



## ENHANCING PUBLIC RESOURCE MANAGEMENT PROJECT (SERP)

### ENVIRONMENTAL AND SOCIAL SAFEGUARDS

## Grievance Redress Mechanism (GRM) Compliance Checklist

### Existing GRM of Implementing Partners (IPs)

Name of Implementing Partner: Date: Name of Respondent:				
No.	Criteria	Yes	No	Comment/ Explanation
<b>General GRM</b>				
1.	Does the IP have clear, formal, and transparent internal mechanisms (e.g., a grievance redress unit, grievance redress committees, and designated grievance redress officers) and rules for addressing grievances?			
2.	Does IP staff responsible for grievance redress have the authority to take or demand remedial action?			
3.	Are IP staff responsible for grievance redress obliged to take action on all grievances?			
4.	Do project-affected people feel that they can lodge grievances without fear of retaliation?			
5.	Are project-affected people aware of their right to file a grievance and of the grievance redress process in general?			



6.	Do clear mechanisms of communication exist for potential users of the GRM on the existence and processes of the GRM?			
7.	Does communication material exist for the general public (what kind of material is it? How is it disseminated)?			
8.	Are there internal processes in place to record, track, and monitor the grievances and the action taken on them?			
9.	Does the GRM provide timely feedback (written or otherwise) to the aggrieved party on actions taken?			
10.	Is a system in place to keep complainants informed with status updates?			
11.	Is there a 2 <sup>nd</sup> Tier / appeals process in place that GRM users can access if they are not satisfied with how their grievance has been resolved?			
12.	Do multiple grievance uptake locations exist? How many are they?			
13.	Do multiple grievance uptake channels exist (what are they?)?			
14.	Is there a fixed service standard for grievance resolution?			
15.	Do clear grievance processing guidelines exist?			
16.	Does the GRM contain the typical GRM value chain (Uptake, sort and process, acknowledge and follow-up; verify, investigate and act; monitor and evaluate; provide feedback)?			
17.	Does a process for periodic evaluation of the GRM logs/data exist that informs proactive actions to stem complaints and grievances?			
18.	Do procedures exist for protecting confidentiality of complainants (anonymous complaint) – applicable to workers grievances and GBV/SEA complaints as well?			
19.	Does the GRM operate without any cost to potential users?			
<b>GBV / SEA / SH Mechanisms</b>				
20.	Are multiple channels to report GBV-related grievances available to a survivor?			
21.	Are all GBV/SEA/SH grievance recipients well trained in providing appropriate responses to survivors?			
22.	Does the response system allow linking the survivor and GBV service providers?			
23.	Does the response system allow linkage to the domestic legal system?			



24.	Does the IP allow a dedicated team to determine the likelihood that an allegation is related to a World Bank-financed project?			
25.	Is the GBV/SEA/SH response system survivor-centered?			
26.	Is the GBV/SEA/SH response system based on informed consent of the survivor?			
27.	Are complainant records collected and handled by trained qualified staff?			
28.	Are complainant records safely stored?			
<b>Workers' Grievance Redress</b>				
29.	Does the IP request every worker to sign a Code of Conduct with reference to Labor Act and GBV/SEA?			
30.	Does the IP request every sub-contractor to request from its workers to sign a Code of Conduct with reference to Labor Act and GBV/SEA?			
31.	Does the IP and its sub-contractors have a defined workers' grievance redress system?			
32.	If a workers' GRM exists, is it separate from the mainstream Project GRM?			
33.	Are all workers (including from sub-contractors) inducted on workers' grievance redress mechanism?			
34.	Does the workers' GRM cover all types of workers?			
35.	Does the IP have 2 <sup>nd</sup> Tier / Appeals mechanism in place where workers can report their case beyond their employer?			
36.	Is the IP and its subcontractors able to furnish records of all workers' grievances and provide them to the PIU?			
37.	Are measures in place to protect workers against reprisal for use of GM?			