



## Grievance Redress Mechanism (GRM)

Integrated Rurban Development and Climate Resilience Project (IRDCRP).

Ministry of Agriculture, Livestock, Lands and Irrigation



Sri Lanka

October, 2025

Social Development Section-IRDCRP

## LIST OF ABBREVIATIONS

ASC	Agrarian Service Center
AP	Affected Party
CBO	Community Based Organization
CBO	Community-Based Organization
CMCs	cascade management committees
DAD	Department of Agrarian Development
DO	Divisional Officer
DS	Divisional Secretariat
ESHS	Environmental, Social, Health and Safety
FO	Farming Organization
GBV	Gender Based Violation AP
GBV	Gender Based Violation
GN	Grama Niladhari
GoSL	Government of Sri Lanka
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
ID	Department of Irrigation
MOLLI	Ministry of Agriculture, Livestock, Lands and Irrigation
MIS	Management Information System
NGO	Non-Governmental Organization
NSC	National Steering Committee
OHS	Occupational Health and Safety
PD	Project Director
PDO	Project Development Objective
PMU	Project Management Unit
SSDS	Senior Social Development Specialist
WB	World Bank
ASC	Agrarian Service Center
AP	Affected Party
CBO	Community Based Organization
CBO	Community-Based Organization
CMCs	cascade management committees
DAD	Department of Agrarian Development
DO	Divisional Officer
DS	Divisional Secretariat
ESHS	Environmental, Social, Health and Safety

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## I). Background:

The Integrated Rurban Development and Climate Resilience Project (IRDCRP)-Ministry of Agriculture, Livestock, Lands and Irrigation (MoALLI) is designed to address Sri Lanka's dual challenges of economic revival and climate adaptation, with a strong focus on rural communities that rely heavily on natural resources. It is an initiative seeks to foster a sustainable and diversified agri-food system while enhancing water resource management. IRDCRP specifically targets 12 districts identified as climate-vulnerable and poverty-prone. Since these areas depend largely on irrigated farming, they face significant risks from both economic instability and climate-related impacts, highlighting the importance of an integrated and multi-sectoral approach. The Project Development Objective (PDO) is to increase the productivity, market access, and climate resilience of agri-food producers in selected areas. The project has five components financed through a US\$100 million IDA credit and US\$ 3 million contributions from the GoSL. The project's components are:

**Component 1:** Promotion of Climate-Smart Production, Value Addition, and Inclusive Access to Markets (US\$ 45 million: IDA US\$30 million, local beneficiaries US\$15 million).

**Component 2:** Integrated Management of Natural Resources for Climate Resilience (US\$ 55 million)

**Component 3:** Strengthening the Enabling Environment for Sectoral Growth (IDA US\$13 million and GoSL US\$1 million).

**Component 4:** Project Management, Monitoring & Learning (IDA US\$2 million and GoSL US\$ 2 million).

**Component 5:** Contingent Emergency Response Component (US\$0 million).

*In adhering to component 2: Integrated Management of Natural Resources for Climate Resilience (US\$ 55 million), IRDCRP committed to improving the institutional governance of natural resources in cascades and village tanks through continued strengthening of cascade management committees (CMCs). On the other hand, this component is used to enhance water management in major, medium, and small (cascade) irrigation systems to increase water use efficiency and productivity.*

## 2). The objective of the GRM:

- i. Ensure accessible pathways for stakeholders, whether employees, community members, or project-affected people to voice their concerns or grievances without fear of retaliation.
- ii. Address grievances promptly, fairly, and in a consistent manner to minimize project-related disputes and promote fair and timely resolution.
- iii. Strengthen accountability of implementing agencies and build community confidence in project activities on Enhance Accountability and Trust.
- iv. Resolve issues at the local level before they escalate into legal, political, or social conflicts on Prevent Escalation of Conflicts.
- v. Use feedback from grievances to improve project design and implementation and safeguard compliance to support continuous learning and improvement.

