

2023-2024

DL# 8a: Adaptation and Operationalization of GRS

Fourth year indicator (2023-2024): LGED publicly publishes yearly summary reports detailing number of received complaints, complaint types and resolutions' status.

3.3.2 DLI# 8a: Yearly Summary report regarding Grievance Redressed System (GRS) for FY 2023-2024

3.3.2.1 Desk Review of Process/System Verifications

Information regarding the LGED adapt and approves the GRS Guideline in the line with the Cabinet Divisions GRS Guideline of 2015 (amendment in 2018).

The grievance Redress System is known all-inclusive as one of the significant pointers of an organization's proficiency and efficiency. Grievance redressal is, in fact, a governance related management process. In the case of governments, it is usually established in order to ensure better public service for citizens. The Government of Bangladesh (GoB) thus sees an urgent need for a modern, skilled, creative and people-oriented public administration and believes the existence of a modern grievance redress system (GRS). After continuous development of GRS, Bangladesh, in 2015, The Coordination & Reform Unit of the Cabinet Division published a guideline on Grievance Redress System. This guideline provides clear instruction on the definition of GRS, citizen's charters and services; demarcation areas of GRS in government, semi-government and autonomous body. Now, the online platform, which is an interactive web-based software and portal, has been introduced by the Cabinet Division to properly handle grievances with a range of procedures to facilitate reporting and resolution of grievances. The system is available online at www.grs.gov.bd.

LGED has developed and adopted corporate GRS Guideline in line with the cabinet division GRS guideline 2015 (revised in 2018). LGED has adopted it (Edition 1.00, October, 2022) through an office order vide memo no 46.02.0000.927.24.005.2020-326 dated 29 January, 2023. LGED publishes yearly summary report mentioning no of Complaint received, Complaint types and complaint resolved.

Recently LGED has distributed the printed copy of the GRS guideline to all additional Chief Engineer office, Divisions, all regional office, Regions, all District Executive Engineer office, Districts and all Upazila Engineer offices for wide dissemination vide memo no: 46.02.0000.927.24.007.2024-2212; dated: 16/07/2024.

3.3.2.2 Results and Findings

From the DLI verification process of DLI # 8a: Yearly summary report regarding Grievance Redressed system (GRS), it was marked that the GRS mainstreamed the central grievance Redressed system in LGED in line with the cabinet division guidelines as well as LGED's corporate GRS guidelines in the LGED Website. The concerned people who have arrangements in different issues in the Program for Supporting Rural Bridges (SupRB) as well as LGED can easily access and submit their Grievance by online platform. In addition to the DLI target 8a verification documents in order to validate to publish the yearly summary report regarding GRS in LGED. At this stage attempt will be made to gather more detailed information that would enable to simplify the process of data validation. As specified in the protocol main sources for verifying the DLI target 8a are originally approved by the project office. In this



process, the verification survey team verified documents these will be assess this assignment will have met by the project office.

The attached document related to the yearly summary report for the fiscal year 2023-2024 is agreed by LGED and circulated to all the stakeholders. LGED has been confirmed through summary report on grievances and settlements receive through Grievance Redress System (GRS) during FY 2023-24 dated: 31/07/2024 (Appendix-1) thereby fulfilling the condition of the protocol for the verification of the fulfillment of the DLI target. Validating report are stated in the annex and claimed DLI as met.

