



**Productive Safety Net for Socioeconomic opportunities project
(SNSOP)**

Grievance Redress Mechanism (GRM) Manual

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ABBREVIATIONS

ACB	Alpha Commercial Bank
BDC	Block Development Committee
CECB	Community Engagement and Capacity Building
BAC	Boma Appeal Committee
CEDAW	Convention on Elimination of All forms of Violence Against Women
DoSD	Director of Social Development
ECD	Early Childhood Development
SGBV	Sexual Gender Based Violence
GBV	Gender-based violence
GRM	Grievance Redress Mechanism
NAC	National Technical Committee
SNSDP	Safety Net and Skills Development Project
SNSOP	Productive Safety Net for Socioeconomic opportunities project.
SSSNP	South Sudan Safety Net Project
UNOPS	United Nations Office for Project Services
WB	World Bank
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESSAF	Environmental and Social Screening and Assessment Framework
FGD	Focus Group Discussion
FGM	Female Gentle Mutilation
MAFS	Ministry of Agriculture and Food Security
MGCSW	Ministry of Gender, Child Social Welfare
PSEA	Protection of Sexual Exploitation and Abuse
STC	State Technical Committee
C/MCT	County/Municipal Core Team
P/BDC	Payam/Bock Development Committee
B/QCDC	Boma/Quarter Council Development Committee
B/QCAC	Boma/Quarter Council Appeals Committee

CSTs	Community Supervision Teams
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1.0 Introduction to GRM Manual

This manual provides information and guidelines to all stakeholders on the establishment and operation of the Grievance Redress Mechanism (GRM) under the Productive Safety Net for Socioeconomic opportunities project (SNSOP). The manual consists of seven sections:

The first section provides background information on the SNSOP including its components and key objectives. The second section highlights the key definition of key terms and introduction to GRM design and processes. Section three provides details on the components of the SNSOP GRM and the institutional arrangements for its establishment and implementation. Sections four, five, six and seven describe Standard operating procedures, categories, awareness, Monitoring, and reporting mechanisms, respectively. The annexes include GRM forms, GBV forms code of conduct and other documents used for the implementation of the GRM.

1.1 Project Background

The Productive Safety Net for Socioeconomic Opportunities Project (SNSOP) is a World Bank funded project which aims at strengthening household capacity to better withstand social and economic shocks and stresses, while also supporting increased community interaction and dialogue for enhanced social cohesion. The project will support up to 96,000 households in fifteen (15) locations namely Juba, Kapoeta East, Tonj South, Torit, Bor, Maban, Pibor, Gogrial West, Pochalla, Pariang, Yei, Melut, Aweil West, Mundiri West and Rajah. The project directly relates and responds to the two pillars in the FCV Strategy: (i) remaining engaged during conflict and crisis situations, by building resilience and contributing to human capital development; and (ii) mitigating the spillovers of FCV by addressing forced displacement situation in the country by supporting the most vulnerable and marginalized communities that are affected by conflict and climate-related shocks. The project is also aligned with the Strategy's focus on high-priority issues, including: (i) investing in human capital; (ii) creating livelihood opportunities by creation of employment and economic opportunities; (iii) building community resilience and preparedness with regard to the impacts of climate change and environmental degradation. In addition, it is also in line with the World Bank's Africa Strategy, as the project supports critical priority areas, including: (i) investing in people with focus on human capital development; (ii) addressing FCV Drivers; and (iii) supporting climate change mitigation and adaptation. Lastly, a strong focus on gender is mainstreamed across the project, and the project's focus on facilitating women's economic inclusion is in line with the World Bank Group's Gender Strategy.

SNSOP aims to build on the successes of SSSNP and SNSDP while also incorporating lessons learned to ensure greater results for beneficiaries. It aims to increase economic opportunities for HHs to encourage further investment in human capital development and resilience to shocks. The ability to adjust and respond quickly to changing dynamics on the ground will be the cornerstone of the project given the high degrees of political, economic and security uncertainties facing the country.

Project beneficiaries will include poor and vulnerable HHs within the operational areas who are deemed eligible based on the established targeting criteria under each component of the project.

The SNSOP will be implemented by the government through a Project Coordination Unit (PCU) housed within the Ministry of Agriculture and Food Security (MAFS) as the lead implementing agency with overall implementation, fiduciary, and environmental and social framework compliance, while Ministry of Gender, Child and Social Welfare (MGCSW) as the co-lead implementing agency responsible for implementing activities on institutional capacity building and systems strengthening and supporting overall project supervision and M&E. UNOPS will be engaged through implementing cash transfer activities under component 1 and the government will identify and contract other specialized implementing partners to implement Economic opportunities and in-depth complementary social measures.

1.2 Project development Objectives

The development objectives of the project are to provide cash transfers and access to income generating opportunities and strengthen the National Safety Net Delivery System. The Project has four components.

1.3 Project components

Component 1: Cash Transfer and Complementary Social Measures (US\$ 98 million equivalent)

This component will provide cash assistance to selected poor and vulnerable HHs in selected counties to meet immediate consumption gaps while also supporting resilience building to withstand future natural shocks and promoting improved HH awareness and investment in human capital growth. Specifically, cash assistance will be provided through two modalities, (i) Cash Transfer through participation in Labor-Intensive Public Works (LIPW) or participation in social complementary measures such as behavioral change communications training that aim to promote

human capital development, and (ii) Direct Income Support to the poorest and most vulnerable HHs that are labor constrained to engage in LIPW. The combination of protective support to HHs and investment in resilience building, and community assets will help sustain livelihoods, strengthen resilience, and prevent the most vulnerable from falling into destitution or being forcibly displaced.

Component 2: Provision of Economic Opportunities (\$15 million equivalent)

This component will implement measures aimed at enhancing economic opportunities of poor and vulnerable youth to support them to become productive citizens of South Sudan. It will target a subset of eligible cash transfer beneficiaries from Component 1 and support them to strengthen their livelihoods and income generating opportunities for enhanced economic welfare. Layering economic opportunities on cash transfers will support HHs to focus their investments on livelihoods and human capital investments, with the cash transfer used to smooth consumption in times of need. This is in line with strong evidence from FCV settings, suggesting that similar economic opportunities interventions have led to increased HH consumption and investment in human development, including education, health, and nutrition.¹ Targeting a subset of cash beneficiaries will also enable the project to use a single mobilization, targeting, payment, grievance, and Monitoring and Evaluation (M&E) system for both components, thereby ensuring cost-efficiency, harmonization, and synergies of efforts.

Component 3: Strengthened Institutional Capacity and Social Protection System

This component will support institutional capacity building for social protection and strengthening of the safety net delivery system to serve as the foundation of an eventual government-led national safety net program in South Sudan. Currently, the cash assistance under the SNSOP is being directly implemented through a third-party United Nations (UN) agency, namely UNOPS, which limits the project's ability to invest in national government institutions for capacity building, creating a gap in sustaining the efforts to develop the SP sector started by the SNSDP. However, the shift back to government-led implementation under the SNSOP provides an important opportunity to continue strengthening institutional capacity and delivery systems to enable the

¹ Hashemi, Syed & Aude de Montesquiou, Reaching the Poorest: Lessons from the Graduation Model. CGAP. 2011
Andrews, Colin et al. State of Economic Inclusion Report. World Bank Group. 2021

Government to gradually take over the full management and implementation of a nationally owned safety net program through a phased approach. This will not only ensure sustained investment in predictable and reliable safety net provision for human capital accumulation but will also support increased citizen confidence in national institutions by signaling the Government's commitment to supporting the welfare of its people. It will also contribute to durable solutions for host communities and refugees by enhancing the capacity of the Government to include refugees in national service delivery systems, which is set out in the Refugee Act of 2012 but poorly implemented in practice due to lack of institutional capacity.

Component 4: Project Management, Monitoring and Evaluation, and Knowledge Generation

This component will support the day-to-day project management, monitoring, and coordination, as well as broader knowledge generation. This component will support the following key areas: (i) overall project management by the MAFS PCU currently being established; (ii) M&E; and (iii) the learning agenda. Thus, it will support the on-boarding of necessary human resources and technical assistance to implement the envisioned activities.

