

**Maldives Emergency Support for Critical Services Project (M-ESCSP)  
P516182**

**Grievance Redressal Mechanism**

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## Grievance Redress Mechanism

### Summary of the GRM

The World Bank's Environmental and Social Framework (ESF) requires the project to operate Grievance Redress Mechanisms (GRM) for both project stakeholders and for project workers. The Grievance Redress Mechanism (GRM) and its submission procedures will be publicly disclosed on the official websites of the Ministry of Finance and Public Enterprises and the State Trading Organisation (STO). Project workers will utilize the STO's existing internal GRM framework.

The project will hence incorporate a robust, comprehensive Grievance Redress Mechanism (GRM) to promptly and effectively address grievances arising from project activities, whether stemming from project staff actions or affecting external stakeholders, including project workers and communities. This could include grievances related to fuel transportation, handling, storage and associated impacts and emergencies such as oil spills and leakages, fire etc. This mechanism will be designed to ensure that grievances are resolved efficiently, in a timely manner, and at minimal cost throughout the project's lifecycle. There will be no costs or fees associated with filing a complaint, and the option for anonymous submissions is available.

The GRM will be implemented through the existing GRM of the Maldives Competitiveness and Growth Project (MCGP) which will lead and will engage the State Trading Organisation (STO) as key stakeholder.

The full details of the stakeholder GRM are provided in the Stakeholder Engagement Plan (SEP) of the Maldives Emergency Support for Critical Services Project M-ESC and STO will integrate this GRM within their GRM. The Labor Management Procedures (LMP) of M-ESC will guide the GRM for the project workers, which will broadly follow the same procedures of the stakeholder GRM.

### Structure of the GRM

The GRM operates within a three-tier structure, for the project, and is administered by the STO, Project Management Unit (PMU) and a Grievance Redress Committee (GRC) composed of key stakeholder agencies, as follows:

#### **Tier 1: STO GRC**

As the major stakeholder of the project, STO will implement the stakeholder GRM internally, and if any grievance is unresolved within seven working days (excluding public holidays), escalate to the PMU of Ministry of Finance and Planning.

#### **Tier 2: M-ESC GRC**

The PMU, led by the Environmental and Social (E&S) Safeguards Specialist, will also record and addresses grievances received through various channels, including a hotline, email, project website, and in-person submissions. The PMU evaluates the nature of each grievance received and also any unresolved grievances from the STO. The PMU will assign resolutions to relevant staff or will seek advice from MoFP staff, escalating unresolved grievances to the GRC when necessary.

### **Tier 3: (GRC) Tier 2**

Comprising 7 members from the Ministry of Finance and Public Enterprises (MoFPE), and other relevant stakeholders identified during stakeholder mapping. GRC reviews unresolved grievances escalated from the PMU. The committee conducts comprehensive investigations, including meetings with complainants, to determine the need for further actions and make final decisions. If a complainant remains dissatisfied, legal recourse is available.

**Table 1: Grievance Redress Committee Members**

	<b>Name</b>	<b>Organisation</b>	<b>Designation</b>	<b>Contact</b>	<b>email</b>
1	Ibrahim Mohamed	MOFPE/PMU/MCGP	Environment & Social Safeguards Specialist and secretary of the GRC	9811114	ibrahim.mohamed@finance.gov.mv
2	Thooba Mohamed	Ministry of Economic Development & Trade (MoEDT)	Gender and Safeguard Specialist		thooba.mohamed@trade.gov.mv
3	Aminath Mohamed Didi	Capital Market Development Authority (CMDA)	Director General	7777520	ainth@cnda.gov.mv
4	Ameelia Hussain	Maldives Monetary Authority (MMA)	Senior Manager, Credit Information Section	9984747	ameelia.hussain@mma.gov.mv
4	Usaidh Asadhulla	Privatization and Corporation Board (PCB)	Director	7929056	usaidh.asadhulla@finance.gov.mv
5	Aminath Shazra Moosa	State Shareholding Management Department (SSMD)	Director	7966776	aminath.shazra@finance.gov.mv
6	Ahmed Azyan Hameed	Fiscal Affairs Department (FAD)	Fiscal Executive	9186066	azyan.hameed@finance.gov.mv

### **Grievance Resolution Process**

The GRM follows a structured grievance resolution process:

- In tier one, STO will follow the stakeholder GRM process and will escalate any unresolved issues to the PMU within seven calendar days, with details and documentations of the grievance.

- **Submission of Grievances:** Complainants can submit grievances through multiple channels, including a hotline, email, online form, or in-person at MoFP or PMU offices.

MoFPE: Hotline 1617 or +9603349020
Email: <a href="mailto:info@mcgp@finance.gov.mv">info@mcgp@finance.gov.mv</a> or <a href="mailto:helpdest@finance.gov.mv">helpdest@finance.gov.mv</a>
STO: Hotline 1422 or +9603344333
Email: <a href="mailto:info@sto.mv">info@sto.mv</a> or “whistleblower forms”, or Intranet: “Staff Concern Form” or Intranet: “Reach Human Resource From”

- **Screening and Acknowledgment:** The PMU screens grievances within two days, determining the relevant entity for resolution. Acknowledgments include a summary of the grievance, the resolution method, and an estimated timeframe.
- **Investigation and Communication:** Investigations, typically completed within 21 days, involve consultations with stakeholders, site visits if needed, and the gathering of information. Actions are assigned, monitored, and recorded. Once resolved, the PMU informs the complainant in writing.

