

Public Disclosure Authorized

Grievance Redress Mechanism For OECS Regional Health Project (P168539)

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Grenada

December 2020

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Acronyms

CARPHA	Caribbean Regional Public Health Agency
CERC	Contingency Emergency Response Component
EOC	Emergency Operating Centre
E&S	Environmental and Social
FM	Financial Management
FELTP	Frontline and Basic Field Epidemiology Training Program
GBV	Gender Based-Violence
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
GRC	Grievance Redress Committee
MOH	Ministry of Health
OECSRHP	OECS Regional Health Project
PAP	Project Affected People
PIU	Project Implementation Unit
PAHO	Pan American Health Organization
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment

1. Introduction

The Government of Grenada has received funding from the World Bank for the execution of the OECS Regional Health Project. The Project will be implemented jointly with Saint Vincent and the Grenadines (SVG), St. Lucia, Dominica, the Caribbean Regional Public Health Agency (CARPHA) and the OECS Commission. The main objective of the Project is to strengthen the country's capacity and capability in its preparedness, response, and recovery from public health emergencies such as infectious disease outbreaks, extreme events and other climate change risks.

The Grievance Redress Mechanism (GRM) is an effective tool for early identification, assessment and resolution of complaints. It provides an opportunity to voice complaints or concerns, and to clarify and resolve misconceptions about the Project activities. The GRM described in this document is a Project-specific GRM, which is applicable to solve the concerns of the stakeholders of the OECS Regional Health Project.

2. Project Description

The OECS Regional Health Project consists of four components as follows:

Component 1: Improved Health Facilities and Laboratory Capacity.

This component focuses on improving the resilience and capacity of select health facilities and laboratories to provide services to manage a public health emergency, including an emerging disease outbreak, extreme weather event or other disaster.

Subcomponent 1.1 Health Facilities Infrastructure and Referral Networks. This component will focus on the development of: (i) resilient health facilities in participating countries; and (ii) a facility inventory at the regional level, which will inform the development of an emergency coordination mechanism at the regional level.

Subcomponent 1.2 Laboratory Infrastructure and Capacity Building. The project will support investments in laboratory infrastructure and capacity with the aim of improving the efficiency and quality of the laboratory network in the region. New infrastructure will include climate-resilient and energy-efficient design where possible.

Component 2: Strengthening Public Health Surveillance and Emergency Management.

This component will support efforts to strengthen public health preparedness, including surveillance and emergency response through improvement of national and regional capacities and promotion of cross border collaboration.

Subcomponent 2.1 Public Health Surveillance. At the national level, activities under this subcomponent will focus on: (i) improving the information base for surveillance through training and investments in HIS (e.g. strengthening case detection and reporting, mapping communicable diseases using GIS to identify high-risk areas); (ii) addressing points of vulnerability through improved surveillance in targeted areas (e.g. food safety, port health and inspection) and high-risk groups (e.g. pregnant women); and (iii) support to national vector control programs and implementation of the Frontline and Basic Field Epidemiology Training Program (FETP).

Subcomponent 2.2 Emergency Management. This subcomponent will support strengthening of national and regional emergency management and response capacities to respond swiftly and effectively to outbreak threats. In addition, project interventions will provide support to improve country and regional surge capacity to ensure rapid response during an emergency, including those induced by climate change.

Component 3: Project Management & Capacity Building

Component 3 will support the critical building blocks for implementation and coordination. Specific institutional capacity building activities include technical assistance for contract management, procurement, financial management (FM), environmental and social safeguards, construction supervision, monitoring and evaluation, and project audits.

Component 4: Contingency Emergency Response Component (CERC).

This zero-cost component aims to provide immediate surge funding in the event of a public health emergency, such as a disease outbreak. The CERC is only triggered in the case of a public health emergency and when certain actions, as agreed by the Government and Bank teams, are met.

3. Project institutional arrangements

The diagram below depicts the institutional arrangement for the OECS Regional Health Project.