### 3). Importance of GRM:

The Grievance Redress Mechanism (GRM) in World Bank projects is a structured system established to ensure transparency, accountability, and community participation by providing stakeholders with accessible channels to raise concerns or complaints related to project planning, implementation, or impacts. Because, when setting up and operating a Grievance Redress Mechanism (GRM) for a project funded by the World Bank, it is not enough to follow only the country's national laws, acts, and policies. The project must also comply with the World Bank's Environmental and Social Framework (ESF). The ESF provides international standards and requirements to ensure environmental and social accountability, transparency, and fairness-especially in handling community complaints or grievances.

#### i. National legal frameworks

This should be accommodated to the statement emphasizes that both: National legal frameworks (laws and policies of the country), and World Bank ESF requirements must be considered together to make the GRM legally sound, effective, and compliant with all relevant obligations. In simple terms: The project's grievance mechanism must follow both the country's laws and the World Bank's environmental and social rules to ensure it operates properly and legally.

#### ii. Grievance Redress Mechanism (GRM) under ESS10

As aforementioned, the Grievance Redress Mechanism (GRM) is a key requirement of the World Bank's Environmental and Social Framework (ESF), particularly emphasized under ESS10: Stakeholder Engagement and Information Disclosure.

#### ESS10-Stakeholder Engagement and Information Disclosure:

Under ESS10, project-affected communities and stakeholders must have access to a transparent and responsive mechanism to raise concerns or complaints related to environmental and social impacts. The GRM ensures community participation, accountability, and transparency throughout the project cycle. It provides a structured process for receiving, assessing, and resolving grievances in a timely, fair, and culturally appropriate manner. The mechanism must be accessible, inclusive, and free of retaliation, ensuring that vulnerable or marginalized groups can also use it effectively. In summarizing of Importance of GRM, under the World Bank ESF acts as a dual system: One mechanism for project-affected communities (ESS10) to voice environmental and social concerns. Another for workers (ESS2) to raise employment-related grievances. Both mechanisms aim to strengthen social accountability, reduce conflicts, and improve project outcomes through effective feedback and resolution processes (IRDCRP will establish a separate GRM to meet the requirements of ESS2).

### 4). Principles of the GRM:

GRM process is a cost-free tool for the affected parties and it will be implemented based on the following principles:

#### i. Accessibility

The GRM must be easily available to all project-affected people, including vulnerable groups, with multiple channels to submit complaints (written, verbal, online, in person).

ii. **Transparency and Fairness**

Processes, timelines, and outcomes must be clear, unbiased, and communicated openly to all stakeholders.

iii. **Accountability**

Clear responsibilities should be assigned for receiving, processing, and resolving grievances, ensuring timely follow-up and reporting.

iv. **Confidentiality and non-retaliation**

Complainants must feel safe to raise concerns without fear of discrimination, retaliation, or negative consequences.

v. **Timeliness and Efficiency**

Grievances should be acknowledged, assessed, and resolved within specified and reasonable timeframes.

vi. **Participatory and Inclusive Approach**

All stakeholders, including marginalized groups, should have an equal opportunity to use the GRM and participate in the resolution process.

vii. **Cultural Appropriateness**

The GRM should respect local customs, languages, and practices while aligning with World Bank safeguards.

viii. **Continuous Learning and Improvement**

Feedback from grievances should be analyzed to improve project implementation, prevent future issues, and strengthen trust with communities.

**5). GRM for IRDCRP:**

The establishment of the project-based GRM will be guided by the principles of its accessibility to aggrieved parties and transparency and efficiency in the delivery of resolutions for grievances and complaints. In adherence to the ESS 10 of the World Bank and aforesaid objectives, IRDCRP is committed to stabilizing GRM for project-affected communities (ESS-10) to voice environmental and social concerns. Hence, IRDCRP proposed stabilized, a three-tier grievance redress system for the project-affected communities to voice environmental and social concerns under the ESS- 10. This would

function at the local (GN level/site level) and Divisional Secretariate level (DS level) and at a national level (PMU level). In this respect, the PMU-level Grievance Redress Committee is a formal body for appeal and ensuring high-level government commitment, policy support, and coordination for the process of enhancing smooth implementation of the project activities at the grassroots level.

