

# Grievance Redress Mechanism (GRM) Manual

## Introduction

Under the Danube Water Program Phase 4 – Fostering Water Security and Resilient Recovery in the Danube Region (Grant No. TFOC0185) IAWD is requested to establish a Grievance Redress Mechanism (GRM) to allow project stakeholders to raise grievances, questions and provide feedback to the Implementing Agency (IA) and seek redress when they perceive a negative impact arising from the Project activities. The GRM is a key way to mitigate, manage, and resolve potential or realized negative impacts, and contribute to positive relations with communities and employees. This GRM Manual shall transparently outline the implementation and management of the GRM by the IA.

## Goal

The overall goal of the GRM is to learn about and resolve concerns before they escalate. GRMs should permit a peaceful and timely resolution of problems, assuring stakeholders that their concerns have been heard and that the institutionalized mechanism will yield a fair and impartial outcome.

## Responsibility

The overall responsibility for the establishment and implementation of the GRM lies with the IA's Environmental and Social (E&S) Focal Point Katerina Schilling, Head of IAWD Secretariat. The E&S Focal Point will be supported by the IAWD Assistant.

## Authority and Duties

The GRM includes to the following duties and responsibilities:

Duties	Responsible person
Recording of grievance	IAWD Assistant
Acknowledgement of grievance	IAWD Assistant
Investigation of grievance	E&S Focal Point
Response to grievance	E&S Focal Point
Grievance reporting	E&S Focal Point

## Workflow

The management of the GRM is based on three consecutive steps outlined below:

1. Acknowledgement: The submitted grievance will be recorded and acknowledged in written form via email including the grievance reference number. The process will be completed within five working days.

2. Investigation: An investigation regarding the grievance will be set-up, which shall be completed within 15 working days.
3. Resolution: Based on the results of the investigation a response will be submitted to the grievance at latest three working days after the investigation has been completed.

### **Management of Grievances**

The GRM has to be established within three month of project effectiveness and will be operational during the entire period of project implementation. The IAWD Secretariat will take the following steps to fulfill the establishment and implementation of the GRM:

1. Development of the Grievance reporting template
2. Development of the Grievance log to record grievances
3. Publication of the GRM Manual including the Grievance reporting template with relevant contact information on the project website
4. In case of grievance submission, the IAWD Secretariat will carry out a step-by-step procedure according to the work flow outlined above. The maximum duration for the entire process is 23 working days.
5. Publication of a biannual report on grievance management on the project website

### **Monitoring and Reporting**

The monitoring and reporting of the GRM includes the biannual publication of a report on grievance management on the project website including the grievance log (without personal data). In addition, the E&S Focal Point shall report grievances to the World Bank as part of the reporting in the frame of the Implementation Support Missions carried out by the World Bank.