Country	Project Management and Co-ordination	Procurement	Financial management
Grenada	Project Co-coordinator attached to the Planning Unit- Ministry of Health and Social Security/ Project Implementation Unit (PIU)	Ministry of Finance- Procurement Unit	Ministry of Finance – Accountant General

Implementation of the project will be managed primarily by the Planning Unit- Ministry of Health and Social Security. Activities will be led by the Chief Planner with the assistance of a Project coordinator.

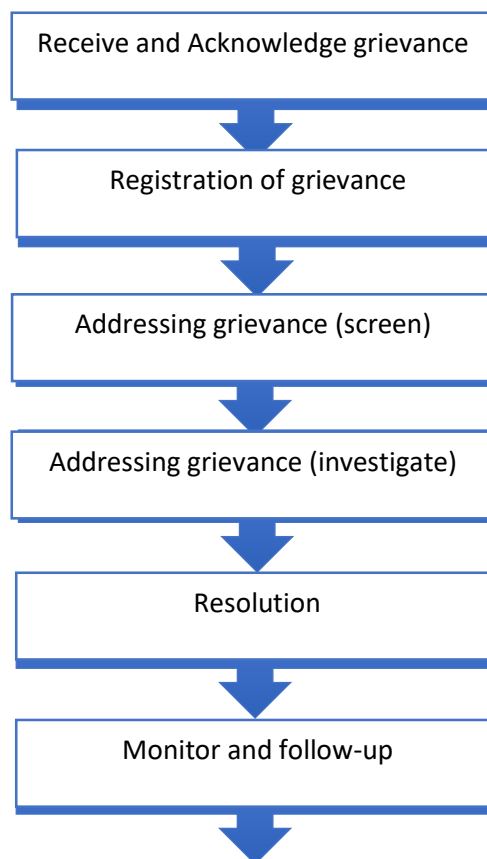
Fiduciary function will be the managed by the Procurement Unit and the Office of the Accountant General, attached to the Ministry of Finance.

Activities related to civil works, will be managed in collaboration with the Ministry of Implementation and Infrastructure Development. The ESS of the Ministry of Implementation and Infrastructure Development will also supervise the implementation of the ESS and Government of Grenada environmental regulations.

4. Definition of Grievance Redress Mechanism

A Grievance Redress Mechanism (GRM) refers to methods and processes by which a redressal to a grievance is sought and provided. Its design can be specific to a Project or it can build on existing institutions and processes whether they are formal or informal.

A grievance refers to an issue, concern, problem or claim, whether actual or perceived, that affects the physical, social and/or economic conditions of individuals and/or communities in the Project area of influence. The GRM process is outlined below:



5. Objectives

The objectives of the Project level GRM are:

1. Ensure that the Government of Grenada and World Bank Operational Policies are adhered to in all sub-projects and activities;
2. Receive, address, resolve and respond to all grievances emanating from the Project activities in a timely manner;
3. Establish relationships of trust between Project staff and stakeholders;

6. Available channels to submit grievances

Complaints can be made in person, writing, verbally over the phone, emails or social media. The public, especially persons living in the Project area of influence, must be informed about the Project activities, as well as where they can submit their concerns, who will be responsible and the timeframe of the response.

Grievances can be submitted through the following channels:

Table 2. Available channels to submit grievances

Channel	Details
In person/letter	<ol style="list-style-type: none"> 1. Permanent Secretary Ministry of Health, Social Security and International Business Attn: Dr. Francis Martin Ministry of Health, Social Security and International 2nd Floor Ministerial Complex Sir Eric Matthew Gairy Botanical gardens Tanteen St. George Grenada 2. During public/community interaction
Email	ps@health.gov.gd, min- healthgrenada@spiceisle.com
Telephone	(473) 440 -2649 /3485

7. GRM steps, roles, responsibilities and timeline

The main actors for the implementation and functioning of this GRM are the Project Manager, the E&S specialist, and the Grievance Redress Committee (GRC).