## 6). Composition of the GRC (Under the ESSI0):

The Proposed Grievance Redress Mechanism for project-affected communities to voice environmental and social concerns is implemented through Grievance Redress Committees (GRC) appointed as follows.

### i. Composition of Site Level (GN) /Subproject Level-GRC (I\* Level)

The Site level (GN level)/Subproject level Grievance Redress Committee serves as the primary platform for addressing community-level grievances under the project. It is chaired by the Grama Niladari of the respective area, ensuring strong local leadership and accountability. The committee's secretarial functions are managed by representatives from the relevant subproject implementation agencies (e.g., DAD/ASC/ID etc.) providing administrative and technical support.

The multi-stakeholder group is composed of members such as representatives from the IRDCRP (if available); the representative of the relevant subproject construction contractor (e.g., Project Manager or Safeguard Officer) or consultant; representatives of the ASC/DAD; representatives of relevant farmer organizations /partner organizations /producer groups/ or investors; a female representative from the Divisional Secretariat; a representative of a local social organization (NGO/CBO) or religious leader; and other essential bodies as needed.

#### Site level (GN level)/subproject level GRC

Representatives	Nature of the membership
Grama Niladari of the area	Chairman
Representatives from the relevant subproject implementation agencies (e.g., DAD/ASC/ID etc.)	Secretary
Representative of IRDCRP (if available)	Member
Representative of relevant subproject construction contractor (e.g., PM or Safeguard Officer) /consultant	Member
Representative of ASC/DAD <sup>1</sup>	Member
Representative of relevant FO/partner organization/producer group/investor	Member
Female Representative of DS <sup>2</sup>	Member
Representative of a local social organization (NGO/CBO) or religious leader	Member

<sup>1</sup> This is only Subcomponent 2.1—Improving cascade management and on-farm water use efficiency.

<sup>2</sup> A women representative is needed in the Grievance Redress Committee (GRC) of a World Bank project to ensure gender inclusivity, address women's specific concerns effectively, and promote fair and equitable decision-making in resolving grievances.

Any other essential body as needed	Member
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## ii. Composition of Divisional Secretariat level GRC (2<sup>nd</sup> level)

The Divisional Secretariat (DS) level Grievance Redress Committee serves as an intermediate platform for addressing project-related grievances that cannot be resolved at the site or GN level. It is chaired by the Divisional Secretary, which ensures administrative oversight and fair decision-making. The committee includes key representatives from subproject implementation agencies such as DAD, ASC, or ID as the Secretary, ensuring technical and operational input. Members include the Grama Niladhari of the area; a representative of the relevant subproject construction contractor (e.g., PM or Safeguard Officer) /consultant; the Divisional Officer in charge of ASC; IRDCRP representatives (if available); a female representative from the DS office; representative of a local social organization (NGO/CBO) or religious leader; chairmen of FO/representative of relevant partner organization/producer group/investor etc. As well, any other essential body as needed will be included in the DS level GRC. The inclusion of diverse stakeholders ensures transparency, gender sensitivity, and community participation in resolving grievances effectively while maintaining accountability in project implementation.

### DS level GRC

Representatives	Nature of the membership
Divisional Secretary	Chairman
Representatives from the relevant subproject implementation agencies (e.g., <u>DAD/ASC/ID etc.</u> )	Secretary
Grama Niladhari of the area	Member
Representative of relevant subproject construction contractor (e.g., PM or Safeguard Officer) /consultant	Member
Divisional Officer (DO)- In charge of ASC <sup>3</sup>	Member
Representative of IRDCRP (if available)	Member
Female Representative of DS <sup>4</sup>	Member
Representative of a local social organization (NGO/CBO) or religious leader	Member
Chairmen of FO/Representative of relevant partner organization/producer group/investor	Member
Representative of cascade management committee	Member
Any other essential body as needed	Member

## iii. Composition of PMU level GRC (3<sup>rd</sup> level)

<sup>3</sup> This is only Subcomponent 2.1—Improving cascade management and on-farm water use efficiency.

