



**Ministry Of Local Government, Rural
Development and Co-operatives
Local Government Division**



IMPROVEMENT OF URBAN PUBLIC HEALTH PREVENTIVE SERVICES PROJECT (IUPHPSP)

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GRIEVANCE REDRESS MECHANISM (GRM)

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INTRODUCTION

A Grievance Redress Mechanism (GRM) is a critical component of World Bank-supported projects, serving as a formalized way to receive, evaluate, and resolve complaints and feedback from project-affected communities and other stakeholders. Its importance stems from several key factors:

1. Enhancing Accountability and Transparency:

Holding implementers responsible: A GRM provides a channel for stakeholders to voice their concerns when they believe a project is causing or is likely to cause them harm. This increases the accountability of the project implementers, including the borrowing government and any contractors involved.

Promoting transparency: By establishing clear procedures for receiving, processing, and responding to grievances, the GRM makes the project's operations more transparent. This helps build trust between the project and the affected communities.

2. Identifying and Mitigating Risks:

Early warning system: GRMs can act as an early warning system, identifying potential negative impacts or emerging issues before they escalate into major conflicts or project delays. Addressing grievances promptly can prevent more significant problems down the line.

Improved project design and implementation: Feedback received through the GRM can provide valuable insights into the effectiveness and fairness of project activities. This information can be used to make necessary adjustments to the project design and implementation processes, leading to better outcomes.

Managing social and environmental risks: World Bank projects often operate in complex social and environmental contexts. GRMs help in identifying and addressing social and environmental concerns raised by affected people, ensuring compliance with the Bank's safeguard policies and promoting sustainable development.

3. Fostering Social Inclusion and Participation:

Giving voice to the vulnerable: A well-designed GRM is accessible to all stakeholders, including vulnerable and marginalized groups who may not have other avenues to express their concerns. This ensures that their voices are heard and their grievances are addressed.

Building trust and cooperation: By providing a fair and effective mechanism for resolving disputes, GRMs can build trust and foster better relationships between the project and the communities it affects. This can lead to greater community support and participation in the project.

4. Building Trust and Social Capital:

A well-functioning GRM demonstrates that the World Bank and the implementing agency are serious about addressing community concerns and treating people fairly. This can build trust and improve relationships with project-affected communities and other stakeholders.

Engaging with communities through a GRM can foster a sense of ownership and participation in the project, contributing to its long-term sustainability.

5. Ensuring Social and Environmental Safeguards:

The World Bank's environmental and social framework includes specific requirements for establishing GRMs in supported projects. These mechanisms help ensure that projects comply with safeguard policies aimed at preventing and mitigating harm to people and the environment.

GRMs provide a means for addressing grievances related to issues such as involuntary resettlement, environmental degradation, impacts on livelihoods, and violations of indigenous peoples' rights.

6. Promoting Fairness and Equity:

GRMs offer a platform for vulnerable or marginalized groups to raise their concerns and seek redress, ensuring that their voices are heard and their rights are protected throughout the project cycle.

By providing accessible and culturally appropriate grievance channels, GRMs contribute to more equitable development outcomes.

In essence, a well-functioning grievance redress mechanism is not just a procedural requirement but a vital tool for ensuring that World Bank-supported projects are implemented in a socially and environmentally responsible manner, leading to more sustainable and equitable development outcomes. It empowers affected communities, enhances project accountability, and contributes to the overall success and sustainability of the projects.

Grievance Redress Mechanism (GRM) in Improvement of Urban Public Health Preventive Services Project

Keeping in view the above-mentioned factors, the Grievance Redressal Committee will be formed at three levels in the Improvement of Urban Public Health Preventive Services Project. Level-1: City Corporation/Municipality Councilor's Office, Level-2: City Corporation/Municipality Office and Level-3: National Level. The focal point for Grievance Redress will be deployed at the Project Management Unit (PMU) office of the Improvement of Urban Public Health Preventive Services Project located in the Public Health Engineering Building.

Keeping in view the above-mentioned factors, the Grievance Redress Committee will be formed at three levels in the Improvement of Urban Public Health Preventive Services Project. **Level-1: City Corporation/Municipality Councilor's Office, Level-2: City Corporation/Municipality Office and Level-3: National Level**, the focal point for grievance redress will be assigned to the Project Management Unit (PMU) office of the Improvement of Urban Public Health Preventive Services Project located in the Public Health Engineering Office Building.