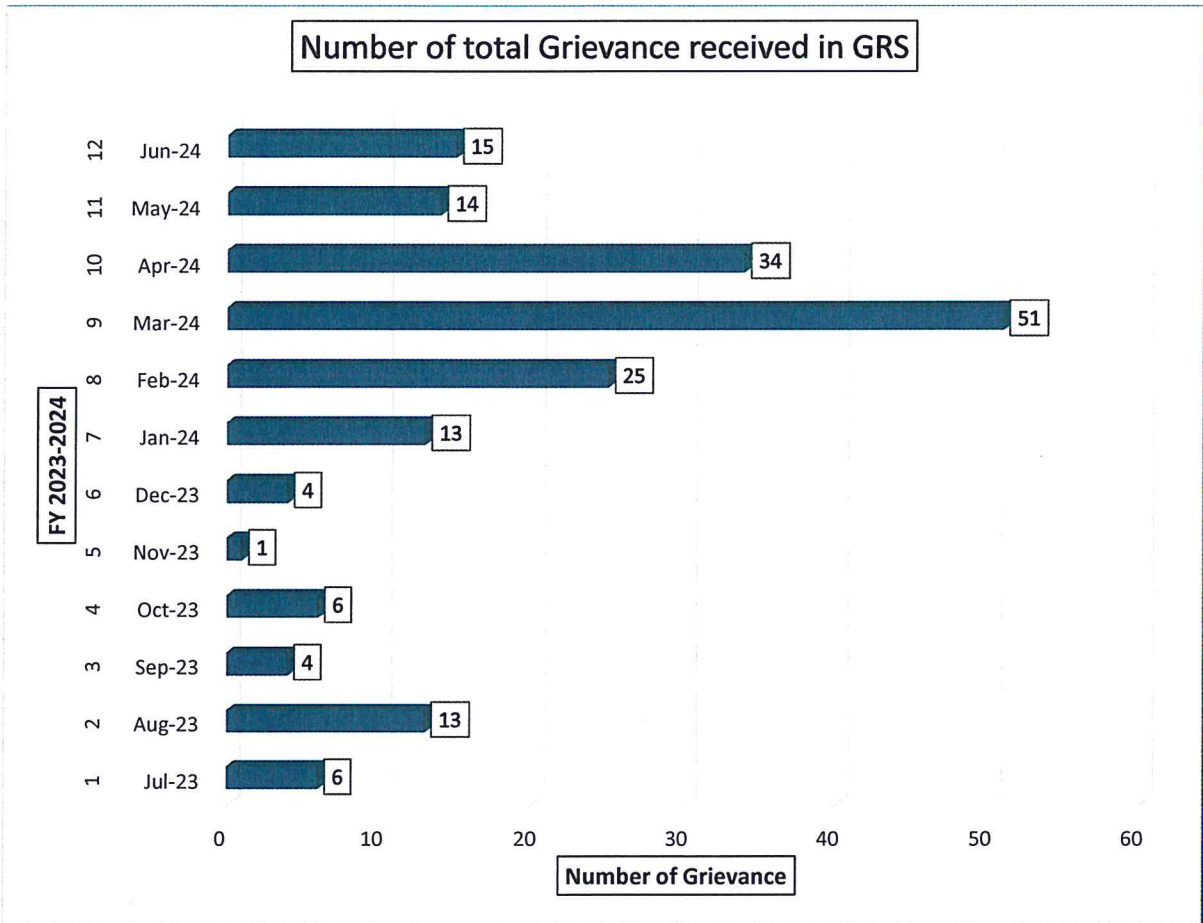
3.3.2.3 Verification of Grievances Received in GRS in LGED

Grievances received by the GRS

The distribution of the total of Grievances received in the online platform of Grievances Redressed System (GRS) in the Local Government Engineering Department (LGED) is shown in Figure 1. In the DLI verification result of DLI # 8a regarding the yearly summary report regarding GRS for FY 2023-2024, A total of 186 complaints were submitted to the GRS during the fiscal year (July 2023 - June 2024) that ended in 2024. The highest monthly total of complaints was recorded in March 2024 with 51, while the lowest was recorded in November 2023 with just 1. This information emphasizes the value of maintaining a system for tracking and responding to complaints in order to ensure their speedy resolution, which in turn boosts organizational effectiveness and stakeholder satisfaction. Hence, the yearly summary report indicates that the GRS system is fully functioning and has easy access to all concerned stakeholders to submit their grievances.



Figure 1: Number of total Grievances received in GRS in FY 2023-2024



3.3.2.4 Verification of Grievances Settlements in GRS in LGED

From the summary report of GRS in FY 2023-2024, it is evident that 187 grievances are marked as settled as shown in figure 2. The presented data provides a comprehensive overview of the settlements of grievances from the Grievances Redress System during the fiscal year spanning July 2023 to June 2024. Over this period, a total of 187 grievances were addressed. Examining the data in a monthly breakdown reveals fluctuations in the number of settlements. Notably, in March, 2024 and April, 2024 witnessed the highest levels of grievance settlements, with 47 and 39 cases resolved each month, possibly indicating increased efficiency or a surge in grievance submissions during that period. On the other hand, in July 2023 and November 2023 recorded the lowest number of settlements, with only 3 cases resolved, suggesting a potential challenge or bottleneck in grievance resolution during those months.

