

DL# 8a: Adaptation and Operationalization of GRS

First year indicator (2018-2021): LGED adapts and approves GRS Guidelines in line with the Cabinet Division's GRS guidelines of 2015 (Revised in 2018), whose DLI has already been cleared from the World Bank.

Second year indicator (2021-2022): LGED implements a department wide web-based GRS to track complaints on its department's activities; and publicly publishes yearly summary reports detailing number of received complaints, complaint types and resolutions' status, whose DLI has already been cleared from the World Bank.

Third year indicator (2022-2023): 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 2022-2023

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 46.02.0000.927.24.005.2020-386 dated 29 January, 2023. LGED publishes yearly summary report mentioning no of Complaint received, Complaint types and complaint resolved.

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.

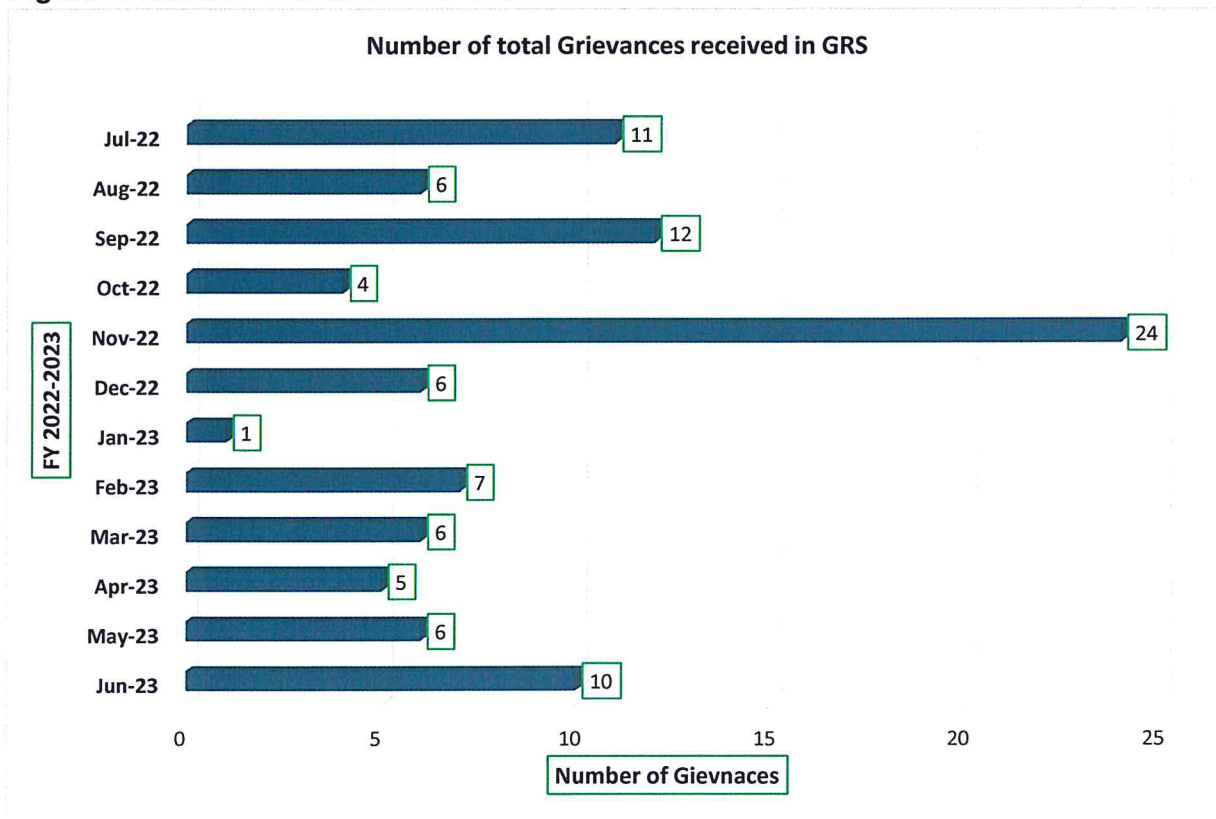
The attached document related to the yearly summary report for the fiscal year 2022-2023 is agreed by LGED and circulated to all the stakeholders. LGED has been confirmed through summary report on grievances and settlements received through Grievance Redressal System (GRS) during FY 2022--2023 dated July 30, 2024(resubmitted) (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 2022-2023, A total of 98 complaints were submitted to the GRS during the fiscal year (July 2022 - June 2023) that ended in 2023. The highest monthly total of complaints was recorded in November 2022 with 24, while the lowest was recorded in January 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 2022-2023