Ward Level GRC

The first focal point for grievance redress will be the "Ward Grievance Redress Committee (GRC)" formed at the City Corporation/Municipality Councilor's Office. The Ward Grievance Redress Committee (GRC) will be responsible for providing all recommendations and suggestions for grievance redress at the project-related neighborhood and ward levels. In case of implementation of any project activities at the community/mahalla residents and raised any concern/complaint or dissatisfaction related to the implementation, the PMU will ensure the responsibility of resolving the complaint or getting redress and providing advice by contacting the Ward Grievance Redress Committee (GRC). The Ward Grievance Redress Committee (GRC) will be fully informed about the complete process of redress the complaints. In addition, the entire process of filing concerns/complaints or dissatisfaction will be informed in detail to the Mahalla/community residents/community people through various means. The office of the 1st level GRC will be in the councilor's office and will redress all kind of concerns/problems/dissatisfactions and provide advice to any complaints received from the community at the community/Mahalla/ward level. The members of the GRC will ensure proper presentation of the problem/complaint/dissatisfaction/concern and complaint as well as impartial hearing, investigation and transparent resolution. The GRC convener will ensure the presence of the concerned ward councilor/secretary of the councilor's office in the grievance redress meeting. If the aggrieved person is a woman, the PMU will request the concerned female ward councilor to participate in the redress meeting. At the ward level, the Ward Grievance Redress Committee will be the focal point for grievance redress.

At the City Corporation/Municipality office level GRC

At the City Corporation/Municipality office level, the 2nd level "City Corporation/Municipality Grievance Redress Committee (GRC)" will be the second focal point for grievance redress. "The City Corporation/Municipality Grievance Redress Committee (GRC) will be responsible for redress of grievances filed by the community or forwarded by the Ward Grievance Redress Committee (GRC) from project-affiliated community/Mahalla and Ward levels. If the Ward Grievance Redress Committee (GRC) fails to redress the grievances filed at the community/Mahalla and Ward levels *within 10 days*, the grievance/problem/concern will be forward to the "City Corporation/Municipality Grievance Redress Committee (GRC)" for redress/resolution. The "City Corporation/Municipality Grievance Redress Committee (GRC)" will redress/resolve the complaint/problem/dissatisfaction/concern *within 05 working days* by calling a meeting.

At the Project Management Unit (PMU) office level

If for any reason the "City Corporation/Municipality Grievance Redress Committee (GRC)" failed to resolve the complaint, the committee will forward the problem to "GRC" at the Project Management Unit (PMU) office of the Improvement of Urban Public Health Preventive Services Project located at the Public Health Engineering Building at the national level. The Project Management Unit (PMU) Grievance Redress Committee (GRC) shall, within *10 working days*, convene a meeting with the elected members of the "City Corporation/Municipality Grievance Redress Committee (GRC) and the complainant submitted at the community/mahalla and ward levels to resolve or remedy the complaints or grievances of the people/residents of the community/neighborhood along with the Ward Grievance Redress Committee (GRC) members.

The Ward Grievance Redress Committee (GRC) shall be fully informed about the entire process of complaint redress. The GRC office shall be located in the councilor's office and shall redress/solved and provide advice to any community complaint at the community/mahalla/ward level. GRC members at all levels shall ensure impartial hearing, investigation and transparent resolution along with proper presentation of the complaints and grievances.

3-tier Grievance Redress Committee

A 3-tier Grievance Redress Committee (GRC) will be formed under the Improvement of Urban Public Health Preventive Services Project. The Grievance Redress Committees are as follows:

“Grievance Redress Committee (GRC)” at the Project Management Unit (PMU) Office”

Sl. No.	Designation	Position
01.	Project Director Improvement of Urban Public Health Preventive Services Project (IUPHPSP)	Convenor
02.	Monitoring and Evaluation Specialist Improvement of Urban Public Health Preventive Services Project (IUPHPSP)	Member
03.	Project Management Specialist Improvement of Urban Public Health Preventive Services Project (IUPHPSP)	Member
04.	Vector Management Specialist Improvement of Urban Public Health Preventive Services Project (IUPHPSP)	Member
05.	Medical Waste Management Specialist Improvement of Urban Public Health Preventive Services Project (IUPHPSP)	Member
06.	Environmental Specialist Improvement of Urban Public Health Preventive Services Project (IUPHPSP)	Member
07.	Behavior and Communication Change Specialist Improvement of Urban Public Health Preventive Services Project (IUPHPSP)	Member
08.	Public Health Specialist Improvement of Urban Public Health Preventive Services Project (IUPHPSP)	Member
09.	Social Specialist Improvement of Urban Public Health Preventive Services Project (IUPHPSP)	Member Secretary

Scope of work and Procedure of work of the “Grievance Redress Process” at Project Management Unit (PMU) Level

- a) The member secretary of the GRC will open a grievance register in the PMU office.
- b) Record the grievance in the register with serial number, stamp and date of receipt.
- c) The Project Management Unit (PMU) will convene a meeting with the GRC members, representatives from the City Corporation/Municipality level, community representatives and the complainants.