The SNSOP will also continue using the M&E framework and tools developed under the on-going SNSOP and will strengthen and tailor these tools for the SNSOP, as needed, including a Third-Party Monitoring (TPM) approach to ensure rigorous and robust monitoring, on-the-ground supervision; as well as to track progress, take stock of implementation experience, and identify challenges for timely response and rapid course-correction.

It will include a strong knowledge generation and learning agenda to take stock of lessons learned and experiences of particular aspects of the complementary social measures and economic interventions to inform and facilitate the scale-up of activities, as well as other possible topics such as targeting assessments, process evaluation, and component impact assessments, to be further discussed and agreed during the project implementation.

This will include an impact evaluation of Component 2 that will assess the impact of economic opportunities interventions compared to Component 1. Across knowledge generation activities, gender will be mainstreamed through gender-disaggregated analysis and findings. Knowledge generation will also be carried out through an FCV-sensitive lens that incorporates South Sudan's context in the identification and sharing of findings and recommendations.

Finally, the component will provide capacity building to CRA, through which it will support the implementation of project activities extended to refugees and host communities. Capacity building support will also enhance inter-government coordination between the CRA and the project's implementing agency, as well as other humanitarian and development partners on the ground.

2.0 Definition of Key Terms

Terminology	Definition
Aid worker:	Any individual who works for or acts on behalf of humanitarian and development organizations, whether on a voluntary or paid basis. This includes all international and national staff, as well as all personnel or employees or individuals that have entered into a cooperative arrangement with these organizations including interns, volunteers, international and local consultants, and contractors, including day laborers.
Allegation:	An assertion of facts that one intends to prove at trial or during an internal investigation procedure.
Child:	Any individual under the age of 18, irrespective of local country definitions of when a child reaches adulthood. This definition of a child is in line with the UN Convention on the Rights of the Child (CRC), which is a globally recognized and almost universally ratified convention
Code of conduct:	A set of standards about behavior that staff and volunteers of an organization are obliged to adhere to.
Complaint:	A specific grievance of anyone who has been negatively affected by an organization's action or who believes that an organization has failed to meet a stated commitment.
Complainant:	The person making the complaint, including the alleged victim/survivor of the sexual exploitation, abuse or harassment, or another person who becomes aware of the wrongdoing.
Complaints Response Mechanism or procedure:	Process that allows individuals to report concerns such as breaches of organizational policies or codes of conduct. Elements of a complaints

	mechanism may include suggestion helpline, whistleblowing policies and designated focal points.
Confidentiality:	An ethical principle that restricts access to and dissemination of information. In investigations on sexual exploitation, abuse, fraud and GBV, it requires that information is available only to a limited number of authorized people for the purpose of concluding the investigation. Confidentiality helps create an environment in which witnesses are more willing to recount their versions of events, and builds trust in the system and in the organization.
Focal point:	A person designated to receive reports of cases of GBV, sexual exploitation and abuse, and support the organization in Response.
Gender-based violence (GBV):	is an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed (i.e. gender) differences between males and females. It includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty.
Hotline/helpline:	A telephone number that allows persons wishing to report wrongdoing to do so. A hotline may be complemented with other technology-based reporting mechanisms, such as direct calls.
PSEA:	Protection against sexual exploitation and abuse, the term used by the UN and NGOs to refer to the measures taken to protect vulnerable people from sexual exploitation and abuse by their own staff and associated personnel.
Referral pathway:	The various support and referral services available to victims/survivors of GBV.
Safeguarding:	The responsibility of organizations to make sure their staff, operations and programs do no harm to children and adults at risk or expose them to abuse or exploitation. This term covers physical, emotional and

	sexual harassment, exploitation and abuse by staff and associated personnel, as well as safeguarding risks caused by program design and implementation. Many organizations now also use this term to cover harm caused to staff in the workplace.
Sexual abuse:	An actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
Sexual exploitation:	Any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.
Survivor or victim:	The person who is, or has been, sexually exploited or abused. The term ‘survivor’ implies strength, resilience and the capacity to survive. The term ‘victim’ has protective implications, as it implies the victim of an injustice which we should seek to redress.
Victim/survivor-centered approach:	An approach in which the victim/survivor’s wishes, safety and well-being remain a priority in all matters and procedures.
Whistleblower Protection policy (or Disclosure of Malpractice in the Workplace policy):	A policy which encourages staff members to report concerns, the disclosure of which are typically in the public interest. Concerns are typically those regarding a criminal offence, health and safety, damage to the environment or miscarriage of justice. Reporting on GBV and PSEA can fall within an organization’s Whistleblower Protection policy. Whistleblowers are often protected by law and cannot be treated unfairly or lose their job because they report these concerns.
Zero tolerance:	<p>Implies all allegations are assessed, investigated as needed, and appropriate action is taken.</p> <p>Adapted from:</p> <ul style="list-style-type: none"> • United Nations. July 24, 2017. <u>Glossary on sexual exploitation and abuse</u>. Second Edition. • USAID. March 2020. <u>Policy on Protection from Sexual Exploitation and Abuse (PSEA)</u>.

	<ul style="list-style-type: none"> • CHS Alliance. 2020. <u>PSEAH implementation quick reference handbook</u>. • Inter-Agency Standing Committee. 2015. <u>Guidelines for integrating gender-based violence interventions in humanitarian action: Reducing risk, promoting resilience and aiding recovery</u>.
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2.1 Background of GRM

Grievance Redress Mechanisms (GRMs) refer to a structured system of instruments, methods or processes established by an organization or a government institution to resolve a grievance, complaint or concerns raised by an affected individual, group or beneficiary of a project or services. GRM is a process that allows individuals to report concerns such as breaches of organizational policies or codes of conduct.

This document provides guidance for the management of complaints and grievances under the Productive Safety Net for Socioeconomic Opportunities Project (SNSOP). It lays out clear processes and procedures (including resolution processes and timelines), defines the grievance uptake, sorting and processing, acknowledgement and follow-up, categorization, verification and investigation, monitoring & evaluation, and feedback. It focuses on solving grievances at the community level where possible, and if necessary, escalating them to the appropriate higher levels. It also includes a flow chart of the GRM MIS that showcases how GBV grievances are processed through a separate channel that helps ensure the survivor-centered approach. This includes protecting survivors' identity, fast tracking the processing of the grievances and providing GBV referral services and follow ups.

Grievances may arise at every stage of SNSOP project from inception or design stage through to planning and implementation stages. It is therefore imperative that Affected Persons (AP) should be given the opportunity to raise their grievances and be given an adequate hearing for their grievances to be satisfactorily resolved. Grievance redress mechanism is a governance related

management process which is usually established to ensure better service for beneficiaries. It is a platform for aggrieved parties to appeal to relevant committees if they are dissatisfied with a service. Grievance Redress Mechanisms should be a part and parcel of the machinery of any administration if accountability is desired and expected. Grievance should be managed well and stakeholders well informed as it is an important aspect of managing risk of the SNSOP Project.

The SNSOP GRM will be built on the SSSNP GRM. The current GRM has two main channels: (i) community-based structures and (ii) GBV hotline. The first channel comprises structures starting at the lowest level (i.e. group leaders, Community Supervisory teams (CSTs) and Appeals Committees) up to the highest level (National Technical Committee and National Advisory Committee) at the national government level, with structures at each level engaged in conflict resolution and grievance redress. Complaints/grievances can be received at any level of the GRM and are escalated to a subsequent level if they cannot be resolved by the level received. The community selects the Appeals Committee (AC) members who are well respected in the community and who do not benefit from the project. Members of the GRM structures are trained on the purpose, functioning and procedures of the GRM, as well as broader project aspects. All grievances are logged in the project's MIS GRM module where their processing, appeals and closure can be tracked. All committee members must sign a code of conduct and specific procedures and put in place to address grievances logged against committee members, which are addressed by the level above the committee in question.