<sup>4</sup> A women representative is needed in the Grievance Redress Committee (GRC) of a World Bank project to ensure gender inclusivity, address women's specific concerns effectively, and promote fair and equitable decision-making in resolving grievances.

The Project Management Unit (PMU) level Grievance Redress Committee serves as the apex body for resolving complex or escalated grievances within the project. It is chaired by the Secretary or Additional Secretary of the relevant Ministry, and it ensures high-level oversight and accountability. The Project Director of IRDCRP functions as the secretary, facilitating coordination and documentation.

Membership includes key administrative and technical representative, such as the Divisional Secretary in relevant areas; Senior Social Development Specialist; representative from the relevant subproject implementation agencies (e.g., DAD/ASC/ID, etc.); representatives of a local social organization (NGO/CBO) or religious leader representatives and other essential bodies fosters transparency, inclusiveness, and community trust in the grievance resolution process.

PMU level GRC

#### National level GRC

Representatives	Nature of the membership
Secretary or Additional Secretary of relevant Ministry	Chairman
Representative from the IRDCRP (Project Director)	Secretary
Divisional Secretary of relevant area	Member
Senior Social Development Specialist	Member
Representatives from the relevant subproject implementation agencies (e.g., DAD/ASC/ID etc.)	Member
Any other essential body as needed	Member

#### 7). Operational mode of GRCs:

The first-level committee, to operate at the site level (GN level) or subproject level, will immediately resolve received grievances from affected persons. The Committee will try to resolve the grievances of persons who live in the immediate project area. The proposed composition of the committee would include a combination of government and community representatives who would try to resolve grievances amicably through a process aimed at achieving consensus. The 1st level GRC will conduct its deliberations at the relevant site office(s) of the subproject and will endeavor to resolve the grievances reported within a maximum period of one week. Aggrieved parties can report/submit their grievances and complaints either verbally (e.g., via telephone, SMS, or personal communications etc.) or in writing either to the GN, or any committee members of the area or to an officer in the PMU representative site office. If it can't be solved within 7 working days, it should be forwarded to DS level GRC. Once GN level GRCs have stabilized, significant information is disclosed as the following table illustrates.

Meeting date	Regular once a month or as needed for urgent issues
Potential location of GRC gathering,	Site office or GN office (It will be based on ground requirements.)
Grievance registry access points	Site office/GN office/FO

Complaint box establishment locations,	Site office/sub project location
The designated focal person	GRC chairmen or secretary

DS-level GRC is the 2nd tier of GRM. This committee is expected to address complaints and disputes that cannot be resolved or if the aggrieved party is not satisfied with or does not agree with the solution reached at the first tier of the GRC by the GN-level (1st level) committee. In addition to hearing appeal cases coming from the 1st level committee, this committee will also support the national-level committee, providing information and administrative support. The Committee will review decisions coming from 1st level committees within 14 working days and will communicate its decision to the claimants and 1st-level committee within five working days for follow-up actions. The DS-level GRC will conduct its deliberations at the divisional secretariat. If any technical advice is required to help in the process of decision-making, DS-level GRC will invite and consult the relevant experts to give their opinion on the relevant matters. Once DS level GRCs have stabilized, significant information is disclosed as the following table illustrates.