- d) The minutes of the meeting will be recorded in detail in the GRC resolution book with the consent of all.
- e) They will try to resolve the issue within 10 days.
- f) If the issue remains unresolved, they will take a decision through majority opinion.
- g) Register the issue in the closing book with serial number, stamp and date of receipt.

“Grievance Redress Committee (GRC)” at the City Corporation Office”

Sl. No.	Designation	Position
01.	Secretary City Corporation	Convenor
02.	Chief Social Welfare and Slam Development Officer/ Social Welfare Officer Dhaka North/South/ Chottogram City Corporation	Member
03.	Executive Engineer Environment, Climate and Disaster Management Dhaka North/South/ Chottogram City Corporation	Member
04.	Slam Development Officer Dhaka North/South/ Chottogram City Corporation	Member
05.	NGO Representative (Having GRM experiences) Dhaka North/South/ Chottogram City Corporation	Member
06.	Representative from Mosquito Control Department Dhaka/ Chottogram	Member
07.	Focal Person Improvement of Urban Public Health Preventive Services Project (IUPHPSP)	Member Secretary

“Grievance Redress Committee (GRC)” at the Poursava Office”

Sl. No.	Designation	Position
01.	Secretary Poursava/Municipality	Convenor
02.	Social Welfare Officer Tarabo/ Savar Poursava/Municipality	Member
03.	Executive/Assistant Engineer Tarabo/ Savar Poursava/Municipality	Member
04.	Slum Development Officer Tarabo/ Savar Poursava/Municipality	Member
05.	NGO Representative (Having GRM experiences) Dhaka North/South/ Chottogram City Corporation Tarabo/ Savar Poursava/Municipality	Member
06.	Representative of local community Tarabo/ Savar Poursava/Municipality	Member
07.	Focal Person Tarabo/ Savar Poursava/Municipality	Member Secretary

**Scope of work and Procedure of work of the
"Complaint Redress Process at City Corporation/Municipality Level"**

- a) The City Corporation/Municipality Secretary shall open a complaint register in his office.
- b) The complaints shall be recorded in a book with serial number, stamp and date of receipt.
- c) The committee shall convene a meeting with the representative of the concerned ward committee and the complainant.
- f) The minutes of the meeting shall be recorded in detail in the resolution book with the consent of all.
- b) They shall try to resolve the problem within 05 days.
- f) If the problem/complaint/dissatisfaction/concern remains unresolved, it shall be forwarded to the "Complaint Redress Committee" at the Project Management Unit (PMU) office and the problem/complaint/dissatisfaction/concern shall be requested to contact the "Complaint Redress Committee" at the Project Management Unit (PMU) office for resolution.
- g) The closing book with serial number, stamp and date of receipt record the issue.

“Grievance Redress Committee (GRC)” at the Ward Councilor’s office”

Sl. No.	Designation	Position
01.	Ward Councilor	Convenor
02.	NGO Representative (Having GRM experiences) Tarabo/ Savar Pourasava/Municipality	Member
03.	Female Ward Councilor Tarabo/ Savar Pourasava/Municipality	Member
04.	Family Welfare Visitor (FWV)	Member
05.	Key person (Rtn. Teacher/Govt. Officer/person having Leadership qualities)	Member
06.	Representative of houseowner Association Tarabo/ Savar Pourasava/Municipality	Member
07.	Ward Secretary Tarabo/ Savar Pourasava/Municipality	Member Secretary

**Scope of work and Procedure of work of the Committee
Process of Grievance Redress by the GRC at Ward Level**

- a) The GRC will open a grievance redress register at the ward level.
- b) The problems/complaints/dissatisfactions/concerns along with serial number, stamp/seal and date of receipt will be recorded in the grievance redress register.
- c) The GRC will organize a joint meeting with the members and the person raising the problem/complaint/dissatisfaction/concern.
- d) The minutes of the meeting will be recorded thoroughly in the resolution book with the consent of all.
- e) They will try to resolve the issue at the ward level themselves within 10 days.
- f) If the issue/complaint/dissatisfaction/concern remains unresolved, they will refer it to the “City Corporation/Municipality Grievance Redress Committee (CGRC)” for redress.
- g) They will record the issue in the closing book with serial number, stamp and date of receipt.

Scope and Jurisdiction of GRC at PMU/City Corporation/Ward Level

The scope and jurisdiction of GRC are as follows:

- a) The GRC shall review, consider and resolve the social and environmental issues/complaints/dissatisfactions/concerns received by the GRC Committee for redress.
 - b) Any grievance received by GRC shall be resolved amicably on the first day of hearing or within 10 days, in case of complex grievances, additional investigation may be required.
 - c) Grievances of persons indirectly affected or affected during the implementation of the project shall also be reviewed by GRC.
- a) GRC decisions should ideally be reached by consensus, failing which a majority opinion of the members shall be taken to provide redress. Any decision taken by GRC must be within the framework of the social and environmental policy.