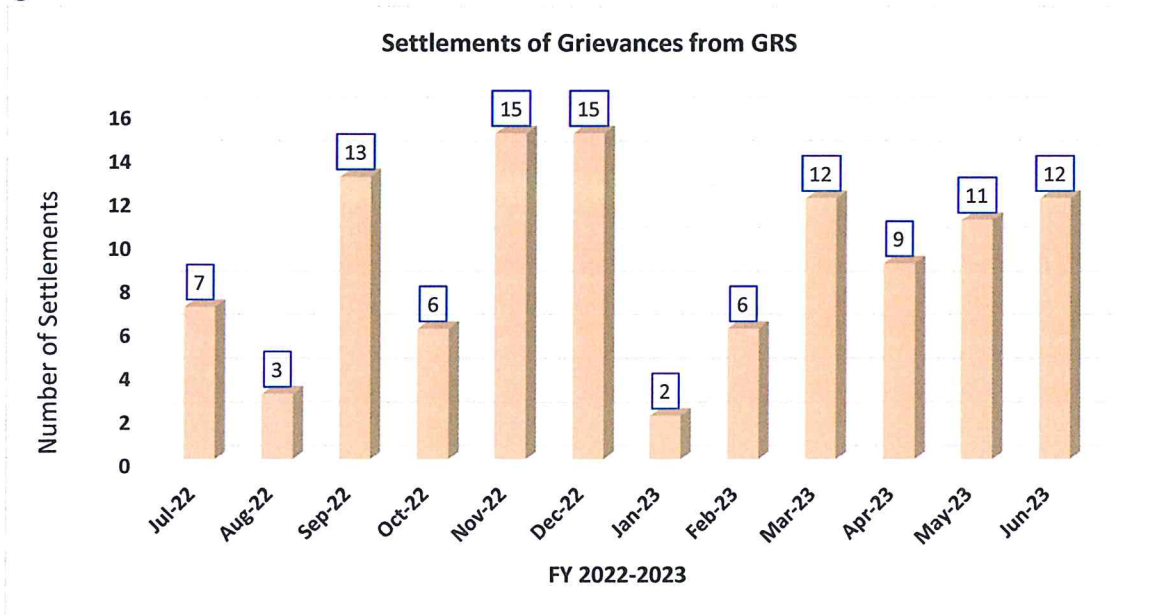



3.3.2.4 Verification of Grievances Settlements in GRS in LGED

From the summary report of GRS in FY 2022-2023, it is evident that 111 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 2022 to June 2023. Over this period, a total of 111 grievances were addressed. Examining the data in a monthly breakdown reveals fluctuations in the number of settlements. Notably, November and December of 2022 witnessed the highest levels of grievance settlements, with 15 cases resolved each month, possibly indicating increased efficiency or a surge in grievance submissions during that period. On the other hand, January 2023 recorded the lowest number of settlements, with only 2 cases resolved, suggesting a potential challenge or bottleneck in grievance resolution during that month. Overall, this data underscores the importance of continuous monitoring and analysis of the Grievances Redress System's performance to ensure timely and effective resolution of grievances. Further investigation may be necessary to identify the underlying causes of the observed variations and to implement strategies for improving the system's efficacy.

It is also observed that the number of grievances settlements in the fiscal year 2022-2023 marked more than the submission of grievances in this FY. Because some unsettled grievances of 2021-2022 are settled in the next fiscal year i.e. 2022-2023.