Table 3. GRM steps, roles, responsibilities and timeline

Steps	Role/ Position Title	Responsibilities	Timeline
1. Socialization of the GRM Ensure that proper and timely notification about the GRM is provided.	E&S specialist	<ul style="list-style-type: none"> Inform the Project stakeholders about the available channels to submit grievances 	Throughout project cycle.
	E&S specialist	<ul style="list-style-type: none"> Coordinate the establishment of a signpost in project sites 	Before civil works start, during construction, and after finalization.
	E&S specialist	<ul style="list-style-type: none"> Support and guide Project stakeholders wishing to file grievances (in person, by telephone, email, phone calls, or during public/community interaction). 	Throughout project cycle.
2. Reception	Project Co-ordinator	<ul style="list-style-type: none"> Receive grievances (including grievances submitted by phone, email, in person, and during public meetings) 	Throughout project cycle.
3. Registration	E&S specialist	<ul style="list-style-type: none"> Record the grievance on the Grievance Information Form (Annex 1). Add the date of reception and assign a registration number to the aggrieved person. 	Throughout project cycle, whenever a grievance is received.
	E&S specialist and Project COordinator	The E&S specialist review the complaint, and determine who will be responsible for its resolution	Upon reception of grievance.
	E&S specialist	<ul style="list-style-type: none"> Lodge the grievance in the Grievance Redressal Registration Monitoring Sheet (Annex 3). 	Upon reception of grievance.

Steps	Role/ Position Title	Responsibilities	Timeline
	E&S specialist	<ul style="list-style-type: none"> Maintain hard copy and electronic records of grievance register and monitor any correspondence. 	Upon reception of grievance.
4. Acknowledgment	Project Manager	<ul style="list-style-type: none"> Acknowledge the complaint (including providing a description of the process and estimates times to process the grievance). 	Within 2-3 working days upon reception of grievance.
5. Investigation /Resolution The investigation will include, but is not limited to, meetings with the grievant/complainant, in site visits, meetings/interviews with Project staff and collection of relevant documentation and other forms of evidence. For meetings, the deliberations and decision will be recorded on the Meeting Record Form	Project Manager	<ul style="list-style-type: none"> Investigate and evaluate the grievance and provide a response to the grievance 	Within 3-5 working days upon reception of complaint.
		<ul style="list-style-type: none"> Provide proper and timely information on the solution worked out for his/her grievance 	Depending on the level of grievance
		<ul style="list-style-type: none"> Inform the Project Manager on serious cases at the earliest plausible time. 	Throughout project cycle
		<ul style="list-style-type: none"> Ensure the grievance mechanism procedure is being adhered to and followed correctly 	Whenever a complaint is addressed.
		<ul style="list-style-type: none"> Ensure all grievances are satisfactorily and timely resolved. 	Whenever a complaint is addressed. Within 5-10 working days upon receipt of complaint.
	E&S specialist	<ul style="list-style-type: none"> Support Project Manager in handling all grievances (including registration, communication with PAPs, meetings organization, etc.) 	All grievances
GRC The committee will be chaired by the Permanent Secretary of the Health and	<ul style="list-style-type: none"> Investigate and evaluate the grievance and provide a response to the complainant. 	Within 15-30 working days upon reception of complaint.	

Steps	Role/ Position Title	Responsibilities	Timeline
(Annex 4). Community representatives or representatives of the complainant will be allowed to sit in on these meetings.	Social Security and comprise of the: <ul style="list-style-type: none"> •A representative of the Ministry of Social Development and Housing in Grenada, • Ministry of Implementation and Infrastructure Development •A Civil Society Member •Community Representative •Chief Planner 		
	E&S specialist	<ul style="list-style-type: none"> • Support GRC in handling level grievances (including registration, communication with PAPs, meetings organization, etc.). For meetings, the E&S specialist will fill the form in Annex 4). 	Whenever grievance that cannot be addressed at the Project Manager Level or there has been a delay in addressing or, the complainant asks for it to be escalated.
	Project Manager	<ul style="list-style-type: none"> • Inform the WB of all grievances in quarterly reports, and for serious grievances as soon as possible. 	Grievances involving Gender Based Violence, loss of life or contamination or pollution of environment, damage to cultural or historical property, financial (24 hours). Others within a week from the occurrence date.
	E&S specialist	<ul style="list-style-type: none"> • Once a resolution has been agreed and accepted, the complainant's acceptance 	Throughout project cycle.