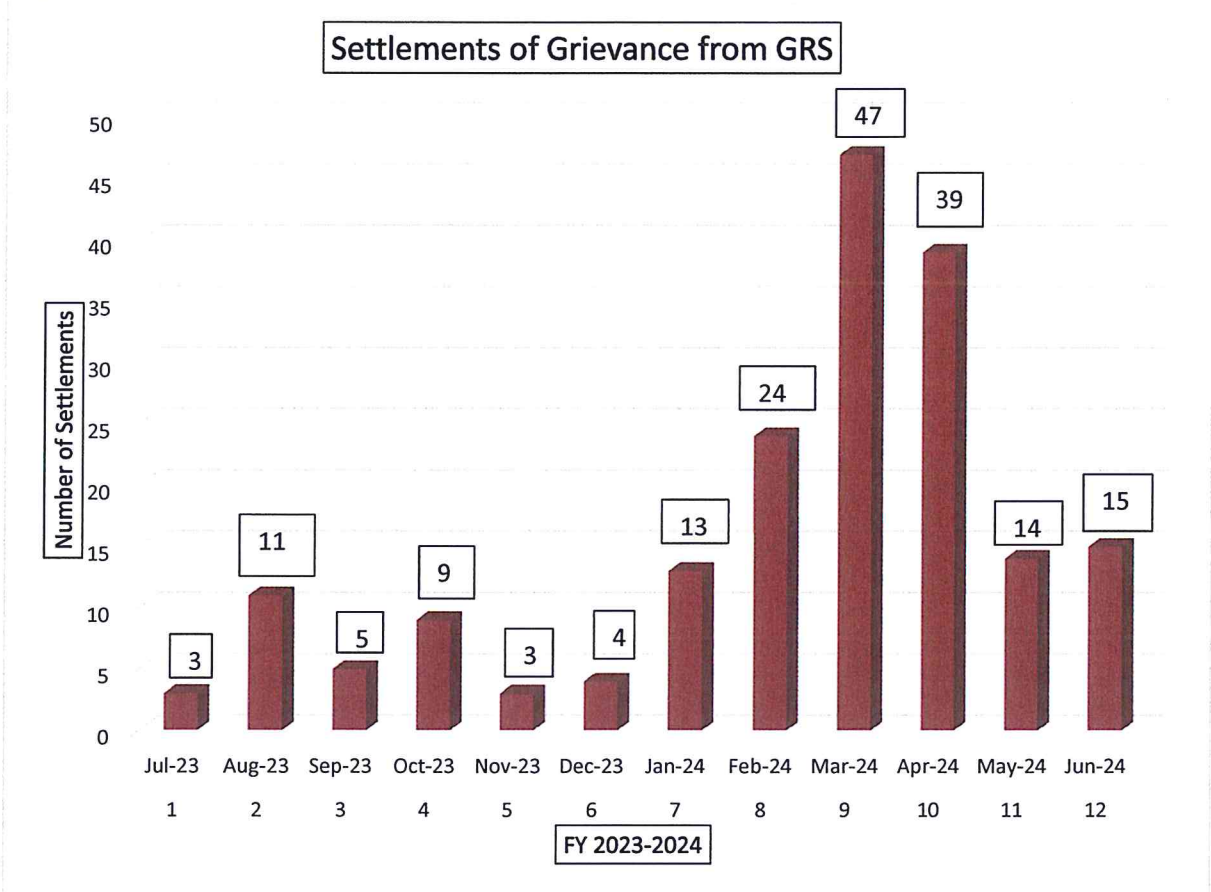
It is also observed that the number of grievances settlements in the fiscal year 2023-2024 marked more than the submission of grievances in this FY. Because one unsettled grievances of 2022-2023 are settled in the next fiscal year i.e. 2023-2024.

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Figure 2: Settlements of Grievances from GRS