Meeting date	Regular once a month or as needed for urgent issues
Potential location of GRC gathering,	Site office or GN office (It will be based on ground requirements.)
Grievance registry access points	GN office/ASC
Complaint box establishment locations,	Relevant Agrarian Service Center (ASC)
The designated focal person	GRC chairmen or secretary

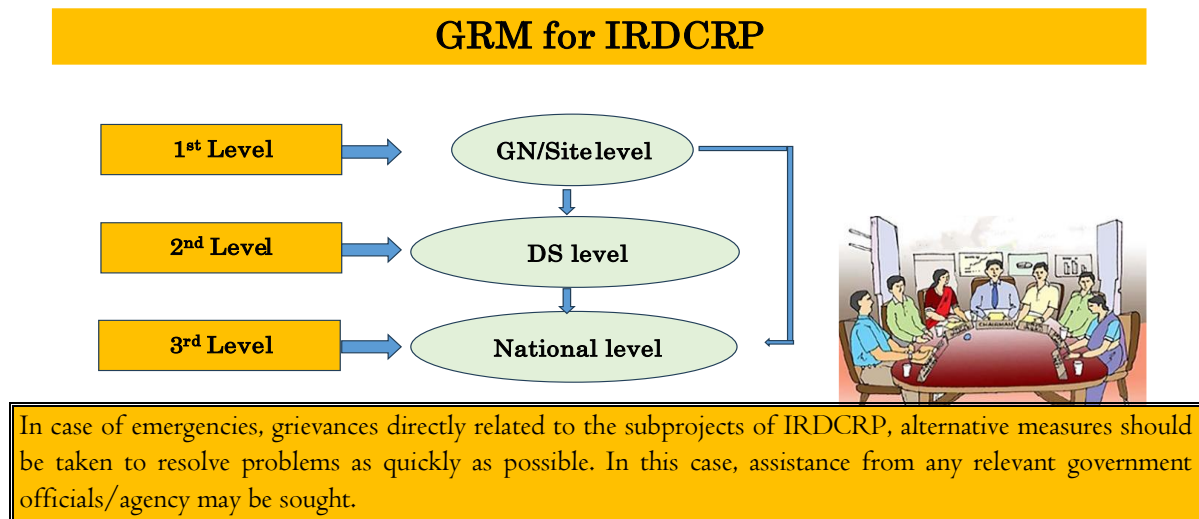
If the DS-level committee couldn't solve it in a given time period, it should be forwarded to the national-level (3rd level GRC). The national level GRC will only be convened when a complaint or grievance is raised by an affected person that cannot be resolved at the lower levels (1st and 2nd level GRCs). The GRC at the national level will be located in the Ministry of Agriculture and will be chaired by a Secretary/Additional Secretary of the Ministry or a designated representative. The Project Director will serve as the secretary to the committee. In addition to guiding and supervising the grievance system, this Committee will review appeals from people who are not satisfied with the decisions of the lower-level Committees. Once received grievances, to the National Level GRC, the grievance should be solved within 14 working days. If the National-level GRC couldn't solve received grievances within the given time period, unsolved grievances can be forwarded to the Project National Steering Committee in order to take policy-level solutions or decisions to solve particular grievances (it will depend on severity of the grievances). Once National level GRCs have stabilized, significant information is disclosed as the following table illustrates.

Meeting date	Regular once a quarterly or as needed for urgent issues
Potential location of GRC gathering,	Project Management Unit (PMU)-IRDCRP or relevant Ministry
Grievance registry access points	Social Development Section of PMU

Complaint box establishment locations,	Social Development Section of PMU-IRDVRP
The designated focal person	GRC chairmen or secretary

In this process, affected persons/parties or stakeholders can forward direct grievances to the DS-level GRC without waiting for the 1st-level GRC. As well, they can forward their grievances to the National level GRC without waiting for the 1st and 2nd level committees. But it should be encouraged to function through formal channels step by step. The following diagram illustrates the aforesaid GRM process.

