied with the outcome proposed by the Project Steering Committee, the Aggrieved Person may refer the matter to the appropriate legal or judicial authority. The decision of the Court will be final.

5. How to Make a Complaint

For further information about the SEDeP or to raise a concern about the Project, please get in touch with any of the following people in person, by phone, mail or by email using this contact information:

In Person:

Majuro: Mr. Simone Bituwaga, SEDeP Power Distribution Support Officer
MEC Office, Majuro MH 96960

or

Ms. Jessica Zebedee, Government of RMI (CIU) Safeguards Officer
DIDA Office, Delap Village, Majuro

By Phone:

SEDeP Project Manager, Mr. Simone Bituwaga	(692) 456 8656
	(692) 625-3827/3828/3829
DIDA Safeguards Officer: Ms. Jessica Zebedee	(692) 456 5233 / 625 5968
DIDA Safeguards Officer: Ms. Yumiko Crisostomo	(692) 329 8011
WUTMI (if concern is about project related violence or abuse)	(692) 625-6687
DIDA Safeguards Advisor: Ms. Colleen Peacock (Fiji)	(679) 999 4060

By Email:

SEDeP Project Manager, Mr. Kamalesh Doshi	kamaleshdoshi6@gmail.com
SEDeP Project Manager, Mr. Simone Bituwaga	sbituwaga@mecrmi.com
DIDA Safeguards Officer: Ms. Jessica Zebedee	jess.zebedee@gmail.com
DIDA Safeguards Officer: Ms. Yumiko Crisostomo	mikefamilystore@gmail.com
WUTMI (project related violence or abuse)	wetoinmour@wutmi.com
DIDA Safeguards Advisors: Mr. Garry Venus or Ms. Colleen Peacock	gazza700@gmail.com colleen@tautai.com
MEC Chief Technical Officer: Mr. Steve Wakefield	rmipadirector@gmail.com

By Mail:

Project Manager, MEC, P.O. Box 1439, Majuro, Marshall Islands 96960

or

Safeguards Officer, DIDA, P.O. Box D Majuro, Marshall Islands 96960

Source:

HOW TO GET INFORMATION OR RAISE A CONCERN ABOUT THE RMI SUSTAINABLE ENERGY DEVELOPMENT PROJECT

Grievance Redress Mechanism

(April 2022)



<https://www.ciudidasafeguards.com/sedep>

GRM Disclosure



<https://www.ciudidasafeguards.com/sedep>



RMI WORLD BANK PORTFOLIO ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT

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Marshall Islands Sustainable Energy Development Project SEDEP

[Complaints](#) [Safeguards Instruments](#) [Contact Project](#) [Stakeholder Record Form](#) [GRM Presentation](#) [GRM Report](#)

The Sustainable Energy Development Project (SEDeP), funded by the World Bank, has been developed to contribute to the long-term sustainability of the RMI energy supply and to support a shift away from diesel power generation to renewable energy (RE).

Currently, more than 90 percent of energy provision in RMI depends on imported fuels. In Majuro, MEC operates an ageing power station with only a few of available generators currently in operation. On Ebeye, KAJUR has a generation capacity sufficient to meet Ebeye's population demands, but generators are in need of upgrade.

Project Manager: Kamallesh Doshi (kamaleshdoshi6@gmail.com)

Majuro contact: Simione Bituwaqa (sbituwaqa@mecrmi.com)

Ebeye Contact: Yumi Christiomo, CIU Ebeye Coordinator (mikefamilystore@gmail.com)


Address: Marshalls Energy Company (MEC) Office, Lagoon Drive Majuro

Phone: (692) 625 3827/8

Mail: Marshalls Energy Company (MEC) P O Box 1439,

Online complaints form

<https://www.ciudidasafeguards.com/grm>




RMI WORLD BANK PORTFOLIO
ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT

HOME MIMP PREP II ECD & ECD-II SEDeP COVID-19 ESSP DIGITAL PROPER PFM RMI URP CIU SG CONTACT US

GIVE US YOUR FEEDBACK

Please enter relevant information and we will respond as soon as possible. Kommool Tata.

☐ I'm not a robot 

Name of Project

☐ RMI Urban Resilience Project

☐ ECD and ECD-II (Early Childhood Development Project)

☐ SEDeP (Sustainable Energy Project)

☐ MIMP (Maritime Investment Project)

☐ PROPER (MIMRA PROP II Project)

☐ ESSP (Education and Skills Strengthening Project)

☐ PREP II (Pacific Resilience Project)

☐ DIGITAL RMI Project

☐ RMI COVID-19 Project

☐ PFM

☐ Other

First Name

Enter your first name

Last Name

Enter your last name

Email *

Enter your email

Feedback

How can we help?

Send

<https://www.ciudidasafeguards.com/stakeholder-record-form>

RMI Generic Stakeholder Engagement Information Sheet

What is the name of the Project

Select one

- ☐ Marshall Islands Urban Resilience Project (RMI URP)
- ☐ RMI Pacific Resilience Project Phase II (PREP II)
- ☐ Sustainable Aggregate Study under PREP II
- ☐ RMI Early Childhood Development Project (ECD & ECD-II)
- ☐ RMI Sustainable Energy Development Project (SEDeP)
- ☐ Marshall Islands Maritime Investment Project (MIMIP)
- ☐ RMI COVID-19 Project
- ☐ RMI Education and Skills Strengthening Project (ESSP)
- ☐ Digital RMI Project
- ☐ RMI Pacific Regional Oceanscape Project II (PROPER)
- ☐ RMI Public Financial Management Project (PFM)

Name of the Stakeholder Group Consulted

Name and position of person completing this form

Date of Consultation

Time of Consultation

Were all expected groups of stakeholders present at this consultation, including vulnerable and marginalized groups of people?

- ☐ Yes
- ☐ No

Consultation Approach and Methods

Name of Organization and Persons Facilitating Consultation

Names of Project and Government staff present at Consultation

Were project information materials provided at consultation?

- ☐ Yes
- ☐ No

Was the consultation session recorded?

- ☐ Yes
- ☐ No

What were the main topics covered at this consultation?

Were participants provided with information about the project Grievance Redress Mechanism, including contact information?

- ☐ Yes
- ☐ No

Were any specific complaints or concerns raised at the consultation about any aspect of the project?

- ☐ Yes
- ☐ No

Was the issue addressed using the Project GRM?

- ☐ Yes
- ☐ No

Provide summary of stakeholder feedback - link to separate document if necessary

Include feedback on i) perceived benefits of project activity; ii) potential negative or harmful impacts on people (including vulnerable and marginalized groups); the environment, livelihoods, social conditions, the culture or the economy; and iii) suggestions to address negative impacts and/or enhance benefits

Identify follow-up action

Specify when each follow-up will be undertaken and by who

Provide link to Stakeholder Attendance Sheet

Stakeholder Record Form

Questions, Comments, Suggestions?

Kommool tata!