**Follow-Up and Appeal:** The PMU contacts complainants three weeks after resolution for feedback. Dissatisfied complainants can escalate their grievances to the GRC, which reviews and makes final decisions.

## Project Grievance Resolution Process

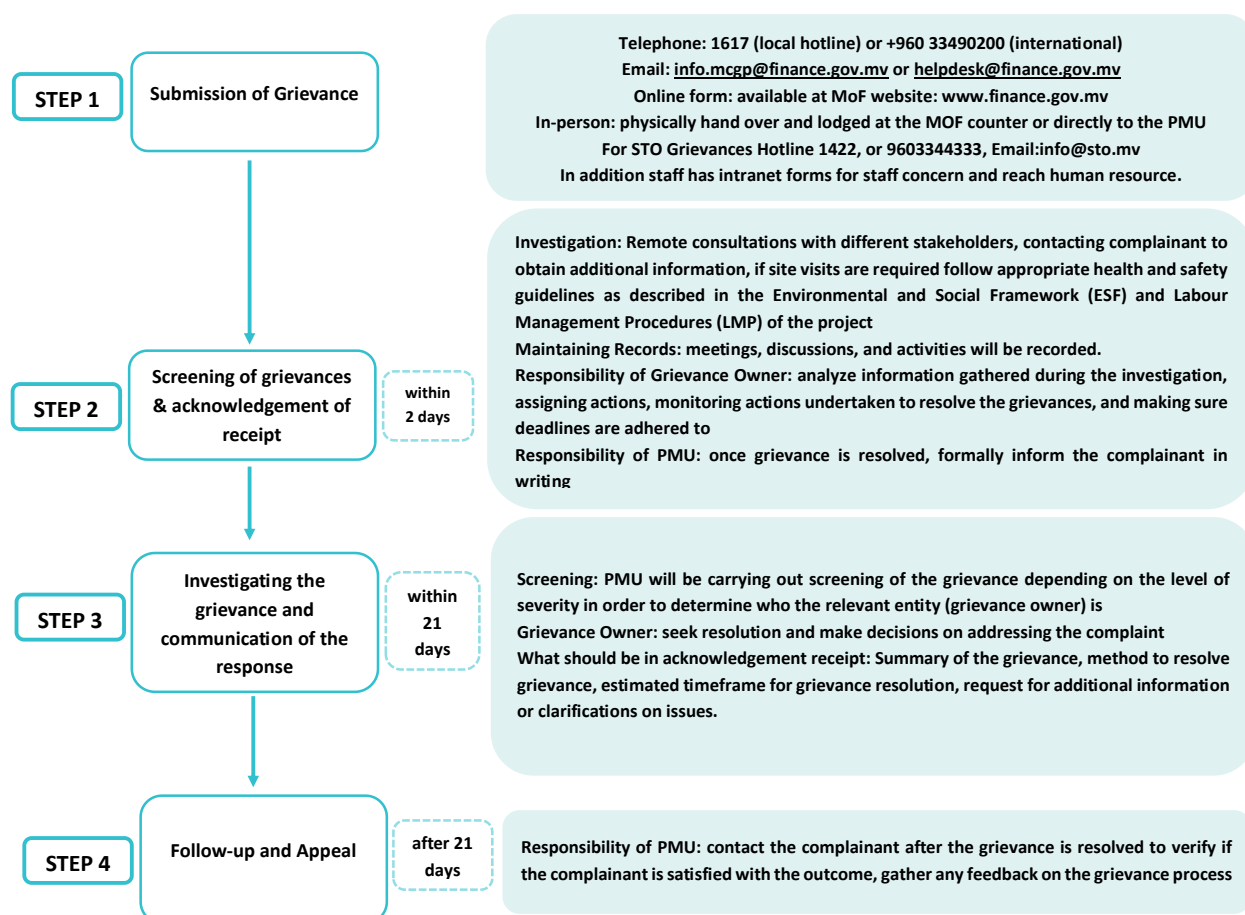


Figure 1: Grievance Resolution Process for tier 2

### Monitoring and Reporting of the GRM

All complaints will be registered in a database or logbook, with unique identification numbers for tracking. Written records help ensure efficient management and monitoring of grievance resolution. The project will track and report on grievances, inquiries, and corrective actions monthly to the World Bank through the monthly progress reporting. Complainants will be informed about the status and outcome of their grievance within 21 days.

### Handling Gender-Based Violence (GBV) Issues

The SEP details the special provisions made by the project to address grievances related to sexual harassment (SH), sexual exploitation and abuse (SEA), and gender-based violence (GBV). All Government Institutions and State-owned Enterprises with 30 or more staff must maintain an active Sexual Harassment Prevention Committee (SHPC) according to the Prevention of Sexual Harassment Act (16/2014). Staff members who experience or witness sexual harassment can initiate a complaint through two primary channels:

1. Verbal Communication: Directly informing their respective Head of Department (HoD).
2. Written Communication: Sending a formal email directly to their HoD or the Human Resources department. In the case of STO staff can use Intranet Forms too.

Upon receiving a report, the HoD is legally obliged to document and forward the complaint to SHPC. The SHPC will then initiate a confidential inquiry in accordance with the laws and internal procedures and take action.

The project will remain committed to transparency, efficiency, and accountability in grievance resolution, ensuring equitable access and adherence to all legal and ethical standards.