Steps	Role/ Position Title	Responsibilities	Timeline
		<p>will be obtained on the Disclosure Form included as Annex 5. The E&S specialist will provide this form to the aggrieved for all complaints.</p>	
<p>8. Monitor and reporting</p>	<p>E&S specialist</p>	<ul style="list-style-type: none"> • Prepare the Quarterly Report on the GRM of the Project for addition into reports. 	<p>Quarterly</p>
	<p>Project Manager and E&S specialist</p>	<ul style="list-style-type: none"> • Ensure the grievance mechanism procedure is being adhered to and followed correctly. 	<p>Throughout project cycle.</p>
	<p>Project Manager and E&S specialist.</p>	<ul style="list-style-type: none"> • Ensure all grievances are satisfactorily and timely resolved. 	<p>Throughout project cycle.</p>
	<p>Project Manager and E&S specialist or both?</p>	<ul style="list-style-type: none"> • Adjust the GRM process based on lessons learned during implementation. 	<p>Throughout project cycle.</p>

8. Public Sensitization and Awareness GRM

Information campaigns will be conducted targeting the Project staff, and Ministry of Health staff, and at communities near the Project location, to inform the people on the channels available to submit grievances. The GRM will also be disclosed on the Government of Grenada <http://www.gov.gd/>; and or Ministry of health (<https://www.facebook.com/HealthGrenada/>) Facebook page . A Project site board will be erected on the sites of civil works indicating the existence of the mechanism, including phone number, email and address.

Stakeholders shall be informed of the available channels to submit grievances through:

- a) On radio via public service information
- b) Flyer distribution in the Project area
- c) Newspaper
- d) All possible public media
- e) On Government website.

9. Anonymity

Grievances can be submitted without providing the complainant's name or contact. If the grievance registration form is not available, the following key information should be noted:

- a. The Project's name
- b. Name of the person lodging the grievance (if provided)
- c. Information on the nature of the grievance including person/s affected

10. World Bank Grievance Redressal Service (GRS)

The complainant has the option of approaching the World Bank, if they find the Project-level GRM did not result in satisfactory outcome. The WB GRS should ideally only be accessed once the Project GRM has been exhausted. World Bank procedures requires the complainant to express their grievances in writing to World Bank office in Washington DC by completing the bank's GRS complaint form which can be found at the following URL link: <http://www.worldbank.org/en/Projects-operations/products-and-services/grievance-redress-service#5>.

Email: grievances@worldbank.org
Fax: +1-202-614-7313
By letter: **The World Bank**
Grievance Redress Service (GRS)
MSN MC 10-1018NW,
Washington, DC 20433, USA

11. Addressing Gender-Based Violence (GBV)¹

To address GBV, the project will follow the guidance provided on the World Bank Technical Note "Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing Involving Civil Works".

This GRM will follow the official WB definitions described on the Technical Note. GBV is an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed gender differences. GBV includes acts that inflict physical, mental, sexual harm or suffering; threats of such acts; and coercion and other deprivations of liberty, whether occurring in public or in private life. Sexual Exploitation (SE) refers to any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. Sexual Abuse (SEA) is an actual or threatened physical intrusion of a

¹ This section will be updated following a GBV training and technical support to be provided by WB during the first trimester of 2021.

sexual nature, whether by force or under unequal or coercive conditions. Sexual Harassment (SH) is any unwelcome sexual advance, request for sexual favor, verbal or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation to another, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment.

GBV grievances can be received through any of the available channels and will be considered serious grievances investigated and addressed immediately and Permanent Secretary and the World Bank provided with a report as soon as possible (within 48 hours).. A list of GBV service providers will be kept available by the Project. Additionally, if an incident occurs, it will be reported as appropriate, keeping the anonymity and confidentiality of the complainant and applying the survivor-centered approach². Any cases of GBV brought through the GRM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The WB will be notified as soon as the Project Manager and the E&S specialist learn about the complaint.