Figure 2: Settlements of Grievances from GRS



Rsle



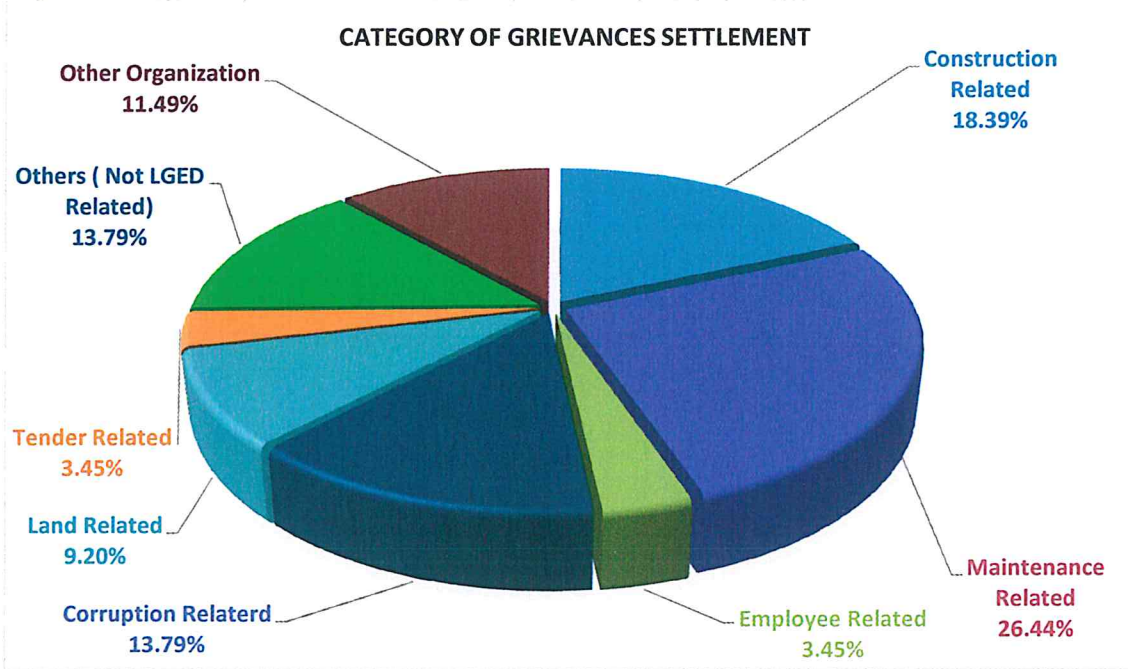
D.

Dr

3.3.2.5 Category of Grievances Settlement in FY 2022-2023

The number of the total grievances settled is presented in Figure 3 by category. In the fiscal year 2022-2023, the LGED disposed of 87 issues, of which 26.44% were related to maintenance, 3.45% to Employee Related, 13.79% Corruption related, 9.20% land-related, 3.45% to tender related, 13.79% to not LGED-related, and others, 11.49% to others organizations and 18.39% to constructions related.

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 2022-2023)

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 2022-2023 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 2022-2023 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.

R. Shaukat
০৭/০৭/২০২৪

মোঃ রেফিকত নূর
০১/০৭/২৪

মোঃ আনোয়ার হোসেন
০১/০৭/২০২৪
প্রকল্প পরিচালক (SupRB)

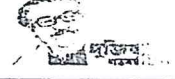
গণপ্রজাতন্ত্রী বাংলাদেশ সরকার

স্থানীয় সরকার প্রকৌশল অধিদপ্তর

আগারগাঁও, শেরেবাংলা নগর,

ঢাকা-১২০৭।

www.lged.gov.bd



শেখ হাসিনার মূলনীতি
গ্রাম শহরের উন্নতি

স্মারক নং- ৪৬.০২.০০০০.৯২৭.২৪.০০৫.২০২০-৩৫৬

তারিখঃ ২৯/০৭/২০২০

অফিস আদেশ

এতদ্বারা সংশ্লিষ্ট সকলের অবগতির জন্য জানানো যাচ্ছে যে, “প্রোগ্রাম ফর সাপোর্টিং রুরাল ব্রিজেস” শীর্ষক কর্মসূচীর আওতায় স্থানীয় সরকার প্রকৌশল অধিদপ্তরের জন্য “অভিযোগ প্রতিকার ব্যবস্থা ব্যবহারিক নির্দেশিকা” প্রণীত হয়েছে। এলজিইডি’র সকল অভিযোগ প্রতিকারের ক্ষেত্রে এখন থেকে “অভিযোগ প্রতিকার ব্যবস্থা ব্যবহারিক নির্দেশিকা” অনুসরণ করার জন্য নির্দেশনা প্রদান করা হলো।

