

GRIEVANCE REDRESS MECHANISM

for

Greater Male' Waste to Energy Project

A. Introduction

1. The Grievance Redress Mechanism (GRM) will allow for concerns and grievances about the project's social and environmental performance raised by individuals or groups from among project-affected communities to be received and to facilitate resolution of those concerns and grievances. The GRM notwithstanding, an aggrieved person can file any complaint directly through the country's judicial or legal system separately, which can be in parallel to or independent from any complaint filed through the project's Grievance Redress Mechanism (GRM).
2. The Grievances which can be addressed shall include but is not limited to:
 - a. Noise pollution due to vehicular traffic, machinery etc.;
 - b. Air pollution due to construction activities;
 - c. Contamination of waterbodies/sea due to disposal of any type of waste such as solid waste from workers camps, construction and demolition waste, oil spills etc.;
 - d. Damage to coral, biodiversity and any cultural or physical resources outside the project area;
 - e. Misbehavior of labor with the local community including gender-based violence (GBV), sexual exploitation and abuse (SEA);
 - f. Improper construction site management, improper storage or disposal of waste / debris material, inadequate safety practices, damage to cultural or public properties and issues between the labor force and the local community; etc.

B. Grievance Resolution Process

3. The Grievance Redress Mechanism (GRM) includes 2 tiers. Every effort shall be given to find an amicable solution before higher tiers could be engaged. The project GRM will not supersede any legal government grievance procedures.

First Tier (Thilafushi DBO Contractor)

An individual or an interest group can contact the Thilafushi DBO Contractor for grievances. Grievances will be handled by the Grievance Redress Committee (GRC) under the Thilafushi DBO Contractor. The GRC will be composed of the Contractor's Project Manager, Contractor's Resident Engineer, Contractor's Environmental / H&S Officer, and one representative from Supervision Consultant

- (i) At the project location there will be an Information Board listing the names and contact telephones/emails/office address as well as complaint box. Complaints may be filed through email, telephone, or mail/letter. Complaint Form may be used for Tier 1 if needed. Complaints received at various locations (PMU office, contractors office, project site, etc.) and via various modes (email, phone, in person, letters, etc.) will be registered by the receiving office and same will be communicated via email to PMU within 24 hours of receipt. Social and Environmental Safeguards Specialist (SESS) will register all the complaints centrally at the PMU and ensure that they are resolved effectively and timely. And SESS will report to the PM/PD regarding the grievances regularly.

- Email: InfoMaldivesWtE@urbaser.com
 - Telephone Number: +9609114101(local) /+34 91 412 20 00 / +34 91 412 29 07 (foreign)
 - Office Address: Aage, Sixth Floor,
Boduthakurufaanu Magu, Henveiru, 20003,
Male' City, Maldives.
- (ii) If the complaint is resolved within 10 days, Thilafushi DBO Contractor must communicate the decision to the aggrieved party in writing.
 - (iii) 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.
 - (iv) If no satisfactory solution is reached through the Tier I process, the aggrieved party may notify the Ministry of Environment, in writing of the intention to move to Tier II.

Second Tier (PMU/Ministry of Environment)

An individual or an interest group can contact PMU/ Ministry of Environment for grievances. Grievances will be handled by the Grievance Redress Committee (GRC) under the PMU/Ministry of Environment. The GRC will be composed of the Project Manager/Director of PMU, ESS Specialist of PMU, Civil Engineer of PMU and IEC Specialist of PMU.

- (i) At the project location there will be an Information Board listing the names and contact telephones/emails/office address. Complaints may be filed through email, telephone, or mail/letter:
 - Email: zone3wte@environment.gov.mv
 - Telephone Number: +9603019233
 - Office Address: Ministry of Environment, Green Building,
Handhuvaree Hingun, 20392,
Male' City, Maldives
- (ii) If the grievance cannot be resolved informally by contacting Thilafushi DBO Contractor, the aggrieved party can file the complaint on the Tier 2 by sending an email to **zone3wte@environment.gov.mv**, or through other means available as indicated above.
- (iii) If the complaint is resolved within 15 days Ministry of Environment must communicate the decision to the aggrieved party in writing.
- (iv) 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 days.
- (v) Complaint Form. A copy of the form should be provided to the aggrieved party as evidence of receipt. The complaint form is attached to this document and available from the website of Ministry of Environment.

Judiciary

An individual or an interest group has the option of going to established judiciary system of the Maldives.