To ensure that GBV related complaints are prioritized and that their processing follows a survivor-centered approach, all Appeals Committees have female GBV focal points who are specifically trained to receive GBV cases. GBV and non-GBV complaints from economic opportunities and I-CSM will also be directed to the Appeals Committee AC and UNOPS field staff for resolution and entering them into the GRM-MIS module. The GRM MIS module also automatically generates monthly GRM reports through which the GRM's performance can be tracked, and issues can be raised in a timely manner.

The second channel constitutes a 24/7 toll free GBV hotline operated by the National Organization (NGO) Lulu Care. The SPCU will sign a Memorandum of Understanding (MoU) with Lulu Care such that beneficiaries can use the hotline to anonymously report project related GBV cases. Lulu

Care then refers these cases to the HSSE Specialist or Senior Assistant to provide survivors with referral services and process the grievance.

Extensive sensitization and awareness raising on the GRM is also embedded in various project activities. The UNOPS will also carry out a mapping exercise of available GBV referral services in all project locations quarterly which will be employed to refer survivors to required services should the need arise. During this process, the SPCU and UNOPS will coordinate with partners, such as UNICEF's Health and Child Protection Program, UN Population Fund (UNFPA), UN Women, UNFAO and others, to help support the mapping and compare information.

The implementing partner for Component 2 will support the existing GRM structure that will continue to be managed by SPCU by directing GBV and Non-GBV complaints to UNOPS through the established Appeals Committee and ensuring that all grievances are lodged and processed within the GRM. Further, UNOPS and SPCU will coordinate closely with UNHCR in refugee and host community areas with regards to the operationalization of a GRM in those locations.

Under SNSOP, the GRM will be further strengthened based on the experience under the SSSNP. These findings in combination with field-based assessments carried out in close collaboration with the implementing partners will inform the iterative process to further strengthen and develop SNSOP GRM.

The referral system follows information sharing on survivors of GBV/PSEA, and child abuse with humanitarian agencies that offer services on psychosocial support, medical, protection and legal including PSEA cases, child protection, e.g. International Rescue committee (IRC), UNFPA, World Vision, Oxfam, War Child, Save the Children, Care International after getting consent from the survivor.

2.2 Objectives of GRM

The main objective of the SNSOP GRM is to ensure beneficiaries and other interested or affected party's concerns, complaints, grievances, and suggestions are promptly received, recorded, analyzed, and addressed in an effective, transparent, and participatory manner. SNSOP established a grievance redress procedure through which complaints can be handled and resolved that is

culturally appropriate, transparent, accessible to all parties at no cost, and has a regular reporting system. Hence, this manual describes the procedures to be followed in addressing complaints or concerns submitted by stakeholders who may be impacted by the Project. It intends to provide clarity and predictability on how complaints will be received, assessed, sorted, resolved, and monitored.

One of the key objectives is ‘to provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow GBV focal persons and Appeal committees to respond and manage such grievances.

This GRM makes the following distinctions:

- a) Project-related complaints and grievances: it focuses on Project-related complaints and grievances and defines the different steps of handling such grievances/complaints.
- b) GBV/SEA/SH related complaints and grievances: complaints and grievances relating to Gender-Based Violence (GBV) / Sexual Exploitation and Abuse (SEA) / Sexual Harassment (SH), given their sensitivities and considerations related to a survivor-based approach, are reported to the GBV-Focal persons within the Appeals Committee. This counts for complaints and grievances from SNSOP, as well as workers deployed by the project.
- c) Escalation of complaints and grievances: The complaints and grievances that cannot be solved at the Appeals Committee level would be escalated to the next level along the GRM implementation structures. This GRM describes procedures for how these grievances shall be addressed through an appeals mechanism.

A well-established and properly functioning GRM is necessary in achieving the following:

- Ensuring timely, transparent, and fair resolution of grievances.
- Responsiveness to the needs of the beneficiaries.
- Increased community participation.
- Promoting transparency and accountability.
- Deterring fraud and corruption.
- Facilitating timely feedback from communities and providing for continuous improvement of project implementation.

2.3 Basic Elements of GRM Design

Generally, GRM design is based on the following basic principles:

1. **Confidentiality**- GBV grievances and other sensitive information about the project and beneficiaries must be treated with utmost confidentiality.
2. **Cultural Appropriateness** – must consider appropriate cultural ways of handling grievances.
3. **Accessibility** – must be a clear and understandable mechanism that is accessible to all at no cost.
4. **Transparency and Accountability** – must be transparent and accountable to all stakeholders.
5. **Feedback and Two-Way Communication**: GRM ensures to provide feedback on the status of a complaint and actions being taken. This communication is vital to complete the feedback loop and keep the complainant engaged and satisfied with the process.
6. **Appropriate Protection** – must prevent reprisal and must not impede access to other remedies.
7. **Fairness**: considers all complaints irrespective of their nature, size, and complexity.
8. **Based on engagement and dialogue**: engaging regularly with affected stakeholders on the performance of the GRM to ensure that it meets their needs and that there is a shared interest in ensuring its success.
9. **Appropriateness**: the complaint should be relevant to the project, and the response should be proportionate to the risk.
10. **Record**: The complaint should be recorded, including information on name and contact details (unless requesting anonymity), date of contact, issue(s) of concern raised, proposed response, status (recorded, active, closed).
11. **Data management**: Personal data contained in the Complaints Register will only be kept for investigation purposes and to implement a resolution. Personal data will either be deleted or kept in an archive for a reasonable period following the investigation.
12. **Process**: Free of retaliation, abuse, or discrimination and allows stakeholders to file complaints by various means (face-to-face, mail, email, phone, text, website, and in person) and, when necessary, in an anonymous manner.

13. **Acknowledgement:** The receipt of a complaint should be acknowledged within three (3) days after submission.

Although the above-listed principles must be considered for all projects, GRMs need to be refined and adapted according to specific project needs and context.

The SNSOP GRM is adapted from the GRM that was implemented under the previous World Bank funded South Sudan Safety Net Project (SSSNP). A community-based approach was applied through the establishment of community structures starting from the Group level to the Quarter Councils, Payams and Community Support Teams at County levels. However, in order to enhance its functionality based on the lessons learnt from the previous project, the SNSOP GRM will be improved through the following activities:

- Enhancement of the GRM Module in the MIS to improve the tracking of grievances from the field entry, review at UNOPS and at SPCU.
- Provide quarterly refresher training to grievance handling committees and structures, particularly the Appeals Committees (ACs) with the necessary skills for handling cases.
- Facilitate engagements of women-only groups to ensure that women freely express themselves on project-related and other matters.
- Having 2 GBV focal points (FP) within each beneficiary group and a GBV-Focal Person within each AC to identify and respond to issues of gender-based violence (GBV) and other gender-sensitive issues.
- Establish toll -free helpline operated by a hired GBV helpline operator for beneficiaries to report any grievances.
- Provide logistical support (such as transport refund and refreshments) to committees to facilitate project activities.
- Liaise with state and county authorities on project undertakings in project locations and where applicable establish Memoranda of Understanding (MoUs) related to GRM.
- Developing and rolling out a comprehensive and targeted community engagement and outreach campaign on the GRM, highlighting available methods, how and where to access

them and related aspects for seeking resolution of complaints and grievances for better understanding of both communities and direct beneficiaries of SNSOP.

2.4 Institutional Arrangements

The SPCU has the main responsibility for the implementation of the GRM. The GRM Team within the SPCU consists of the Social Development Specialist, Environmental Safeguard Specialist, and the Gender Specialist. But the overall responsibility rest specifically with the Social Development Specialist (SDS) and Gender Specialist to support the GBV related cases. The GRM will be implemented and monitored by the Social Development Specialist and Gender Specialist. The Social Development Specialist will lead the overall management of GRM, has managerial access role in the GRM-MIS module for generating the GRM report from the system as well as compile all relevant GRM data and include reports on the GRM in the regular reports to the WB.

Gender Specialist will receive, and process GBV grievances directed to the SPCU by the hotline operator Lulu Care, manage appeals mechanisms, create awareness and sensitization to SPCU staff, manage the Hotline Operator, and register and file all GRM reports incoming from IPs, The Specialists are further responsible for the monitoring of IP GRM implementation, and the identification of trends and analysis of the GRM reports in order to be able to flag key issues with Project Management.