সংযুক্তিঃ “অভিযোগ প্রতিকার ব্যবস্থা ব্যবহারিক নির্দেশিকা”

(সেখ মোহাম্মদ মহসিন)

প্রধান প্রকৌশলী

ফোনঃ ৫৮১৫২৮০২

ই-মেইলঃ ce@lged.gov.bd


স্বাক্ষরার্থে ও কার্যার্থেঃ

- ০১। অতিরিক্ত প্রধান প্রকৌশলী (সকল) এলজিইডি, সদর দপ্তর, ঢাকা।
- ০২। অতিরিক্ত প্রধান প্রকৌশলী (সকল) এলজিইডি, বিভাগঃ
- ০৩। তত্ত্বাবধায়ক প্রকৌশলী (সকল) এলজিইডি, সদর দপ্তর, ঢাকা।
- ০৪। তত্ত্বাবধায়ক প্রকৌশলী (সকল) এলজিইডি, অঞ্চলঃ
- ০৫। প্রকল্প পরিচালক, (সকল) এলজিইডি, সদর দপ্তর, ঢাকা।
- ০৬। নির্বাহী প্রকৌশলী (সকল), এলজিইডি, জেলাঃ
- ০৭। নির্বাহী প্রকৌশলী (সকল), অতিরিক্ত প্রধান প্রকৌশলীর দপ্তর, এলজিইডি, বিভাগঃ
- ০৮। নির্বাহী প্রকৌশলী (সকল), তত্ত্বাবধায়ক প্রকৌশলীর দপ্তর, এলজিইডি, অঞ্চলঃ
- ০৯। নির্বাহী প্রকৌশলী (MIS Unit), এলজিইডি, সদর দপ্তর, ঢাকা। তাঁকে এলজিইডি’র ওয়েব সাইটে প্রচারের জন্য বলা হলো
- ১০। উপজেলা প্রকৌশলী, এলজিইডি, উপজেলাঃ, জেলাঃ
- ১১। অফিস কপি।

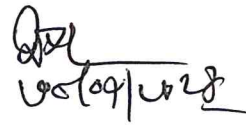
**Summary Report on Grievances and Settlements received through
Grievance Redressal System (GRS) during FY 2022-2023 of LGED.**

Serial No	Month	Number of Total Grievance	Number of Total Settlements	Remarks
1	Jul-22	11	7	1. Construction Related - 16 2. Maintenance Related- 23 3. Employee Related - 3 4. Corruption Related - 12 5. Land Related - 8 6. Tender Related - 3 7. Not LGED Related & Others - 12 8. Other organizations - 10
2	Aug-22	6	3	
3	Sep-22	12	13	
4	Oct-22	4	6	
5	Nov-22	24	15	
6	Dec-22	6	15	
7	Jan-23	1	2	
8	Feb-23	7	6	
9	Mar-23	6	12	
10	Apr-23	5	9	
11	May-23	6	11	
12	Jun-23	10	12	
Total Grievance		98	111	

Remarks: In FY 2021-22, there were some unsettled grievances those were carried over and settled in FY 2022-23. That is why, the number of settled grievances is more than the grievance received.


৩০/০৭/২০২৪
(সোহানা পারভীন)
সিপিএস সহকারী প্রকৌশলী
একক মসিটসিও ও ক্যান্টন ইউনিট
এলজিইডি সদর দপ্তর, ঢাকা।


৩০/০৭/২৪
মোঃ রেফকাত নূর
নির্বাহী প্রকৌশলী.SupRB


৩০/০৭/২৪
(মোঃ আনোয়ার হোসেন)
প্রকল্প পরিচালক (SupRB)