Grievance Management and Monitoring

To ensure impartiality and transparency, the hearing of grievances at GRC level shall be open to the public. The GRC shall record the details of the complaint and its resolution in a register, which shall record the resolution process and the closure process. The GRC shall maintain the following three GRC redress registers:

Register for recording the submission of complaints: (1) Complaint number, (2) Date and medium of receipt, (3) Name of the complainant, (4) Gender, (5) Father or husband, (6) Full address, (7) Main objection (loss of land/property or rights), (8) Complainant's problem/complaint/dissatisfactions/concern and expectations with evidence, and (9) Previous records of similar complaints.

Resolution Register: (1) Serial No., (2) Complaint No. (3) Name of the complainant, (4) The complainant's problem/complaint/concern and expectations, (5) Date of hearing, (6) Date of field investigation (if any), (7) Results of hearing and field investigation, (8) Decision of the GRC, (9) Progress (pending, resolved), and (10) Agreement or commitment.

Closing Register: (1) Serial No. (2) Complaint No. (3) Name of the complainant, (4) Decision and response of the complainant, (5) Method and means of communication, (6) Closing date, (7) Confirmation of satisfaction of the complainant, and (8) What action was taken to avoid recurrence.

Grievance redress will be a continuous process during project implementation. PMU will maintain a record of all resolved and unresolved complaints and grievances (one file for each grievance record) and will make them available for review upon request by the IDA/World Bank or any other interested person/entity. The PMU will prepare periodic reports on the grievance redress process and publish them on their website. The PMU will collate the reports of the grievance from the field and post them on the official website of the project.

Project Grievance Redress and Grievance Submission Process

Informing the project's goals, objectives, activities and grievance redress process to the community and different stakeholders.

Meeting at the Commissioner's/Councilor office

A project brochure on the project's goals, objectives, activities and implementation process/method and a leaflet on the grievance redress process and a grievance redress flow-chart will be prepared and distributed to the community people of the neighborhood. The messages will be conveyed to the key persons, resource persons, and community leaders of the neighborhood in the community meeting and informal discussions. In addition, the project brochure and the grievance redress process leaflets will be distributed through informal discussions and individual discussions through the officers and staff working in the Commissioner's office. Grievance Redress flow-chart on Pena flex (30 inch/48inch) will be displayed in a visual place at the **Councilor's office**.

Discussion in school classes

To create awareness among the students about the project's goals, objectives, activities and implementation process/method and activities, in the primary and secondary schools of the working area, leaflets on the grievance redress process and a grievance redress flow-chart in Bnagoli (A-4 size) will be distributed in the discussion session. The students will go back to home and inform their parents about this project and the grievance redress process.

Installation of complaint boxes

One complaint box will be installed in the ward **Councilor's office** concerned in the working area and at each construction site. Residents of the neighborhood and construction workers will submit their complaints in this installed complaint box. Everyone will be informed about this complaint box and complaint submission process in the different discussion meetings and sessions.

Informing construction workers

Construction workers engaged in construction work will also be informed about their rights, complaint box, and complaint submission process, leaflets on the grievance redress process and a grievance redress flow-chart in Bnagoli (A-4 size) will be distributed in the discussion session. so that the contractor engaged in construction work cannot exploit the workers and harass them in any way.

Address for submitting complaints:

(1) Initially, residents of the neighborhood/community, construction workers will submit their concerns/complaints or dissatisfaction in writing in the complaint box installed in the office of the ward councilor or can submit complaints to the secretary by recording complaints in the complaint redressal register maintained in the office of the ward councilor.

(2) Residents of the neighborhood/community, construction workers can inform or inform the focal person of the City Corporation/Municipality about the concerns/complaints or dissatisfaction submitted to the councilor's office by mobile phone, e-mail or by post. However, the main center for redressal of concerns/complaints or dissatisfaction will be the "Ward Grievance Redressal Committee (GRC)".

(3) If the concern/complaint or dissatisfaction is not resolved at the “Ward Grievance Redressal Committee (GRC)”, the matter will be reported to the City Corporation/Municipality Grievance Redressal Committee (GRC).

(4) If the problem is not resolved at this stage, the concern/complaint or dissatisfaction can be reported directly to the Project Director at the national level GRC at the address below.

(5) In addition, complaints can be submitted in the box by entering the complaints corner on the project website at <https://iuphpsp.lgd.gov.bd>

To submit a complaint directly, contact the address below

Address:

The Project Director
Improvement of Urban Public Health Preventive Services Project
Local Government Division
Ministry of Local Government Rural Development and Cooperatives
DPHE Bhaban
14, Shaheed Captain Mansur Ali Sarani
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