Diagram 01: GRM under ESS-10



## 7.I). Grievance Handling Process

The GRMs under ESS10, follow a four-step operational process

- i. **Receipt and Registration:** Grievances can be submitted verbally or in writing through multiple accessible channels (grievance boxes, hotline, or project office etc.). The Secretary of GRC records and acknowledges receipt within a defined timeframe.
- ii. **Screening and Fact-Finding:** The GRC reviews the complaint's nature and Secretary of GRC responsible to conduct impartial fact-finding through interviews, document reviews, and site visits. In this event, independent officers/team can be appointed to assist for facts finding.
- iii. **Deliberation and Decision:** The GRC convenes meetings (physical or virtual) to discuss findings, deliberate on possible remedies, and make decisions-documented in meeting minutes.
- iv. **Resolution and Feedback:** Decisions may include corrective or disciplinary actions, mediation, or policy improvement. Complainants are informed of outcomes in writing, ensuring confidentiality and protection against retaliation. GRC is committed to solve grievances Withing 14 working days, but this will be depended on nature of the severity of the grievance.

An aggrieved party who is not satisfied with or does not agree with the solution reached by this GRC has an opportunity to complain to the Grievance Redress Service (GRS) of the World Bank. In such a circumstance, if an aggrieved party requests an assistant from IRDCRP, the social safeguard team is responsible for assisting them. Any aggrieved party has an independent opportunity to directly complain about their grievances to the World Bank without waiting for the National level (PMU level) GRC. However, any aggrieved party has an independent opportunity to directly complain about their grievances to the World Bank without waiting for the National level (PMU level) GRC. Complaints must be in writing and addressed to the GRS. They can be sent their grievances by the following method.

- Online,	Through the online form of Website: <a href="http://www.worldbank.org/grs">www.worldbank.org/grs</a>
- By email	<a href="mailto:grievances@worldbank.org">grievances@worldbank.org</a>
- By letter or by hand delivery to the World Bank	The World Bank Grievance Redress Service (GRS) MSN MC 10-1018 1818 H St NW Washington, DC 20433, USA

### 8). Reporting Procedure:

The GRC maintains a grievance logbook and regularly reports cases and resolutions to the Project Management Unit (PMU) of IRDCRP and the World Bank. Lessons learned are used to improve and reinforce compliance in addressing construction-related and stakeholder-related grievances under ESS-10.

### 9). Accessibility and Awareness:

Information about the GRC mechanism is disseminated through worker orientations, notice boards, and local consultations to ensure workers and community members understand their rights and procedures for lodging grievances. In this respect, the following table illustrates significant information for the connectivity channel of the national level GRCs.

Meeting date	Regular once a quarterly or as needed for urgent issues
Potential location of GRC gathering,	Project Management Unit (PMU)-IRDCRP or relevant Ministry
Grievance registry access points	Social Development Section of PMU
Complaint box establishment locations,	PMU-IRDCRP
The designated focal person	GRC Chairmen or Secretary (GRCs)/Social Officer

### 10). Recording procedures:

The GN and the site office(s), DS, ASC, DAD, IRDCRP, and other relevant subproject implementing agencies will maintain a grievance registry to record the grievances, which would include information on the date of the complaint, the name of the complainant, and the nature of the complaint or grievance received either verbally or in writing in any level committee. Additionally, recording monitoring of a complaint box will be done in a regular manner.

## **II). Issues that could be addressed under the GRCs:**

It can be expected different grievances, such as Land, Social, Environment, Construction related and Livelihood damages etc. Thereby, the following are some issues that could be taken up at different levels of GRC:

- i. Exclusion of affected persons from eligibility lists
- ii. Entitlement or eligibility for non-cash benefits
- iii. Employment-related grievances
- iv. Dust, noise and vibration nuisance at the construction site
- v. Loss of access
- vi. Damages to public and private property (especially damage caused by vibration/pile driving)
- vii. Removal of religious shrines, statues or trees
- viii. Problems caused to public due to road closure
- ix. Storage of construction material obstructing community activities
- x. Non-compliance of the contractor with social and environmental safeguards
- xi. Misbehaviour of the employees of the contractor
- xii. Compensation and resettlement related issues
- xiii. Labour influx related issues
- xiv. OHS related issues
- xv. GBV, ESHS related issues.