The following structures described below will be instrumental in the implementation of the GRM. A well-coordinated flow of information between and among these institutions and committees will ensure grievances are channeled to the appropriate level for resolution. The structures will be set up in the following order:

2.5 GRM Structures for the SNSOP implementation.

1. National Advisory committee (NAC)

The NAC shall be chaired by the Undersecretary of MAFS and Co-chaired by the Undersecretary of the Ministry of Finance and Planning and the Undersecretary of Gender, Child and Social Welfare. The NAC will have the core responsibility of providing overall policy and strategic guidance of the project.

The core members of NAC will include Undersecretary for Agriculture and Food Security, MAFS; Undersecretary for Planning, MoFP; Undersecretary for the Ministry of Gender, Child and Social

Welfare, Deputy Commissioner of the Commission for Refugee Affairs, and the World Bank as an observer.

It should be noted that membership of the NAC will be at the level of the undersecretaries and their counterparts heading other government institutions. The NTC Chair and the PCU Program Director shall attend NAC meetings to render technical support.

Scope of Work

The NAC will provide overall technical and operational guidance and monitoring and evaluation and will be responsible for the following functions:

The NAC will play a strategic and policy advisory role in view of the project implementation and will be responsible for the following functions:

- a) Provide overall policy and strategic guidance and advice to MAFS and the National Technical Committee.
- b) Coordinate with senior management of other government agencies and development partners at national, state, and local levels, particularly with line ministries at state/county levels, as appropriate.
- c) Update their respective senior management within the ministries (i.e., Ministers and Deputy Ministers) on strategic/policy issues related to the project, as well as on implementation progress/challenges and planning of the project.
- d) Provide strategic and policy advice on the quarterly and annual project progress reports and workplans.
- e) Facilitate strategic partnerships with high-level senior stakeholders within the Government to advance policy issues related to safety net and resilience as pertinent to the project (i.e., High-level task forces, Members of Parliament, Offices of the Vice Presidents, Office of the President etc.);
- f) Inclusion of new members into the committee as and when needed; and
- g) Carry out any task as deemed necessary.

Roles and Responsibilities.

The Chair: Undersecretary of Agriculture and Food Security or any delegated official shall:

- 1. Convene the NAC meetings.
- 2. Set the agenda with input from the National Technical Committee and in coordination with MAFS Program Director and Project Manager.

3. Preside overall meetings of the NAC.
4. Circulate the meeting minutes to all members of the NAC; and
5. Sign correspondences on behalf of the NAC.

The Secretary: Program Director/Project Manager (MAFS Project Coordination Unit) /Deputy Project Manager (MGCSW Project Coordination Unit) shall:

1. Provide secretarial services for the NAC including the facilitation of meetings.
2. On behalf of the Chair, organize quarterly meetings and send invitations with agenda to all NAC members.
3. Present the project implementation progress.
4. Compile presentations and meeting minutes and share with all NAC members.
5. Draft official correspondence related to the NAC as requested by the Chair.

1. Frequency of Meetings

The NAC will meet on a quarterly basis; this implies that there would be four meetings throughout a calendar year. However, extraordinary meetings shall be held when necessary. Each meeting shall include at least one representative from the MAFS, MGCSW and MoFP.

During NAC meetings, the agenda and documentation will be prepared by MAFS and MGCSW (as the secretariat) in close consultation with the Chair/Co-chairs and will be circulated at least 3 days prior to the meeting. The NAC shall maintain meeting records that shall be supported by Program Director, Project Manager and Deputy Project Manager who will serve as the Secretary to NAC.

2. National Technical committee (NTC)

The NTC shall be chaired by the Director General of Agricultural Production and Extension Services in the Ministry of Agriculture and Food Security (MAFS) and Co-chaired by the Director General of the Aid Coordination Unit in the Ministry of Finance and Planning (MoFP) and the Director of Social Protection Department in the Ministry of Gender, Child and Social Welfare (MGCSW), and will have the core responsibility of providing technical and operational support to the project.

The core members of the NTC will include: the Director Generals and Directors or as delegated by the line ministries and the Director General for Special Programs and Donor Support of the Commission for Refugee Affairs (CRA). The core members of the NTC will be MGCSW. Furthermore, PCU staff and the Project Managers (for UNOPS and 2 specialized NGOs under Component 1&2) shall be members of the NTC.

The core members of NTC will include the following Directorates:

1. Directorate of Agricultural Production and Extension Service in MAFS.

2. Directorate of Planning and Social Protection in MGCSW
3. Directorate of Aid Coordination in MoFP;
4. Directorate of Wetland and Biodiversity in Ministry of Environment and Forestry
5. Local Government Board Representative
6. MAFS and MGCSW Single Project Coordination Units (SPCUs).
7. Director General for Special Programs and Donor Support CRA.
8. Implementing partners, including United Nations Office for Project Services (UNOPS), United Nations High Commissioner for Refugees (UNHCR), and other selected implementing partners, as observers; and
9. The World Bank, as an observer.

The NTC will provide overall technical and operational guidance and monitoring and evaluation and will be responsible for the following functions:

1. Provide overall technical, operational and monitoring and evaluation support to the project.
2. Update the NAC on technical and operational issues related to the project, as appropriate and requested by the NAC.
3. Facilitate and coordinate with relevant technical Government line Ministries and development partners at national and local levels.
4. Update respective Undersecretaries on implementation progress/challenges and planning of the project.
5. Provide technical and operational guidance to the monthly progress updates, quarterly and annual project progress reports and work plans.
6. Participate in periodic monitoring of the project.
7. Participate in the selection of the project implementation areas.
8. Carry out any task as deemed necessary.

Roles and Responsibilities

The Chair (or delegated) shall:

1. Convene the NTC meetings.
2. Set the agenda with inputs from Program Director.
3. Preside over all meetings of the Committee.
4. Circulate the meeting minutes to all members of the NTC; and
5. Sign correspondence on behalf of the Committee.
6. Send invitation with agenda to all NTC members.

The Secretary: Program Director/Project Manager (MAFS Project Coordination Unit) /Deputy Project Manager (MGCSW Project Coordination Unit) shall

1. Provide secretariat services for the NTC, including facilitation and organization of the meetings.
2. Arrange NTC monthly meetings.
3. Present project implementation progress.
4. Compile presentations and meeting minutes, as relevant, and share with the NTC members.

2. Frequency of Meetings

The NTC shall meet monthly and shall include at least one representative from the MAFS, MGCSW and MoFP.

While all NTC meetings shall be chaired by the DG at MAFS and Co-chaired by DG at MoFP and MGCSW, the agenda and documentation for the meetings will be prepared by the SNSOP- IA Project Manager and Deputy Project Manager who will serve as the Secretary of the committee.

3. State Technical Committee (STC).

Composition: State Ministry of Finance (SMoF), State Ministry of Agriculture (SMoA), State Ministry of Social Development (SMoSD), State Ministry of Physical Infrastructure (SMoPI), State Ministry of Local Government (SMoLG), State Secretariat General - at DGs and Directors level

- Chaired by DG MoA
- Co-Chaired by DG MoSD

Roles and responsibilities.

- Technical support to the project implementation.
- Coordination with local authorities on the project implementation.
- Facilitate and support integration of project plans with overall state and county plans, and project

4. County Core Team (CCT)

After kick-off meetings and selection of the target Payams and Bomas, the local government authority in the County, will establish the County Core Team. The County Core Team has seven (07) members comprising representatives from the departments listed below:

- Representative from Health Department
- Representative from the Youth
- Representative from Women
- Representative from the Infrastructure Department
- Representative from the Agriculture Department
- Representative from the Gender and Social Welfare

- Representative from the Human Resource Department.