3.3.2.5 Category of Grievances Settlement in FY 2023-2024

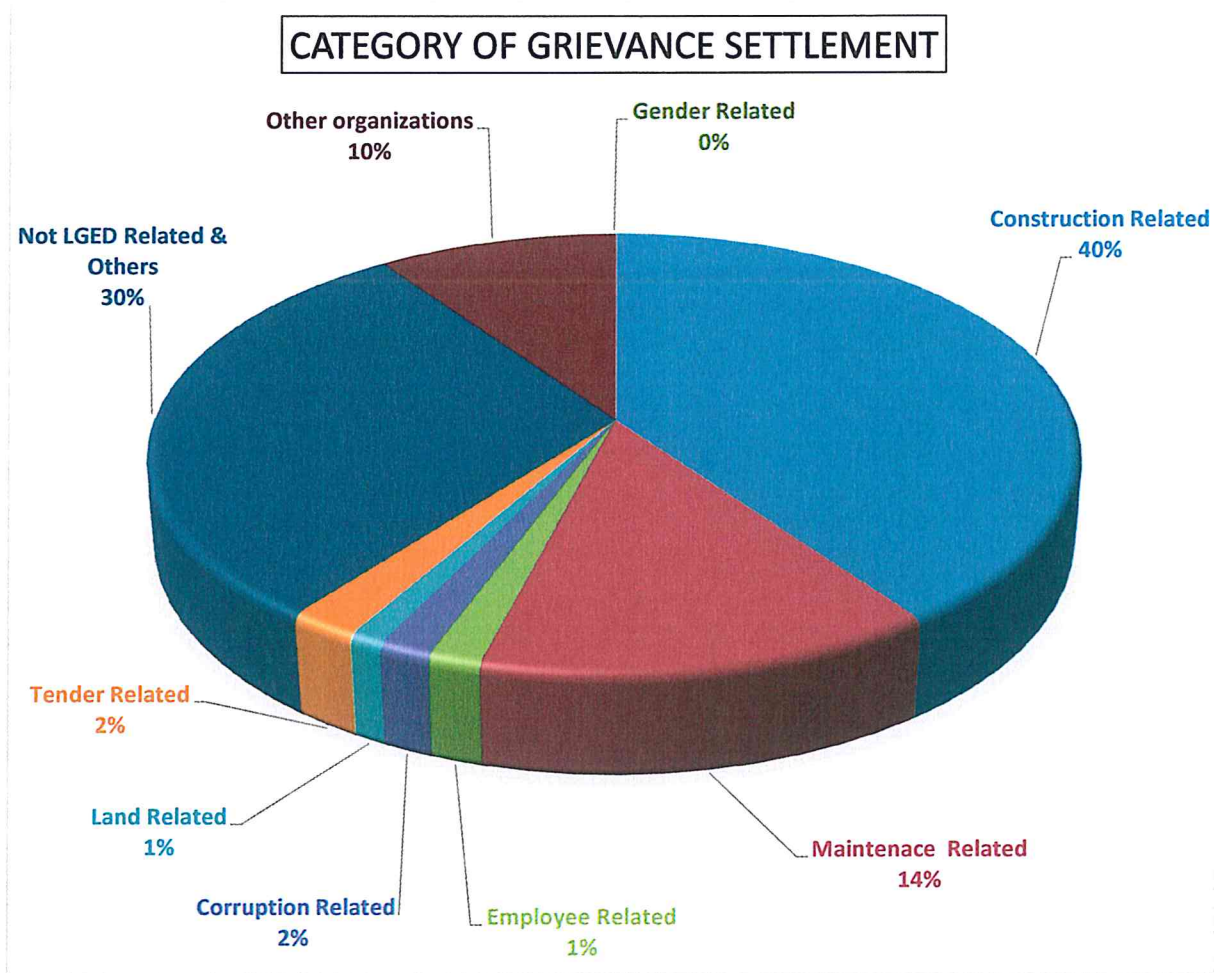
The number of the total grievances settled is presented in Figure 3 by category. In the fiscal year 2023-2024, the LGED disposed of 187 issues, of which 40% were related to Construction, 14% maintenance Related, 1% employment related, 2% corruption-related, 1% land related, 2% Tender related, Not LGED related and others 30%, and 10% to others organizations related.

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Figure 3: Settlements of Grievances from GRS by Category



The Monthly, Quarterly and Annual reports are available in online platform: www.lged.gov.bd. The individual GRS settlements are available in the online: www.grs.gov.bd.

3.3.2.6 Desk Review of Process /System Verification (DLI # 8a: Yearly Summary Report regarding GRS for FY 2023-2024)

Structure Condition: Achieved

Clarification:

Verifying the related document and evidence is considered to make the verification process. From the approved documents from LGED through the program for supporting the rural bridge, it is originated that the yearly summary report regarding GRS was published for the fiscal year. The yearly summary report regarding GRS for FY 2023-2024 is in the attachment, as shown in the annex. After considering the evidence and the verification, it is recommended that the DLI target 8a be considered as met.

In conclusion, the verification report has confirmed that the yearly summary report regarding GRS for the FY 2023-2024 documents has been duly approved by the LGED. Therefore. DLI 8a target is achieved considering the evidence under the verification protocol with further improvements and recommendations.

Ashandin 01/09/2024


Dr. R. S. Chowdhury
01/09/24


Dr. A. Hossain
01/09/2024


Summary Report on Grievances and Settlements received through Grievance Redressal System CRS) during FY 2023-2024 of LGED.

Serial No	Month	Number of Grievance received	Number of Grievance settled	Remarks
1	Jul-23	6	3	1. Construction Related - 75
2	Aug-23	13	11	2. Maintenance Related- 26
3	Sep-23	4	5	3. Employee Related - 3
4	Oct-23	6	9	4. Corruption Related - 3
5	Nov-23	1	3	5. Land Related - 2
6	Dec—23	4	4	6. Tender Related - 4
7	Jan-24	13	13	7. Not LGED Related &
8	Feb	25	24	Others - 56
9	Mar	51	47	8. Other organizations - 18
10	Apr—24	34	39	9. Gender Related-O
11	May-24	14	14	
12	Jun	15	15	
Tot I Grievance		186	187	

Remarks: In FY 2022-23, there was one unsettled grievance which was carried over and settled in FY 2023-24. That is why, the number of settled grievances is more than the number of grievance received.


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(সোহানা পারভীন)
সিনিয়র সহকারী প্রকৌশলী
কক্স মনিটরিং ও ম্যানেজমেন্ট ইউনিট
দক্ষিণ-পূর্ব সেক্টর সড়ক ডায়াল


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মোঃ আনোয়ার হোসেন
প্রকল্প পরিচালক (SupRB)