In the initial stage, the PMU Safeguards team, under the supervision of the head of the social team, will intervene to resolve any type of grievance prior to forward national level GRC. If there is an escalation of grievances, it should proceed to the national level GRC.

## **I2). Mode/Channels for Complaints:**

To achieve aforementioned principles, the GRM will be set up with: multiple channels to submit complaints like following and affected parties can submit their grievances/ complaints anonymously too.

- i. Written submissions
- ii. Verbal/Oral complaints
- iii. Telephone hotlines
- iv. Email and official websites
- v. Suggestion/Complaint boxes

- vi. Through local representatives
- vii. SMS/WhatsApp and social media platforms
- viii. In-person visits
- ix. Email/electronic messages.
- x. Telephone hotlines.

In this event, a system for receiving, sorting, verifying, and tracking complaints; public disclosure of salient features of the GRM and ease of access for complainants; public disclosure of complaints/grievance redress arrangements. The following table illustrates multiple contactable channels for forwarding grievances.

Contactable media	Contact details
Telephone	011-2877550/2073044/2877559
Email.	irdcrp_moa@agrimin.gov.lk
Fax.	+94112877546
Postal address	Integrated Rurban Development and Climate Resilience Project -(IRDCRP), No 11-123/2, Pannipitiya Road, Baththaramulla

After commencing construction of civil work, GN level and DS level contactable information will be disclosed.

### **I3). Awareness-Raising:**

For the GRM to be effective, it is necessary that wider publicity is given to the operations and procedures of the GRM. The project will conduct awareness raising programs using a variety of communication methods to inform the general public, public officers, social organizations, contractors and divisional secretaries in the respective areas, and the project affected persons on the grievance redress procedures. All the information will be provided to the recipients in local languages and the variety of communication methods are following.

- i. Meetings/discussions
- ii. Posters
- iii. Leaflets/Brochures
- iv. Print and electronic media
- v. Letters
- vi. Formal awareness

### **I4). Training/capacity building:**

The training/awareness programs would cover the following areas to enhance the capacity of the GRC members.

- i. Roles and responsibilities of the GRC members
- ii. An overview of safeguards policies/standards of GoSL and the WB
- iii. Gender and vulnerability aspects in safeguards management
- iv. The scope of the project and planned construction phases
- v. The purpose and procedures of GRM
- vi. Types of grievances that can and cannot be considered under the GRM
- vii. Eligibility to access the GRM
- viii. Reporting procedures for the GRM
- ix. Details of the information that should be included in a complaint
- x. Procedures and time frames for initiating and concluding the grievance redress process, boundaries and limits of the GRM in handling grievances and roles of different agencies, such as the Project implementer and funding agency.
- xi. Procedures for appeals against the decisions of the first and second levels of the GRCs.

### **I5). Monitoring, and Evaluation of the GRM:**

The GRM will be included as part of the Project's monitoring system. All complaints will be registered and tracked through the MIS system. The system will provide quarterly and annual summaries of the GRM covering the following issues:

- i. How many complaints have been raised?
- ii. What types of complaints have been raised?
- iii. What is the status of the complaints (rejected or not eligible, under assessment, action agreed upon, and action being implemented or resolved)?
- iv. How long did it take to resolve the problems?
- v. How many people (men and women separately) have used the grievance redress procedure?
- vi. What were the outcomes?
- vii. Status of satisfaction in APs with resolving grievances?