12. Grievance Redress Mechanism Budget

The estimated budget for the GRM implementation is the following:

Item	Cost/ USD
GRM Information and Awareness (various formats)	3,500.00
Consultations Support	2,500.00
Production of GRM Information and Awareness materials including brochures, SMS messages, handbills, community notice boards etc.	10,000.00
TOTAL	16,000.00

² The survivor-centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor centered approach aims to create a supportive environment in which the survivor’s interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor’s recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor’s capacity to make decisions about possible interventions.

Annex 1. Grievance Information Form (GIF)

Date/Time received:	Date: (dd-mm-yyyy) Time: <input type="checkbox"/> am <input type="checkbox"/> pm	
Name of Grievant:		<input type="checkbox"/> You can use my name, but do not use it in public. <input type="checkbox"/> You can use my name when talking about this concern in public. <input type="checkbox"/> You cannot use my name at all.
Contact Information:	Phone: Email address: Address: (Kindly indicate the preferred method of communication)	
Details of grievance: (Who, what, when, where)	<input type="checkbox"/> One-time incident/complaint <input type="checkbox"/> Happened more than once (indicate how many times): <input type="checkbox"/> Ongoing (a currently existing problem)	
How would you like to see issue resolved?		

Grievant/Complainant Signature (if applicable)

Date (dd-mm-yyyy)

Signature- Project personnel (to confirm receipt only)

Date (dd-mm-yyyy)

For PIU use only:

Grievance No: _____

Grievance Category:

- | | |
|---|--|
| <input type="checkbox"/> Problems during material transport | <input type="checkbox"/> Smell |
| <input type="checkbox"/> Blocked road access
Project staff | <input type="checkbox"/> Problem with
Project staff |
| <input type="checkbox"/> Dust | <input type="checkbox"/> Other (specify): |

Annex 2. Grievance Acknowledgement Form (GAF)

The Project acknowledges receipt of your complaint and will contact you within 3-5 working days.

Date of grievance/complaint: (dd/mm/yyyy)	
Name of Grievant/Complainant:	
Complainant's Address and Contact Information:	
Summary of Grievance/Complaint: (Who, what, when, where)	
Name of Project Staff Acknowledging Grievance:	
Signature:	
Date: (dd/mm/yy)	

Annex 3. Grievance Redressal Registration Monitoring Sheet.

No.	Name of Grievant/Complainant	Date Received	Grievance Description	Name of Grievant Owner	Requires Further Intervention	Action(s) to be taken by MOH	Resolution Accepted or Not Accepted and Date of Acceptance/Non-acceptance
1.							
2.							
3.							
4.							

Annex 4. Meeting Record Form

Date of the Meeting: Grievance No:

Venue of meeting:

Details of Participants:

Complainant	Project/Government

Summary of Grievance:.....
.....
.....
.....

Meeting Notes:
.....
.....
.....

Decisions taken in the meeting / Recommendations of GRC:.....
.....
.....
.....

Issue Resolved / Unresolved:.....

Signature of Chairperson of the meeting:

Name of Chairperson: Date (DD/MM/YYYY):

Annex 5. Resolution Form

Result of Grievance Redressal

Grievance No:	
Name of Grievant/Complainant:	
Date of Complaint:	
Summary of Complaint:	
Summary of Resolution:	
Resolved at:	<input type="checkbox"/> First Level <input type="checkbox"/> Second Level <input type="checkbox"/> Third Level
Date of grievance resolution (DD/MM/YYYY):	

Signature of Complainant in acceptance of the suggested grievance resolution:

.....

Name:

ID number: **Type of ID:**

Date (DD/MM/YYYY):

Signature of Social Development Specialist and Project Coordinator:

1..... 2.....

1.Name:

Place:

Date:(dd –mm – yyyy):

2.Name:.....

Place:

Date:(dd –mm – yyyy):