The team shall elect a Chairperson and a Secretary

Roles and Responsibilities

The roles and responsibilities of the County Core Team are to:

- Support implementation of the project at the County/Municipality level including.
 - identification and selection of vulnerable Payams/Blocks and Bomas/Quarter Councils.
 - identification and selection of vulnerable households.
- Participate in the identification of sub-projects.
- participate in the deliberation and dissemination of targeting criteria.
- Provide technical support to the Payam Development Committee (PDC).
- Report to the state technical committee through UNOPS Team Leader
- Participate in the vulnerability mapping and selection of target Bomas.
- Ensure safety and security at project sites.
- Receive and resolve the grievances that cannot be resolved Payam Development Committee/Block Council Committee.
- Sensitize the low-level committees on grievances handling procedures.

5. Payam/Block Development Committee (PDC/BDC)

The Payam Director of the selected Payam establishes the PDC. The committee consists of members from the same departments listed under the County Core team. The team elects a Chairperson and a Secretary from among its members.

Roles and Responsibilities

- Work with Boma and village leaders during beneficiary targeting, and sub project identification and prioritization.
- Work with UNOPS in the development of subproject proposals.
- Manage allocation of day-to-day tasks for efficient and effective use of the available labor force and resources.
- Submit process and progress report to the County Executive Director through the Secretary
- Work toward sustaining the management of created assets during and after completion.

- Ensure the safekeeping of hand tools, inputs (industrial goods, etc.) provided by the project.
- Ensure quality of work output.

6. Boma/Quarter Council Development Committee (BDC)

The Boma authority establishes the Boma/Quarter Council Development Committee. It comprises of representatives from the following categories:

1. Chiefs in the Boma.
2. Youth Leaders Representatives
3. Women Representatives

Roles and Responsibilities

- Community mobilization and awareness raising of all key aspects of the project.
- Facilitate identification of target beneficiaries and validation by the community.
- Facilitate the identification and prioritization of subprojects.
- Supervises the subproject implementation.
- Together with local chief maintain peace and stability at project sites.
- Monitor the daily attendance and ensure quality of work output; •
- Ensure the safekeeping of hand tools, inputs (industrial goods, etc.) provided by the project.
- Ensure the approved beneficiary list is posted in public places.
- Together with AC, the B/QCDC resolve complaints and provide feedback.
- Conduct sensitization of GRM and its procedure.

7. Appeals Committees (ACs)

The Appeals Committee is the key structure in the Grievance Redress Mechanism. It is established before the selection and registration of beneficiaries but after selection of participating PDCs and BDCs. This is because the ACs must oversee and address all grievances that may arise during the registration process. The Appeals Committee is made up of seven (7) members comprising of the following members.

- The chairperson of Appeals Committee
- The GBV focal person (Female)
- The secretary of the Appeals Committee
- Plus four members making a total of seven (7), on a 4:3 female to male ratio.

The members of the Appeals Committee must be selected from the community and **must not** be beneficiaries to the project. This is to ensure fairness while handling the grievances during the project period. It also helps to reinforce the GRM through cultural and social norms of that community. They must command some respect from the community. 50% women participation is key in this committee to ensure women are comfortable to raise their complaints. AC members must be willing to work without payment on voluntary basis but may be provided with other non-monetary incentives such as project paraphernalia, example T-shirts, caps, gum boots, and jackets by the project. Members of the AC shall abide by the Code of Conduct for the Appeals Committee indicated in Annex 9.6 of this Manual.

Roles and Responsibilities

- Conducting awareness sessions with beneficiaries and community members on GRM including GBV
- Supervise the identification and registration of beneficiaries.
- Receive, record, and resolve complaints related to project implementation.
- Complaints which will not be resolved at this level will be escalated up the institutional management structure (to the relevant level)

8. Community Supervisory Team (CST)

This is the only committee selected after registration of beneficiaries. The CST comprises members elected from among the beneficiaries by beneficiaries. They are responsible for the day-to-day implementation of the sub projects, providing oversight on all the site activities ranging from attendance, tools management, and actual works, payment of the beneficiaries, and conflict mitigation and resolution.

Roles and Responsibilities

- CST enforces work norms.
- Receives and handles complaints and passes them to ACs.
- Guides the implementation of the public works activities.
- Oversee implementation progress, oversee measurement of work and payment of wages, and certification of work completion.
- Training of B/PDC and BDC and QDC

- **Community Supervisory team:** Has five members per location selected from the beneficiaries. They receive and handle complaints or escalate them to the Appeals Committee.
- **Boma/Quarter Council Appeal committees:** in each Boma or quarter council, there are appeal committees established based on the number of beneficiaries allocated to the boma/QC.
- **Payam Development Committees:** This is structured in the Payam mandated to resolve issues referred to by appeal committees.
- **County Core Team:** is also structured at the county level whose role is to solve issues referred by the Payam Development Committees.
- **State Technical Committees:** This is a structure at the state level, which is composed of the several Director Generals from the relevant Ministries. They resolve complaints referred to them by the County Core Team
- **National Technical Committee:** This is a committee at the national level responsible for the overseeing grievances as well as technical issues. It is composed of Director Generals from the line Ministries.
- **National Advisory/Supervisory Committee:** This is the highest body at the national level, which is composed of undersecretaries from the line Ministries. It resolves issues referred by the National Technical Committees.

2.5 Grievance Handling Procedure

Step 1: Grievance Uptake,

The Appeals Committee (AC) is the central committee for receiving, documenting, and resolving grievances. The grievances and complaints are recorded in the grievance register form and the grievance book by the Secretary of the Appeals Committee (AC).

The grievance forms will be picked weekly by UNOPS HSSE Senior Assistant who will enter the grievances into the system and once the grievance is logged into the system a unique number will be auto generated and allocated to the grievance for easy follow up. The use of generated numbers will help to keep confidentiality and anonymity of complainants.

Step 2: sort and Process

Grievances are sorted, prioritized, and resolved by the Appeals Committee. The grievances that cannot be resolved at this level are referred to the Boma/Quarter Council Committee for further consideration and resolution.

Step 3: Acknowledge and Follow-up

The third step involves acknowledgement of the grievance by the recipient and follow up with the relevant parties for resolution. Feedback should be made Seven (7) days after the complaint is received or resolution given for the complaint raised.

Step 4: Verify, Investigate and Act

This step involves the verification and investigative processes that shall be undertaken to enable the resolving party to make an informed decision in resolving the grievance.

Step 5: Monitor and Evaluate

This step involves tracking and monitoring progress on the resolution of the complaint. It also involves the assessment of how efficient and transparent the GRM process is.

Step 6: Feedback

The final step is the feedback stage where the outcome of the resolution is communicated to the complainant and the complainant's feedback on the outcome is noted. Where a complainant is not satisfied with the outcome, they have the right to appeal to a higher authority for reconsideration of their grievance.

3.0 GBV-related grievances

GBV/SEA/SH-related Grievance

Given the sensitive nature of GBV complaints, the GRM provides different ways to receive grievances. The GBV grievance can be received through the GBV focal persons of the Appeals Committee and through a hotline operator, such as Lulu Care. The GBV focal persons and Lulu Care officer will be trained in the handling and processing of GBV/SEA/SH related grievances. Information on relevant legislation will be delivered to survivors prior to any disclosure of case details, for example through initial awareness raising sessions on the GRM. This will allow protect the survivor-centered approach from mandatory reporting.

The GBV survivor has the freedom and right to report an incident to anyone: community member, project staff, GBV case manager, local authorities. All recipients of the report should – with the survivor’s informed consent – report the case to one of the SNSOP’s GBV focal persons. Furthermore, a survivor can ask someone else to act as a survivor advocate and report on her/his behalf.

Cases of GBV/SEA/SH can be reported through the general Project GRM and the hired hotline operator. The grievance recipient will be responsible for the recording and registration of the complaint. All GBV focal persons will be trained on the guidelines for empathetic, non-judgmental listening to a survivor when recording a complaint (Guiding principles).

Confidentiality: All grievance recipients and anyone handling the GBV/SEA/SH related grievances must maintain absolute confidentiality in regard to the case. Maintaining confidentiality means not disclosing any information at any time to any party without the informed consent of the person concerned. There are exceptions under distinct circumstances, for example a) if the survivor is an adult who threatens his or her own life or who is directly threatening the safety of others, in which case referrals to lifesaving services should be sought; b) if the survivor is a child and there are concerns for the child’s health and safety. The survivors need to be informed about these exceptions.

