

FEDERATED STATES OF MICRONESIA
IMPROVING PERFORMANCE IN PUBLIC
FINANCIAL MANAGEMENT (PAFiM)

Environmental and Social Management
Framework and Environmental and Social
Management Plan

Grievance Redress Mechanism
(Projects Complaint Process)

April 2019

1. Consultation Plan

Given the limited extent and duration of the civil works, and the location, consultation with project affected people should involve two phases:

1. direct engagement with neighbouring residents and businesses along the proposed fibre-optic cable routes. This consultation will be required to inform the residents and business owners of the potential disruption associated with the cable installation. This consultation should be undertaken face-to-face and should describe the scope of works, timing and likely impacts, together with details of the grievance redress mechanism. Consultation should be undertaken once the cable routes are determined and then again two weeks prior to construction commencing; and
2. public notification of civil works. As the cable installation has the potential to cause disruption and inconvenience to a large proportion of the population on each island public notices should be published to advise of the proposal and the timing and duration of construction works.

Consultation should be undertaken by DoFA and the Consultation Plan developed and overseen by the Safeguards Advisor.

2. Complaint Process - Grievance Redress Mechanism

A grievance redress mechanism (GRM) is presented below to uphold the project's social and environmental safeguards performance. The purpose of the GRM is to record and address any complaints that may arise during the implementation phase of the project and/or any future operational issues that have the potential to be designed out during implementation phase.

The key objectives of the GRM are:

- Record, categorize and prioritize the complaint/grievance;
- Settle the complaint/grievance via consultation with all stakeholders (and inform those stakeholders of the solutions); and
- Forward any unresolved cases to the relevant authority.

As the GRM works within existing legal and cultural frameworks, it is recognized that the GRM will comprise community level, project level and FSM judiciary level redress mechanisms. The details of each of those components are described as follows.

2.1 Community Level Grievances

Community level complaint/grievance may result from construction impacts such as noise and dust. All project activities are expected to be sited on Government-leased land hence grievances related to customary land ownership are not anticipated.

Issues caused by the project are raised and resolved through existing community level grievance redress mechanisms and will be recorded by DoFA which is responsible for recording all complaints/outcomes, and to provide assistance, as required for their resolution.

2.2 Project-level Complaint Process - Grievance Redress Mechanism

The following complaint process (GRM) shall be put in place to register, address and resolve complaints and grievances raised by stakeholders during implementation of the Project. Contractors are required to adhere to this formal process.

Complaints may be submitted in person, via telephone, electronically, in letter to the PIU. All complaints must be formally registered in the complaint register. Should the complaint be received by the Contractor's Site Supervisor directly, they will endeavour to resolve it immediately and submit notification of the complaints and resolution to DoFA for entry into the complaints register. For all grievances DoFA is responsible for ensuring that, on receipt of each complaint, the date, time, name and contact details of the complainant, and the nature of the complaint are recorded in the Complaints Register.

Should the complainant remain unsatisfied with the response of the Contractor's Site Supervisor, the complaint will be referred to the PIU Project Manager (PM). The PM and Safeguards Advisor will take earnest action to resolve complaints at the earliest time possible. It would be desirable that the aggrieved party is consulted and informed of the course of action being taken, and when a result may be expected. Reporting back to the complainant will be undertaken within a period of two weeks from the date that the complaint was received.

If the PM is unable to resolve the complaint to the satisfaction of the aggrieved party, the complaint will then be referred to the Project Steering Committee (PSC). The PSC will be required to address the concern within 1 month.

Should measures taken by the Project Steering Committee fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the relevant State Court and the Court's decision will be final.

To ensure broad public awareness of the grievance mechanism, the Project shall erect appropriate signage at all works sites with up-to-date project information and summarizing the GRM process, including contact details of the relevant Contact Person. Public information bulletins websites and other public information will also include this information. Anyone shall be able to lodge a complaint and the methods (forms, in person, telephone, non-English language) should not inhibit the lodgement of any complaint.