GRIEVANCE REDRESS SERVICE

Finding Solutions Together

1. What is the FSM SEDAP Project?

The FSM Sustainable Energy Development and Access Project (SEDAP) is a World Bank-financed project that aims to improve the reliability of electricity supply, expand access to electricity, and scale up renewable energy generation in the FSM States.

2. What is Grievance Redress Mechanism (GRM)?

The GRM is an informal mechanism established under SEDAP to respond to stakeholder complaints in timely and systematic order. It applies a systematic procedure to receive and facilitate resolution of stakeholder concerns and grievances on environmental and social performance. It provides projects responsiveness and accountability to the communities by ensuring that grievances are promptly reviewed and addressed.

3. What is the objective of a GRM?

The objective is to ensure that concerns, complaints/grievances/claims, simple project queries and suggestions coming from Project Affected Persons (PAPs), communities or other interested stakeholders involved in the implementation of the project are promptly received, recorded, analyzed and processed with follow up feedback with the complainant. It also informs the project (and others) of challenges being experienced and - apart from finding solutions to these challenges - informs continual improvement in project design and delivery.

4. How does the mechanism benefit communities?

Communities will have the opportunity to raise concerns/issues or simply seek project related information with the project team and receive resultant resolution to concerns/complaints or issues in a timely manner at the project level before they are elevated to formal dispute resolution methods, such as courts.

5. Does it cost money to use the GRM?

No. It is absolutely free to use the GRM, including any resulting remedial action to satisfy a concern.

6. How can you file a complaint?

Affected community, individual or stakeholders can file the complaint by post, phone, email/or through an online form at DOFA website, in person meetings, community leaders and respective states' utility personnel. They can contact the project at the below mentioned email addresses or telephone numbers, or contact community leaders to file the complaint.

7. What information is needed to file the complaint?

You are advised to mention personal detail (name, address, contact number etc), describe the nature of complaint/impact/project location/ photo or any evidence, and expected solution/remedy for resolution the complaint. In case the complainant doesn't wish to disclose the identity, could register anonymous grievance.

8. What happens when you file a complaint?

When a complaint is received, it is logged in the project's grievance registry and you will receive acknowledgment. The complaint will be transferred to the relevant focal point to proceed with the remedial process.

9. What process is applied in the grievance settlement?

The project will apply participatory approach to address the complaint. The complainant will provide an opportunity to express views and participate in discussion. When a complaint is registered, the focal person reviews it and discuss with the team and develop resolution. The resolution will be reported back to the complainant in given timeframe. If the complainant is not satisfied with the resolution, the focal person raises the grievance issue to the project's next management level and sequentially up the highest ranks of the management hierarchy. In the event the aggrieved party is not satisfied with the resultant resolution provided by the management team, the complainant may have the opportunity to file the case in court and seek legal treatment.

10. Would the project be affected if a complaint is made?

No! The project's construction work does not stop. Once a complaint is filed, the project's grievance system is activated and immediate grievance resolution commences at the first level of the management hierarchy.

Grievance Procedure: SEA/SH and GBV

Key principle

Being a nature of sensitive and confidential, the project will apply key principles to address any grievances related to SEA/SH and GBV. Information and identity of survivor will be kept confidential and protected, with survivor consent to be obtained at each stage of the complaint process, and the survivor's safety shall be ensured to avoid any contact with the alleged perpetrator.

Complaint Handling process

Step I
Victim files complain

Victims/survivor can follow the project's general complaint handling mechanism or through GBV service providers, women rights advocates or the Division of Anti-Human Trafficking Services at FSM Department of Justice (DoJ). The project deputes a designated person to respond and lead the settlement of complaints related to SEA/SH and GBV. Survivor files a complaint through any accessible means (email, telephone, physically, and any other means) to Designated Contact Person (DCP) who receives, register and records the complaint and informs the complainant about the settlement procedure. The survivor can report the allegation to the police at any time. If the survivor chooses to go through police this process is separate to the GRM verification.

Step II
Communicate with the survivor

The DCP is the only person allowed to communicate with the survivor. Survivor can choose a woman (who has been trained in handling grievances of SEA/SH, GBV and HT). The DCP informs the PM and leads the process to address in which survivor's confidentiality will strictly maintained and keeps on providing feedback on the development of settlement process.

Step III
Assess if the allegation is related to the project

DCP and PM collaborates together and determine if allegation is linked to the project and inform DTC&I and DoFA about the nature of allegation and its severity.

Step IV
Verify and act

PM will convene a Grievance Committee Meeting to review grievance and determine the likelihood of the incident occurred given the information available. Further investigate and determine whether it is likely that the incident did or didn't occur within 14 days of starting verification process. The committee request security division to investigate the allegation and determine and recommend disciplinary measure towards the alleged perpetrator.

Step V
Document and Monitor grievance of GBV/SEA/SH CAE and HT

Each individual grievance documented and registered and established consent before moving resolution process. Each record is to be allocated a unique number for confidence. Each grievance records (letter, email, record of conversation) be stored together in a confidential and secured location

For complaint registration

SEDAP PMU:

Department of Resources and Development Phone
6919262391
For further information and complaint registration please contact below address.

Email:
www.rebrand.ly/FSM-GRS complaintsWB@gov.fm
feedbackWB@gov.fm

Project management unit (PIU)

Ph: 96941
Email: sedap@rd.gov.fm

Emergency contact FSM Police: 911

Pohnpei:
(691) 320-2213/3805
Private: Family Health Clinic: (691) 320-5777
Email:pohnpeifamilyhealthclinic@gmail.com
Genesis Hospital (691) 320-2525
and Bersyns Community Health Centre (691) 691 320-6115
and Pohnpei Women Council

Chuuk:
Chuuk Hospital and Department of Public Health: (691) 330-2444/7936;
Email: jmarar@fsmhealth.fm;
Hotline 923-2000
and Chuuk Women Council
Kosrae: 691 370-3012;
Email: ltaulung@fsmhealth.fm

Yap:
Ms. Iris Palemar, Div.of Behavioural Health and Well-Being Program, DHS,
email: IPalemar@fsmhealth.fm
and via phone at (691) 350-2110;
Email: atareg@fsmhealth.fm

For Safe House
Pohnpei Women Council
Chuuk Women Council

For Counselling and legal service
Micronesian Legal Services Corporation - MLSC
(691) 320 2404/3762
Email: pohnpei@mlscnet.org

If this project affects you or your community, you can raise your concerns scnning the QR code, www.rebrand.ly/FSM-GRS, or emailing complaintsWB@gov.fm