



Ministry of Environment and Energy
Male', Republic of Maldives.

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Grievance Redress Mechanism

Maldives Clean Environment Project

Zone 4 & 5

The table below provides details of grievance redress mechanism (GRM) developed for Maldives Clean Environment Project (MCEP). GRM of the project is based on the Environmental and Social Management Framework (ESMF) of the project and highlights the grievance redress procedure in place, identifying nodal point of contact, facilitation by the project and timeframes to address grievances.

Tiers of Grievance Mechanism	Nodal Person for Contact	Contact Communication and other facilitation by the project	Timeframe to address grievance
First Tier: Island Council	Island Council will be the first point of contact for any grievances. The staff designated as the waste management focal point by the island council will manage grievances on behalf of the council.	GRM should be publicly displayed in the construction site as well as the council office. GRM should also be outlined in official website and/or social media pages of Council, MEE (and/or the project), including contact details of the nodal person in each tier. Grievances can be addressed informally by contacting the council through email / telephone / in person. If the grievance cannot be resolved informally, an aggrieved party must submit a complaint on the Tier I Complaint Form. A copy of the form (with the council seal) should be provided to the aggrieved party as evidence of receipt. Electronic version of the complaint form should be available from the websites and/or social media pages of MEE and the council. Physical copies of the form should be available from the council front office.	15 working days

		<p>Council will provide assistance to fill the form for those who cannot write.</p> <p>The council should keep separate registries for informal and formal complaints and maintain records of all complaints received.</p> <p>The council will discuss the matter with the Women’s Development Committee and other relevant stakeholders (Farmers, Fishermen, School, Health Center etc.), where deemed necessary and attain views of them. If such meetings are arranged, the date, time, location or venue, list of participants (with contact details) and a summary of the main outcome of the consultation must be annexed to the written decision issued by the council.</p> <p>If the complaint is resolved within 15 working days, the council must communicate the decision to the aggrieved party in writing.</p> <p>The aggrieved party must acknowledge the receipt of decision and submit their agreement or disagreement with the decision within 10 working days.</p> <p>If no acknowledgement is submitted from the aggrieved party within this period, then the decision will be considered as accepted.</p> <p>If a complaint requires more time to address, this requirement must be communicated to the aggrieved party in writing and the aggrieved party must consent and sign-off the request for the extension to take effect. An extension can be made to an additional 15 working days.</p> <p>The staff designated as the waste management focal point by the island council will manage and provide feedback for grievances submitted to the council.</p>	
Second Tier: Ministry of Environment and Energy (MEE)	Environmental and Social Safeguards officer at the Project	If the grievance cannot be resolved through Tier 1 to the satisfaction of the aggrieved party or if the issue is outside the jurisdiction of the council (issues related to RWMF), an aggrieved party may submit a complaint on the Tier 2 Complaint Form.	15 working days

	<p>Management Unit (PMU) will be the focal point.</p>	<p>A copy of the form (with MEE seal) should be provided to the aggrieved party as evidence of receipt. Electronic version of the complaint form should be available from the websites and/or social media pages of MEE and the council. Physical copies of the form should be available from the council and MEE front office.</p> <p>A copy of the Tier 1 Complaint Form should be submitted with the Tier 2 Complaint Form.</p> <p>MEE will forward the grievance to PMU.</p> <p>PMU screens the grievance and determine if its related to MCEP. If it is unrelated, the aggrieved party must be notified in writing and the way forward must be outlined to them including the necessary government institutions to follow up.</p> <p>Environment and Social Safeguards Officer at the PMU will be the contact person in processing a grievance through the Second Tier.</p> <p>PMU will discuss the matter with EPA and other relevant institutions, where deemed necessary and attains views of them. PMU will also arrange site visits and hold onsite discussions and meetings if necessary.</p> <p>The PMU will be responsible to ensure that there is no cost imposed on the aggrieved person, due to the grievance mechanism at the second tier.</p> <p>If the complaint is resolved within 15 working days, the PMU must communicate the decision to the aggrieved party in writing.</p> <p>The aggrieved party must acknowledge the receipt of decision and submit their agreement or disagreement with the decision within 10 working days.</p> <p>If no acknowledgement is submitted from the aggrieved party, then the decision will be considered as accepted.</p> <p>If a complaint requires more time to address, this requirement must be communicated to the aggrieved party in writing and the aggrieved</p>	
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<p>Third Tier: Judiciary Power / Assistance to Vulnerable Persons beyond the Project's Grievance Redress Mechanism</p>	<p>Judiciary system is an option for an aggrieved person and/or community in case that the other tiers have not been effective</p>	<p>The legal system is accessible to all aggrieved persons.</p> <p>Assistance from the PMU of MCEP is available only for vulnerable person(s)* as per this grievance mechanism.</p> <p>In cases where vulnerable person(s) are unable to access the legal system, the Attorney General's office will provide legal support to the vulnerable person(s). The PMU must assist the vulnerable person(s) in getting this support from Attorney General's Office. PMU must also ensure that there is no cost imposed on the aggrieved person if the person belongs to the vulnerable groups. The list of vulnerable groups is as defined in the footnote but may be further defined by MEE.</p> <p>The verdict of the Courts will be final.</p>	<p>As per established Judicial Procedure</p>

*Vulnerable person(s): A vulnerable person(s) for the purpose of this project is a person who is poor, physically or mentally disabled/handicapped, destitute, disadvantaged for ethnic or social reasons, an orphan, a widow, a person above sixty years of age, or a woman heading a household.