Informed Consent: The survivor can only give approval to the processing of a case when he or she has been fully informed about all relevant facts. The survivor must fully understand the consequences of actions when providing informed consent for a case to be taken up (see Annex 8 for informed consent process). Asking for Consent means asking the permission of the survivor to share information about him/her with others (for instance, with referral services and/or IPs), and/or to undertake any action (for instance investigation of the case).

Where possible, the consent form can be used (in cases of direct person-to-person reporting). By signing this form, the survivor can formally agree (or disagree) with the further processing of the case. The form will clearly state how information will be used, stored and disseminated. If a survivor does not consent to sharing information, then only non-identifying information can be released or reported on. In the case of children, informed consent is normally requested from a parent or legal guardian and the children.

Severe Incident: If severe incidents such as rape, wife battering or chopping are reported through the described GRM pathway, the hotline Operator needs to report the case within 24 hours to the SPCU with copy to the World Bank following informed agreement by the survivor.

Survivor Centered Approach

This Project assumes a strictly survivor-centered approach to GBV/SEA/SH cases. A survivor centered approach aims to create a supportive environment in which a survivor's rights are respected and in which s/he is treated with dignity and respect. The approach helps to promote a survivor's recovery and his/her ability to identify and express needs and wishes, as well as to reinforce his/her capacity to make decisions about possible interventions.

3 Key of the survivor centered approach is that no steps can be taken without the survivor's informed consent.

Third party reports: In case the GBV incident is reported to a third party, the case will then be referred to the GBV focal point, who will contact the survivor, or an advocate that was appointed by the survivor, and will a) request for informed consent from the survivor to follow-up on the case; and b) offer any available referral services. In case the survivor does not provide consent for the case to proceed, the focal person must close the case.

If the complaint is related to project implementation but the committee feels it cannot be resolved at the Boma level, then the AC must forward the case to the relevant upper project implementation structure and seek solution using the grievance referral form. At all times, the Information Sharing Protocol (ISP) guidelines will be followed to ensure confidentiality and secure information-sharing. The ISP guidelines will therefore ensure that all GRM information is protected in a way that ensures that no risk or harm comes to the complainant, their family, or the community from information sharing.

4.0 Complaint Categories

It is anticipated that SNSOP will receive various complaints' categories mainly from the following types: Targeting and registration, beneficiary engagement LIPWs and during Beneficiary payment. Categories under which include Inclusion and exclusion, fraud, missing names and misspelling; Quality of tools, and services, fighting among beneficiaries, workload; Misuse of cash received, under payment and many more.

5.0 Sensitization and Awareness

In order to ensure safety, confidentiality and survivor-centered response to GBV/SEA/SH complaints, SPCU will train all relevant staff of the Implementing partners (Ips) on receiving, documenting and referral of GBV/SEA/SH complaints before their closure interaction of the community. The GRM Hotline Operator (Lulu care) will be trained on key protocols including reporting, referral, and informed consent protocols to receive GBV cases in an appropriate manner and immediately forward them to UNOPS and to SPCU. Lulu care will report the cases to UNOPS which will in turn refer the survivors to the GBV/SEA/SH services providers through the referral pathways. MAFS- SPCU will as well be trained on grievances redress mechanism and its functionality under SNSOP. In addition, the SPCU will be trained on GBV/SEA.

Generally, UNOPS shall conduct a refresher training to all the oversight committees on their roles and responsibilities, including grievances handling and their role in carrying out awareness on GRM and GBV issues at respective levels during the project implementation. Henceforth, awareness and sensitization on GRM is integrated throughout the project cycles. Specific roles and responsibilities of the committees are as provided for in this manual,

The Appeals Committees shall sign the applicable Codes of Conduct guiding their work and commitment to the project.

The lower-level oversight committees including the Appeals committee and Boma Development Committee (BDC) are established at the community. These committees are introducing to the beneficiaries throughout the project cycle of Mass mobilization, targeting/registration, public works, cash plus activities and payment centers. Since the AC do not have formal office, the help desk is set at each LIPWs sites and at payment centers with a banner for easy identification and all beneficiaries and non-beneficiaries have the right to lodge their grievances without any fear or objection. AC will record all complaints into GRM forms and register at each location for filling.

6.0 MIS System Implementation and Data Management

To ensure that all reported grievances are documented and tracked, the GRM module has been modified to add SPCU layer in the review process. The grievance handling processes described in Section 3 of this manual will be replicated in MIS. Details of the process workflow are presented in Annex 8.8.

The following data for **non-GBV related grievances** shall be entered into the GRM Module in the MIS:

- Date (System generated)
- Serial Number
- Name of complainant (complainant can decide to remain Anonymous)
- ID No.(Optional)
- Age
- Gender
- Contact details
- Physical Address
- Location (County/ Block/ Payam/Boma/QC)
- SNSOP Beneficiary (Yes/ No)

- Details of grievance (Must include when and where it happened, who was involved and if it has been reported elsewhere or in the past)
- Type of grievance:
 - Targeting and Registration
 - Payments
 - Service Standards
 - Public Works Activities
 - Cash Plus
 - Sub-project related grievance
 - Lack of incentives for Local structures
 - Interference from Non-beneficiaries and Local Authorities
 - Fraud/ Corruption allegations
 - Question/ Clarification
 - Other (Specify)
- Attachments: Photographs, documents, videos
- Status.
- Referred to higher Authority/ other appropriate Structure.
- Outcome of Appeal
- Outcome

For **GBV Grievances** the following data shall be entered into the GRM Module in the MIS:

- Date (System generated)
- Serial Number
- Location (County/ Block/ Payam/Boma/QC)
- Contact details/ Contact focal person/ family member (if survivor wants to be followed up)
- Age
- Gender
- SNSOP Beneficiary (Yes/ No)
- Referral Service Recommended
- Status
- Reported to UNOPS Management (For cases involving project personnel)

7.0 Monitoring and Reporting

UNOPS shall on a continuous basis compile all grievances as they are reported from various project locations and a report shall be produced monthly indicating a summary of the complaints and highlighting unusual and sensitive ones. The SPCU shall conduct monitoring of the project activities on a quarterly basis to support the field team on the performance of GRM. The GRM report shall be generated from the MIS on the status of the grievances recorded during a specified period. A sample of the MIS GRM report is included in Annex 8.8.

8.0 Annexes

Annex 8.1 Grievances Register form

Grievances register form

QC/Boma _____ Payam _____ Reporting Date: __/__/__

Details of the complainant	Details of the accused
Name: Gender: Age: Address: Tel: ID No:	Name: Gender: Age: Address: Tel: ID No:

Complaint details

Date when the event /activity /incident happened	
Describe the complaint or issue reported.	
How was the complaint addressed?	
Feedback from complainant	

Complaints recorded by: _____ Title: _____

Signature: _____ Date of Feedback/resolution: _____

THIS SECTION IS FOR MIS USE ONLY

MIS Serial Number: _____

Entry generated by: _____

Signature: _____ Date of entry: _____

Annex 8.2 Grievances Referral form

Annex 8.2 Grievances Referral form

Grievances Referral form

(Attach a copy of filled grievance register form & minutes of Appeal Committee form)

Quarter/Boma council: _____ Complaint referred to: _____
Reasons for referral: _____ Date: ____/____/____

Details of the complainant	Details of the accused
Name: Gender: Age: Address: Tel: ID No:	Name: Gender: Age: Address: Tel: ID No:

Resolutions:

Resolution No.1 By Appeals committee/CSTs/ Group leaders	
Resolution No.2 By Authority where complaint referred to	
Feedback from complainant	

Complaint referred by: _____ Signature: _____ Date: _____
(Name & Title)

Complaint finally resolved by: _____ Signature: _____ Date: _____
(Name & Title)

Annex 8.3 Minutes of Appeals committee form

Minutes of the Appeals committee sitting

(Grievances register form to be attached)