The monitoring system will also evaluate the overall effectiveness and the impact of the GRM. Such evaluations will be carried out annually, and the results will be used to improve the performance of the GRM and provide valuable feedback to Project Management. The following questions can be addressed in such evaluations:

- i. How did the learning from grievances help to address systematic project issues and strengthen project implementation and achieve project objectives?
- ii. Is the GRM effective in realizing the stated goals, objectives, and principles?
- iii. Is the GRM capable of responding to the range of grievances specified in their scope?
- iv. Is the GRM equipped with an adequate and diverse set of resolution approaches?
- v. Has the GRM adopted measures to improve the resolution approaches, e.g., capacity building, consultation, with technical experts.
- vi. Was the GRM effectively integrated into overall Project management?

#### **I6). Preparation of Comprehensive GRM Manual:**

The project would prepare the comprehensive GRM manual (by local languages) to guide committee members of the GRC. It is elucidated the respective responsibilities and practically functioning aspects of the committee members.

**Integrated Ruban Development and Climate Resilience Project -(IRDCRP)  
Grievance Submission Form**

**1. Basic Information**

Date of Submission: \_\_\_\_\_

**2. Complainant Details (optional if anonymity requested)**

Name: \_\_\_\_\_ Contact Number \_\_\_\_\_

Address: \_\_\_\_\_ Email (if available): \_\_\_\_\_

<b>3. Preferred method of contact:</b>	Phone		Email		Letter		In person	
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**4. Nature of Grievance**

Type of issue	tick	Type of issue	tick
Labor and working condition		Land or property issue	
Health and safety		Employment-related grievances	
Environmental concern		Gender-based issue	
Employment related		Other (specify)	

**5. Description of Grievance** (Please describe your concern, including what happened, when, and who was involved).

<b>6. Supporting Documents (if any):</b>	Attached		Not attached	
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**7. Preferred Resolution/Relief Sought** (What action would you like to see taken?)

.....

**8. Signature (optional)**

Name/Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**For Official Use Only**

Received by (Name & Position): \_\_\_\_\_ Date Received: \_\_\_\_\_

<b>Mode of Received:</b>	In person		Email		Hotline		Letter		Other	
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Action Taken / Remarks: \_\_\_\_\_

Resolution Date: \_\_\_\_\_

<b>Status:</b>	Resolved		Pending		Escalated		Other :	
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**Grievance Redress Mechanism (GRM) Receipt**  
Integrated Ruban Development and Climate Resilience Project -(IRDCRP)  
(Under: Environmental and Social Standard (ESS-2 / ESS-10) -World Bank)

Receipt No.: \_\_\_\_\_

Date: \_\_\_\_\_

**Complainant Information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact No.: \_\_\_\_\_

Email (if available): \_\_\_\_\_

**Grievance Details:**

Nature of Complaint: \_\_\_\_\_

Received By: \_\_\_\_\_

Designation: \_\_\_\_\_

Mode of submission:	In person		Email		Phone		Suggestion Box	Other	
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**Acknowledgment:**

This is to acknowledge receipt of your grievance/complaint submitted on \_\_\_\_\_. It will be registered and reviewed by the safeguard team, Grievance Redress Committee (GRC) in accordance with the GRM procedure under the IRDCRP Project. You will be contacted for any additional information or updates regarding the resolution process.

Signature of Receiving Officer: \_\_\_\_\_

Date: \_\_\_\_\_

Annex 03: Format of Grievance Registry

**Grievance Registry of GRM-Integrated Urban Development and Climate Resilience Project -(IRDCRP)**

Complaint ID	Date of received	Complainant name/contact details and address	Gender		Location/site/sub project/office/ company	Nature of Complaint	Category		Action taken	Complaint receiving Officer	Remark
			M	F			ESS.1	ESS.2			

# GRIEVANCE REDRESS MECHANISM

OF INTEGRATED RURBAN DEVELOPMENT  
AND CLIMATE RESILIENCE PROJECT

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Solve grievances you  
encounter due to the project

## CONTACTABLE MEDIA

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Prepared by:

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Approved by:

Name	Designation	Date	Signature
R.H.W.A.Kumarasisri	Project Director- IRDCRP	December 03, 2025	