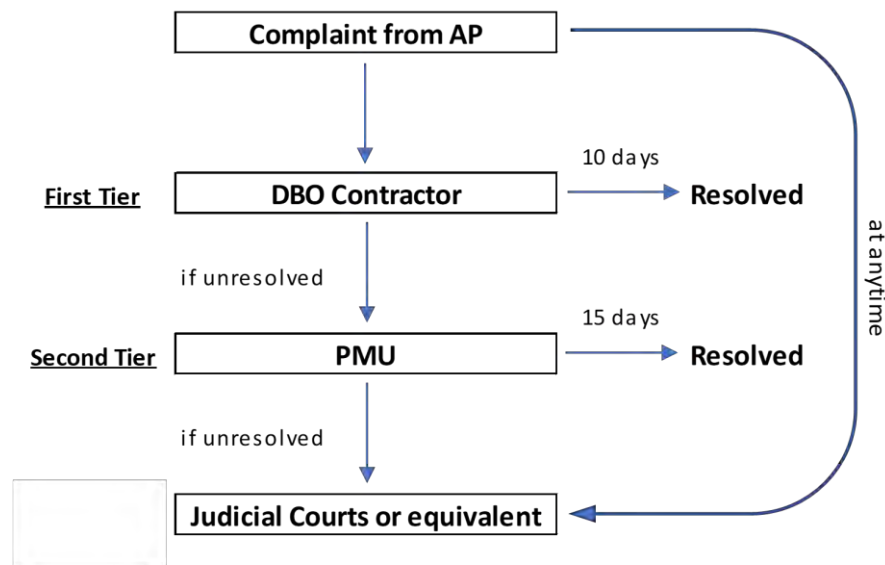
- (i) The legal system is accessible to all aggrieved persons.
- (ii) Assistance from the Ministry of Environment would be available only for vulnerable person as per this grievance mechanism.

- (iii) 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).
- (iv) The verdict of the Courts will be final.
- (v) A vulnerable person(s) for the purpose of this project is a person who is poor, physically or mentally disabled/handicapped, destitute, and disadvantaged for ethnic or social reasons, an orphan, a widow, a person above sixty-five years of age, or a woman heading a household.

The GRM notwithstanding, an aggrieved person shall have access to the country’s legal system at any stage through the Maldives judicial or appropriate administrative system. This can run parallel to accessing the GRM and is not dependent on the negative outcome of the GRM.

The flow diagram of resolving complaints under the GRC is shown below.

Grievance Redress Mechanism Diagram



C. ADB Accountability Mechanism

4. In the event that the established GRM is not in a position to resolve the issue the Affected Persons (AP) can also direct contact (in writing) the ADB Project Officer at ADB headquarters. The complaint can be submitted in any of the official languages of ADB's Developing Member Countries. This may be done at any time by sending the written complaint to the following address:

Project Officer – Greater Malé Waste to Energy Project
South Asia Urban Development and Water Division
South Asia Regional Department
Asian Development Bank
6 ADB Avenue, Mandaluyong City 1550
Metro Manila, Philippines

5. The APs can also use the ADB Accountability Mechanism (AM) through directly contacting (in writing) the Complaint Receiving Officer (CRO) at ADB. The complaint can be submitted in any of the official languages of ADB's DMCs. The ADB Accountability Mechanism information will be included in the Project Information Document to be distributed to the affected communities in Thilafushi, Vilimale, Gulhifalhu and Male, as part of the project GRM.

Grievance Redress Mechanism Complaint Form

Greater Malé Waste to Energy Project welcomes complaints, suggestions, queries and comments regarding project implementation. We encourage persons with grievance to provide their name and contact information to enable us to get in touch with you for clarification and feedback.

Should you choose to include your personal details but want that information to remain confidential, please inform us by writing/typing ***(CONFIDENTIAL)*** above your name. Thank you.

Date		Place of registration		
Contact Information/Personal Details				
Name		Gender	Male Female	Age
Home Address				
Village / Town				
District				
Phone no.				
E-mail				
Complaint/Suggestion/Comment/Question Please provide the details (who, what, where and how) of your grievance below:				
If included as attachment/note/letter, please tick here:				
How do you want us to reach you for feedback or update on your comment/grievance?				

FOR OFFICIAL USE ONLY

Registered by: (Name of official registering grievance)	
If – then mode:	
<input type="checkbox"/> Note/Letter <input type="checkbox"/> E-mail <input type="checkbox"/> Verbal/Telephonic	
Reviewed by: (Names/Positions of Official(s) reviewing grievance)	
Action Taken:	
Whether Action Taken Disclosed:	Yes No
Means of Disclosure:	

This form can be emailed to: zone3wte@environment.gov.mv

GRIEVANCES RECORD AND ACTION TAKEN

Sr. No.	Date	Name and Contact No. of Complainant	Type of Complaint	Place	Status of Redress	Remarks