QC/Boma: _____ Date of meeting: ____/____/____ Time: _____

Details of the complainant	Details of the accused
Name: Gender: Age: Address: Tel: ID No:	Name: Gender: Age: Address: Tel: ID No:

Complaint details:

Main issues discussed	Action points	Responsibility	timeline

Secretary, Appeals committee: _____ Signature: _____ Date: _____

Chairperson Appeals committee: _____ Signature: _____ Date: _____

Annex 8.4 GBV Information consent form

CONFIDENTIAL
Consent for release of Information

(This form should be read and clearly explained to the complainant that he/she can choose from the listed options)

I, _____, give
(Indicate full names complainant)

my permission for _____ title _____
(Indicate names and position of project representative)

to share information about the incident I have reported to them as explained below:

- I understand that by giving my permission I am agreeing to the sharing of the specific case information from my incident report with the appropriate service providers so that I can receive medical, safety, psychosocial and/ or legal assistance;
- I understand that some non-identifiable information may also be shared for reporting purposes. Any information shared will not be specific to me or the incident, and there will be no way for someone to identify me based on the information that is shared.
- I understand that the information shared will be treated with utmost confidentiality and respect and shared only as needed for reporting and to provide the assistance I request.
- I understand that releasing this information means that the service provider may come and talk to me.
- I understand that I have the right to change my mind about sharing information with the designated focal points or service providers listed below at any point in time.

I would like information released to the following service providers:

Yes	No	(Tick all that apply and specify name, service provider and/ or agency as applicable)
<input type="checkbox"/>	<input type="checkbox"/>	Protection Services:
<input type="checkbox"/>	<input type="checkbox"/>	Medical services:
<input type="checkbox"/>	<input type="checkbox"/>	Psychosocial services:
<input type="checkbox"/>	<input type="checkbox"/>	Legal assistance:
<input type="checkbox"/>	<input type="checkbox"/>	Safe Space:
<input type="checkbox"/>	<input type="checkbox"/>	Other(specify):

Signature or Thumbprint of Complainant² _____ Date: _____

Contact Number: _____ \ Address: _____

Annex 8.5 GBV incident Report form

GBV INCIDENT REPORT FORM

Instructions:

² If incident involves a minor the caregiver must sign the consent form on their behalf

This form should be filled out by a GBV focal point, grievance mechanism operator or other authorized project personnel responsible for reporting GBV incidents.

Before beginning the interview, please be sure to remind your client that all information given will be kept confidential, and that they may choose to decline to answer any of the questions. This includes telling the person that their information will be safely stored, who at minimum will know about the case and any limits there may be to confidentiality. Particularly if the person is a child.

CONFIDENTIAL Form	
Full name of the complainant (optional):	
Date of Birth (Approximate if necessary)	
Incident reported by:	<input type="checkbox"/> Survivor <input type="checkbox"/> Family member <input type="checkbox"/> Friend <input type="checkbox"/> Caregiver/Guardian
Date of interview (day/month/year):	____/____/2023, Time: _____ Location: _____
Date of incident: (day/month/year)	Time: _____ Location: _____
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female
Is the client a person with disability?	<input type="checkbox"/> No <input type="checkbox"/> Mental <input type="checkbox"/> Physical <input type="checkbox"/> Both
General area of residence <i>(Do not specify physical address)</i> Is the client an Unaccompanied Minor, Separated Child, or Other Vulnerable Child?	<input type="checkbox"/> No <input type="checkbox"/> Unaccompanied Minor <input type="checkbox"/> Separated Child <input type="checkbox"/> Other vulnerable child

Has the complainant sought any type of medical care?	<input type="checkbox"/> No <input type="checkbox"/> Yes
Description of the incident (<i>summarize the details of the incident in client's words</i>)	
Was money, goods, benefits, and / or services exchanged in relation to this incident*?	<input type="checkbox"/> No <input type="checkbox"/> Yes
Is the perpetrator known:	<input type="checkbox"/> No <input type="checkbox"/> Yes
If known, is the perpetrator associated with the project?	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Don't know
Is the client at risk of retaliation by perpetrator:	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Don't know

How would you like the issue to be resolved? What actions would you like to take? (<i>When asking this question, make sure you don't discourage anyone from making complaints and do NOT suggest a course of action on their behalf nor suggest any informal mediation</i>)	
Would the complainant like to access available humanitarian assistance (counseling, GBV case management service, etc.?)	<input type="checkbox"/> No <input type="checkbox"/> Yes

<p>Type of Referral Provided (tick all that apply)</p>	<p> <input type="checkbox"/> Case Management <input type="checkbox"/> Medical/Health Care <input type="checkbox"/> Safety and Security <input type="checkbox"/> Legal and Justice <input type="checkbox"/> Mental Health and Psychosocial Support <input type="checkbox"/> Protection and Shelter <input type="checkbox"/> Other e.g. NFI/Food/Cash (specify) </p> <p> <input type="checkbox"/> Yes (<i>Enter detail</i>) <input type="checkbox"/> No </p>
<p>Incident Received by:</p>	<p>Name: _____</p> <p>Position: _____</p> <p>Contact No: _____</p> <p>Date and Signature: _____</p>

Annex 8.6 GBV incident Referral form

GBV incident referral form

Referral date: _____

<p>Consent to release information (Read with survivor and answer any question before she/he signs)</p>
--

I, _____ understand that the purpose of the referral.
and of disclosing this information to _____ ensure the safety and continuity of care among service providers seeking to serve this family /person. The service provider, _____ has clearly explained the procedure of the referral to me and has listed the exact information that is to be disclosed by signing this form, I authorize exchange of this information.

Signature of the survivor:

Date:

Details of Referral:

- | | | |
|---|------------|-----------|
| 1. Survivor has been informed of the referral. | Yes | No |
| 2. If no explain the reason. | | |
| 3. If consent has not been signed (especially if referral was from hotline), has survivor been explained the process and has verbally consented to release information? | Yes | No |
| 4. Is there any restriction or special issue that needs urgent attention? | Yes | No |
| 5. If yes explain. | | |

Referred to:

Referred by:

Agency/ Clinic:

Agency:

Name of the staff:

Name of the staff:

Address:

Address:

Phone:

Phone:

Email:

Email:

Contact:

Contact:

Survivor information:

(All personal information is OPTIONAL depending on level of details the client consents to disclose.) For all external referrals, the use of survivor's code instead of name should be discussed and agreed by all actors.

Name/ survivor code:

DOB:

Displacement status:

Address:

Sex:

Phone:

Language:

If the survivor is a child (below 18 years of age)

Name of primary caregiver:

Address:

Phone:

Relationship to the child:

Is the Caregiver informed of referral?

Yes

No

If no, Explain

Reason for referral: (description of problem, duration, frequency, give only reasons that are relevant for the referral)

Services already provided: (include any other previous referrals made (the information should be limited to only what is relevant for the referral.)		
Agency:	Support given:	Date received or ongoing
Services requested:		
<div> <div> 1. HEALTH: Clinical management of rape (CMR) 2. Protection interview 3. Specialized Psychosocial support 4. HEALTH: Treatment of injuries 5. HEALTH: Other medical care 6. Legal counseling / Assistance/Services </div> <div> 7. Material assistance 8. Case Management 9. Livelihood/ Education 10. Safe Shelter 11. Care arrangements 12. Civic documentation </div> </div>		
Provide additional information if any:		

Receiving Organization:	
Referral received by:	Response provided to the referring agency by (name, address & contacts):

Annex 8.7 Approved Appeals committee codes of conduct

Codes of Conduct for Boma Appeals Committee

The following codes of conduct are officially binding to be enforced and followed by all committee members elected to work as part of project oversight committees formed and notified under the SNSOP.

I, _____, _____
do hereby pledge to fully abide by this Codes of Conduct which set out the expectations and guiding principles under the Productive Safety Net for Socioeconomic Opportunities Project (SNSOP).

1.0 Establishment of the Appeals Committee and Appointment of Members. The Appeals Committee (AC) is part of the Grievance Redress Mechanism (GRM) of the SNSOP. The AC shall be established before the selection and registration of beneficiaries but after selection of participating Payam Development Committees (PDCs) and Block Development Committees (BDCs).

The members of the AC shall be selected from the community during a community meeting and shall not be beneficiaries to the project. They must be in good standing and have a significant level of influence and respect in the community. They must be willing to work on a voluntary basis without payment or no fee required, but may receive goods such as project paraphernalia (e.g., T shirts, hats, jackets) in appreciation of their services. Fifty percent (50%) of the members of the committee must be females.

1.2 Roles and responsibilities of the Appeals Committee

The AC shall be responsible for the following:

- Supervise the identification and registration of beneficiaries.
- Receive, record, and resolve complaints related to project implementation.
- Escalate complaints which will not be resolved at the level of AC to the appropriate institutional management structure.
- Monitor project implementation at the project locations.
- The elected GBV focal person of the AC shall be the only one handling all project related GBV complaints and refer survivors to the appropriate service providers.

1.3 Personal Values and Conduct

Members of the AC shall conduct themselves in a responsible and dignified manner. The following conditions shall apply to all members:

- They must be sober-minded and rational. A member of the AC must not consume alcohol or

other intoxicating substances such as traditional beer and leisure drugs while performing their functions and duties of the committee.

- They must refrain from using offensive language.
- They must be willing to listen to complainants and attend to the complaints in a timely manner.
- AC shall not practice biasness or discrimination when handling complaints of any kind.
- They must respect one another, including the project beneficiaries and other stakeholders.
- They must strictly abide by the project guidelines and refrain from engaging in any type of dishonest conduct or behavior, crime or violence including GBV and Sexual exploitation, Abuse or Harassment.

1.4 Confidentiality

The AC shall treat all sensitive information pertaining to beneficiaries and the project with utmost confidentiality. The Secretary of the AC shall ensure that all project information, including beneficiary personal data and/documents must be safely stored.

The GBV focal person shall ensure that information on survivors or beneficiaries is handled and stored/archived in line with the GBV incident handling protocols stated in the GBV reporting form as well as in the GVB referrals pathways.

1.5 Accountability

The Appeals Committee shall be accountable to the beneficiaries, affected individuals or communities and to UNOPS. And all its members shall have the moral obligation to serve and advance the interests of the beneficiaries, the Government and other parties involved in the implementation of SNSOP.

All members shall report to the appropriate authorities of any suspicious behavior, activity or wrongdoing noticed among the project participants and stakeholders, including UNOPS staff. **1.6**

Violation of Code of Conduct

Any committee member who violates these codes of conduct may be disciplined, taken strict action against or removed by UNOPS and/or the Payam Development Committee/County Core teams. Members of the Committee who engage in dishonest practices such as fraud, physical abuse, or gender-based violence (GBV) may be subjected to investigation and even dismiss from project activities if found guilty.

Signature: _____

Date: _____

In the presence of UNOPS Project Representative

Full

Name:

Position:

Signature: _____

Date: _____

Endorsement by:

Chairperson of Boma/QCAC

Full Name of Committee Member: _____

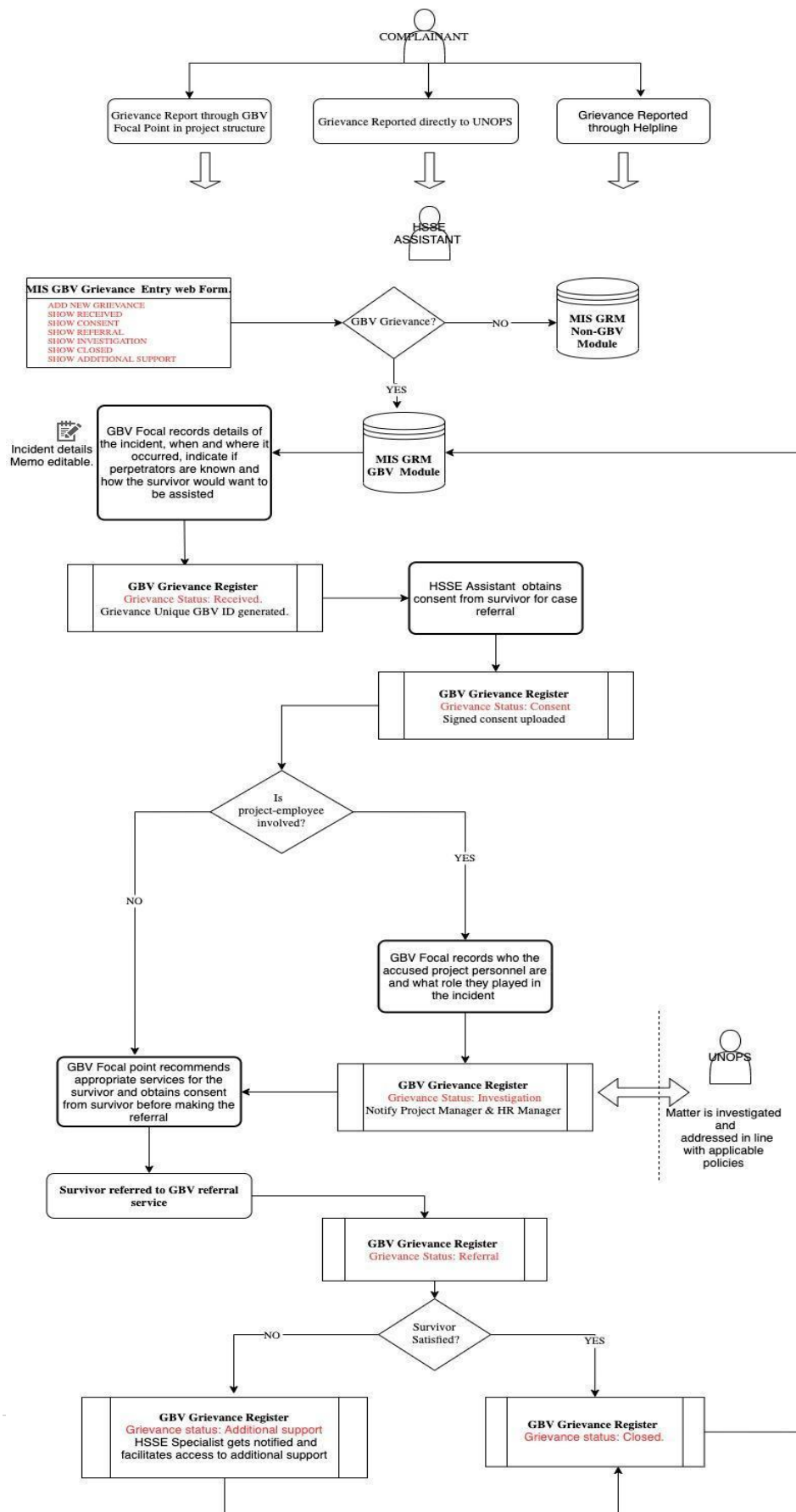
Position: _____

Signature: _____

Date: _____

Annex 8.8 MIS GRM MODULE DATA FLOW.

MIS GBV Grievance Redress
Mechanism GBV Sub-Module



Annex 8.9: Sample MIS GRM Report

1. Overview		
Grievances by Status		
Status	Number	Percentage of Total
Resolved		
Ongoing		
Total		
Grievances by Type (GBV & Non-GBV)		
Type	Number	Percentage of Total
GBV		
Non-GBV		
Total		
Non-GBV Grievance by Type		
Type	Number	Percentage of Total
Targeting/Registration		
Payments		
Service Standards		
Public Works Activities		
Cash Plus		
Sub-project Related Grievances		
Lack of Incentives for Local Structures		
Interference from Non-beneficiaries and Local Authorities		
Fraud/Corruption		
Question/Clarification		
Other		
*If relevant, indicate whether there are trends within the 'other' category (i.e. what are these grievances generally about?)		
Grievances by Program		
Type	Number	Percentage of Total
SSSNP-related		
Other		
Total		
*Include a brief description on whether there are any trends among the 'other' category (i.e. are most complaints from program/institution) if relevant. Also include a brief note on whether referrals have been made for grievances in the 'other' category		